

Houses Rules

BB Santa Caterina – Dimora sul mare

Dear guests, first of all we would like to wish you a very warm welcome to our B&B, In Order to make your stay as pleasant as possible, the Management requests your co-operation in observing the following rules:

The rules to observe in our home are not only those stated by law, but above all those dictated by common sense and mutual respect.

Damage to Property

The guest will be held responsible for any loss or damage to the B&B's property caused by improper use negligence or neglect by themselves, their guests or any person for whom they are responsible. They will be charged the necessary amounts to cover repairs, replacements and any cleaning relating to the damage. Any deductions resulting from damage will be recovered in accordance with the law.

Check in

Check in is from 15.00 (3PM) to 20.00 (8PM), unless prior arrangement has been made with the management. We kindly ask you to inform us of your arrival time and any possible delays.

Upon arrival, have your passport ID card or any other valid identity document ready to show. It is a legal requirement in Italy that photocopies of passports are taken of all foreign visitors. Failure to comply with this requirement constitutes a violation of the rules of the Italian penal code and authorizes us to request that you immediately leave the B&B.

All personal data is processed in accordance with the General Data Protection Regulation (GDPR)

At the time of check in you will be issued with an electronic key card with which you can enter and exit the B&B at your convenience. (In case of loss of the electronic key card, a penalty of € 5.00 per card will be charged.)

Check out

Check out must be made no later than 11 am, after this time and in the absence prior consent from the management, we reserve the right to charge you a supplement.

N.B. An Early or late check in or check out can be made upon request; the extension will be given depending on the availability. If the room is available, the normal tariff will be charged. On failure of the guest to vacate the room on expiry of the agreement, the management reserves the right to remove the guest and his/her belongings from the room occupied by the Guest.

Guest's Belongings

The BB declines all responsibility for loss, theft and / or damage to personal possessions left in the rooms and for any damage to people, animals or things to and from third parties. For your convenience, each room contains a safe to store any valuables during your stay.

Smoking

Smoking is not permitted inside the common areas and bedrooms. Compliance with this simple rule arises from the need to protect non-smokers who may occupy the room after you, as well as a rule for fire prevention.

Visitors

It is strictly forbidden to receive visits and additional guests other than those staying in the B&B.

Breakfast

Breakfast runs from 7.30AM to 10.30AM.

Room service is available at an additional cost of € 10.00

Room Cleaning

Rooms are cleaned every day and includes a change of towels. Therefore, you are kindly asked to leave those you require washing in the sink, those that are hanging up will not be washed. Sheets, are changed every 2 days, unless necessary. Please do not throw sanitary towels, wet wipes etc. into the toilet Please use the special container provided.

Damage

Any damage must be notified immediately to the manager of the facility. All charges in the event of client default, including mini bar drinks will be charged to the credit card details provided by the customer at the time of booking.

Pets

Pets are strictly not allowed in the B&B.

Utility Services

We are not liable for any disruption due to total or partial lack of utility supplies such as electricity, water, telephone lines or internet connections outside our control.

Data Protection

B&B Santa Caterina - Dimora sul mare respects and protects your privacy pursuant to The ITALIAN PERSONAL DATA PROTECTION CODE Legislative Decree no. 196 of 30 June 2003

The information you provide to our site will be used solely for the purpose of sending you information regarding B&B Santa Caterina - Dimora sul mare and will therefore NOT be used for other purposes, unless expressly authorized by you.

Any third party websites, connected via links to or from B&B Santa Caterina - Dimora sul mare, have their own privacy regulations and their own database independent of B&B Santa Caterina - Dimora sul mare; for this reason B&B Santa Caterina - Dimora sul mare, is not responsible for the actions and internal regulations of these sites. If requested to send your personal data to third parties, please take note of the internal regulation of these sites regarding privacy.

Before confirming your reservation by email, we invite you to read and take note of our house rules.

CANCELLATION POLICY:

Any cancellations to cancel a booking made directly with B&B Santa Caterina - Dimora sul mare, must be made via email. In which case, the following policy applies:

NON-REFUNDABLE RATE:

no refund expected

STANDARD RATE:

- In the case of cancellations or changes made up to 7 days before the expected date of arrival, no cost will be charged and any deposit paid will be refunded
- In the case of cancellations or changes made between 6 days and the day before the day of arrival, you will be charged the full cost of the first night.
- In the case of cancellations or changes made after this deadline or no-show, the full amount of the stay will be charged.

Thank you for your kind cooperation and we wish you pleasant stay. Please do not hesitate to ask should you need any further clarification.

THE MANAGEMENT RESERVES THE RIGHT TO ADD TO, OR ALTER OR AMEND ANY OF THE ABOVE TERMS, CONDITIONS AND RULES, WHICH ARE A PART AND AN ABSTRACT OF THE LODGING ACT.