

# House Rules

We are glad to welcome you and we thank you for choosing In Santa Trinita Rooms & Apartments. Please read our internal regulation, both rules prescribed by the applicable law and common-sense principles for mutual respect.

1) **Reservation request** can be realized by phone or by e-mail at [insantatrinita@gmail.com](mailto:insantatrinita@gmail.com). We will send you a written confirmation of your booking, with all the information concerning your stay and the deposit you need to send by bank transfer, equal to 30% of the total amount.

The rest of the sum must be settled upon arrival, before the delivery of keys..

2) **The cancellation request** must be sent via e-mail at [insantatrinita@gmail.com](mailto:insantatrinita@gmail.com) and it is necessary to respect the following conditions:

- for cancellations or variations up to 3 days before the arrival date, the deposit will be charged.

- In case of cancellation or variations made after said deadline, the structure will charge the 50% of the total amount of your reservation. In the event of no show or early departure, we will charge the 100% of the amount.

3) **The balance of your reservation** will be realized at the moment of the arrival, along with the delivery of keys. It could be done by credit card, bancomat or using cash. In the event of early departure no refund will be given.

4) **Check-in.** Our guests will receive the keys of their room between 3:00 pm and 8:00 pm. In Santa Trinita is a family-run facility, so we regret we cannot offer a 24 hours reception service as in other hotels. It means our guests are required to call the owner at least 24 hours before the arrival to inform him about the estimated time. This will allow us to give you the best welcome we can offer and to avoid unpleasant waitings.

5) At the moment of your arrival you will be requested to provide valid identity documents (Passport or ID), necessary for your registration, as required by current legislation. Failing to meet this obligation constitutes a violation of the law of the Penal Code and authorizes us to request that you immediately leave the structure. The data of our guests shall be processed in accordance with current regulation on privacy.

6) **Check-out.** Our guest must leave their rooms within and not after 10:00 am. If requested, we can keep your luggage inside the structure until the end of the day. Our guests shall return the keys at the moment of the check-out.

7) It is prohibited to eat inside the bedrooms and to use your own stoves. According to our legislation and for security reasons, stoves and other appliances are available in the kitchen. Our guests can eat in the dining room or in the garden, using specific tables. May it be your concern to reorganize the areas you have been using.

8) Rooms and baths cleaning and linen change will be provided once per week and every time a guest leaves and another one arrives. We can offer a daily linen change at the price of 7 euros. The laundry room with washing machine and dryer is always available for you.

9) A correct and respectful use of cleaning accessories and sponges is recommended. Please do not throw anything –except for toilet paper- in the toilet. Please turn off lights and air conditioners every time you leave your room. A correct use of appliances is recommended, specific instructions are available.

10) It is forbidden to smoke inside your room to safeguard people who do not smoke and guests who will come after you and besides preventing fires. Each one of our three floors is equipped with fire-extinguishers.

11) We inform our guests that an external video-surveillance service is active H24 and that rooms are equipped with safes. Please do not leave any thing of value unattended inside your rooms, bathrooms and common areas. Please close windows and doors when you leave your room. In Santa Trinita declines all responsibility in the event of any loss, damage or theft . Damages must be declared and the owner must be immediately refund.

12) According to regulations and city police norms, our guests are required to maintain quiet between 2:00 pm and 4:00 pm and between 10:00 pm and 8:00 am, particularly in the garden and all around the house.

13) It is strictly forbidden to receive prolonged visits and other overnighting guests. It is mandatory to ask for the owner permission to invite a significant number of people inside the facility, especially during night hours. Pets are not allowed.

Sure about your kind collaboration, we remain at your disposal for any clarification and we wish you a pleasant stay.