

## Hotel Services Regulation

Dear Guest,

the following are the rules governing the use of the services booked in compliance with the reference legislation of the hotel tourism sector. The aforementioned document, together with the "Hotel Rates and Services" and "Bathing services regulation", is an integral part of the "Bathing Tourist Booking Contract".

### Acceptance modalities

1. Check in: reservations and related operations (badge collection, check-in, information request, etc.) must be carried out by a single person representing the head of the family, group leader or deputy (by means of a specific proxy, see card reception);
2. Payment: it is preferable to carry out all cash transactions through bank transfers or use of other means of electronic payment (POS);
3. Appointment registration: it is recommended, where possible, to register your appointment with the reception; the handling of the reception operations must be carried out in the shortest possible time, avoiding staying long in the same, avoiding accessing the space behind the reception desks, waiting for one's turn respecting the horizontal signs to ensure compliance with the safety distance; in case of reaching the maximum hospitality capacity of the reception, we invite you to wait for your turn outside the reception; it is recommended at the reception entrance to wash your hands using the special diffusers before entering the facility;
4. Arrival and departure times - The accommodation is made available to the customer from 3.00 pm on the day of arrival and must be vacated by the customer by 10.30 am on the day of departure;
5. Guest acceptance: A number of people (adults + children) not exceeding that indicated in "Hotel Rates and Services" can stay in the property;
6. Failure to arrive: after 24 hours of failure to arrive and without communication received by the hotelier, the latter will be deemed free from any commitment and without any burden at his own expense;
7. Complaints - Each accommodation has been visited and checked taking into account the inventory of the equipment. Any breakdowns must be reported immediately to the reception within 24 hours of arrival, which will provide the necessary repairs as soon as possible. Any complaints must be reported immediately to the hotelier and in any case within 48 hours of arrival. In the absence of this or our explicit authorization, customers who leave the accommodation early will have no right of reimbursement for the unused stay.

### Guest access

1. For reasons of Public Security, the accommodated customers cannot allow other people to access the rooms at any time of the day.
2. Daily bookings for the use of bathing services by customers for non-accommodated guests are governed by "Bathing Rates and Services 2024" and "Bathing Services Regulation 2024".
3. Any visits by non-accommodated guests between 09 am – 10 pm can take place exclusively inside the Hall.

### Use of the rooms

1. The accommodations are delivered clean and tidy. The cleaning accessories are inside; detergents and sponges are the responsibility of the customers. The rearrangement is daily, cleaning and linen change will be carried out every three days by the staff in charge of the rooms. In order to facilitate the carrying out of the cleaning and tidying service, the rooms must be vacated by 10.00 am and no later than 10.30 am. Beyond the indicated time, change, rearrangement and cleaning will not be carried out;
2. at the end of the stay, customers will have to deliver the dishes in the same state in which they received them; empty the refrigerator; collect waste; restore the original conditions of the furnishings. The dishes and other equipment of the accommodation must not be used or transported outside the accommodation. All non-compliance will result in the obligation to compensate the unfair damage against the Hotelier;
3. the lodgings are equipped with equipment and accessories required by current legislation for R.T.A tourist accommodation facilities;
4. the change of bed linen is midweek, any extra change must be requested at the hotel reception and a supplement may be applied.
5. It is not allowed to hang towels or linen on the balcony railings. It is possible to do this on the special drying racks made available in the back of the apartment, or on the courtyard level (if necessary, ask for clarification at the reception);
6. It is forbidden to smoke, use drugs, speak loudly, shout, slam doors or windows, connect any household appliance brought with you to the electrical system, with the exception of the electric razor;
7. it is recommended to respect the time slots 23.00 - 08.00 and 14.00 - 16.00 when rest is expected;
8. it is also recommended, whenever you leave the room, to lock the door and check that the windows are well closed, in order to avoid any subtraction of values from the rooms. It is recommended that it is not allowed to leave the air conditioner on while absent from the room;
9. the hotel management is not responsible for the shortage of guests' objects and / or valuables; each guest is required to diligently keep the objects owned by him (use the special safe in the room);
10. the customer undertakes to respect the premises and the things contained therein; any damage caused will be charged at the cost of the restoration.
11. for requests of any kind, it is recommended to contact the reception office directly and not to unauthorized personnel;
12. Breakfast, lunch and dinner are served in the restaurant near the reception. Hotel guests are not allowed to bring to different places (eg in the room or outside the structure) from the breakfast room.

### Use of the tourist facility

1. Please refer to the regulations of "Bathing Rates and Services" and "Bathing Services Regulation" which together with this form an integral part of the "Hotel Services Regulation";

### Order and morality

1. Appropriate and decent clothing is required within the common areas;
2. compliance with the legislation on the prohibition of smoking in public places is required. Law no. 3;
3. as per the information already signed, please note that the aforementioned badge identifies the individual assignee customer and is for strictly personal use, therefore, any destruction and / or loss of the same will be immediately reported to the undersigned Administration and will entail, in any case, the charge of the sum of € 5.00 by way of reimbursement for the costs of the new issue; in the event of loss or theft of the badge, the holder, for the purpose of issuing a newly issued badge, must produce a fair copy of the report filed with the judicial police authorities. The customer holds his badge during the booked period and undertakes to deliver it at the end of the booking. In case of non-delivery, the customer will have to pay the correlative cost.
4. the room keys are issued at the beginning of the booked period and in number of one per adult customer and must be returned to the reception office at the end of the aforementioned period. In case of non-delivery or request for a duplicate, the customer will have to pay the correlative cost;
5. It is mandatory to register the customer at the entrance of the structure and at the time of his exit. The entry / exit registration procedure will take place through monitoring systems. In particular, these systems will normally use electronic equipment located at the reception in compliance with the 2016/679 privacy regulation.
6. the structure uses video surveillance equipment with closed-circuit detection and recording for reasons of security, control and public order in accordance with the 2016/679 privacy regulation. The video-monitored images are destroyed after a number of hours required by law and can only be viewed by the person in charge of data processing and by judicial police bodies or persons authorized for this purpose.