

# REGULATION

Booking entails implicit acceptance of the Regulations in their entirety.

## Period of Occupancy

A stay can begin on any day of the week.

## The occupancy tariff includes

Utilities - On request, cot for babies up to 3 years of age - All the services listed under the headings "APARTMENT SERVICES" and "FACILITY SERVICES"

## The occupancy tariff does not include

Replacement keys (for apartment, main door and elevator) in case of loss €60.00

Extra unforeseen expenses incurred by the customer's special requests

All those services listed under the heading: "Additional Services", "Affiliated Services", "Serviced delivered to your home" and "Top-of-the-range Services"

The cost of tickets/tours/excursions/cards purchased via the free-of-charge "Ticketing and Bookings" service, available at Reception.

## Booking

In order to make a booking, it is necessary, within the 48 hours following the booking, to make a payment equal to 50% of the price for the whole stay, by means of bank transfer or via a Paypal account, and to send an email containing the confirmatory receipt for this payment. Failure to do so may lead to cancellation of the booking itself. Payment of the outstanding amount should take place on checking in.

## Arrival and departure times

Unless otherwise specified when booking, rooms are available from 1pm on the day of arrival up until 10am on the day of departure.

Late check-out: Should you decide to extend your stay beyond 10am on the day of departure, (subject to availability of this facility), a tariff of 50% of the overall daily amount shall be applied.

## Cleaning and Maintenance

Bed and bathroom linen shall be changed every three days and on change-over of guest occupants (Regional Law N°18 29/97).

The accommodation is cleaned once a week and on change-over of guest occupants.

The owner reserves the right to have access to the accommodation whenever extraordinary cleaning and maintenance operations become necessary.

## Access to and use of the rooms

The following are considered shared environments: the Reception and Lounge Meeting Area (currently being completed). Use is permitted conditional on respect for the other guests.

## Cancellation of booking

Three days before the arrival date, no penalty shall be applied; advance payment/balance paid shall be refunded in full but bank / Paypal charges involved in the transactions will be deducted. After this deadline, the advance payment/balance paid shall be retained in full or, on request, will be retained as a down-payment/balance paid on a stay to take place within the following six months.

## Pets

Pets (small and medium in size) may be allowed access on request and subject to approval by the owner at the point of booking. In this case, customers will be charged a one-off amount of €10.00 for extra cleaning, which is to be paid along with the outstanding balance.

## Customers' Responsibilities

Guests are responsible for the safekeeping of the apartment, of its furniture and of the objects contained in it. Any discrepancies discovered in the apartment will be acknowledged only if they are reported during the day of arrival. At check-in and at check-out, the good working order and condition of the apartment and its contents will be checked. Should the customer, or their guests, cause damage to the accommodation or to its contents, the customer shall be held liable for such damages.

Under no circumstances shall the accommodation of a higher number of people be permitted than is specified when booking. If this condition is not observed, the owner reserves the right to refuse access to the accommodation or to remove persons not specified in the booking.

## Responsibilities of the Establishment

Where causes beyond the control of the management make the booked accommodation unfit for use, the management reserves the option to assign an equivalent alternative.

## Condominium Regulations

Guests shall have access to the establishment at any time of day or night. Within the establishment, behaviour, activities, games, noise or the use of equipment shall be avoided that cause disturbance to other guests or that could compromise the image and good name of the establishment.

Breach of the above-listed stipulations will force us, unwillingly, to refuse further stay. No claim or recourse on the part of the guest shall be allowed.

## Advice

Guests are advised not to throw anything into the WC or hand-wash basins that could cause a blockage of the pipes. Any necessitated call-out of a technician shall be charged in full to the guest.

Waste should be disposed of, with separation of recyclable items, in the ways indicated by the owner during check-in. No rubbish should be left in the apartment on check-out.

At the end of the stay, the refrigerator should be left in a clean condition and any perishable foods removed.

Please do not change the arrangement of the furniture within the rooms or through negligence allow linen, furniture and/or walls to become stained.