

Regulations for Guests

These Regulations are an integral part of the Booking Form. For anything not specifically mentioned, please refer to the legal regulations in force, as well as good manners and common sense, in the interests of everyone.

The Management and Staff of HOTEL EUROPA would like to thank you for your interest, and offer you a warm welcome. Please find below our main house rules. We ask that you carefully read these regulations and the behaviour we expect from all of guests, to avoid disturbing others and causing damage to the surroundings. Above all else, the hotel is the residence of all the guests who have chosen to stay with us, so please treat it with the same respect and care as you would your own home.

*To ensure everyone enjoys their stay, we ask you to observe not only the rules established by the law and by these regulations, but also those of simple **good manners, common sense and respect for people and property.***

Your collaboration in this regard is essential for all our guests, the hotel, the staff who work here and the surrounding environment.

Failure to comply with one or more points in these regulations and the rules set out herein may result in your booking being cancelled, with all the financial and legal consequences deriving therefrom.

The Hotel management reserves the right to make changes to these regulations where deemed appropriate or functional to the services provided; any such changes will be displayed at reception.

*The regulations are published on the hotel's website,
<https://www.albergoeuropa.net>*

THE HOTEL MANAGEMENT AND STAFF ARE AT THE COMPLETE DISPOSAL OF OUR GUESTS, TO ENSURE YOU ALL ENJOY THE MOST PLEASANT STAY POSSIBLE WITH US.

INTERNAL REGULATIONS

CHECK-IN – CHECK-OUT

The manager's office, reception and check-out desk are open from 8.00 a.m. to 10.30 p.m., also for the payment of bills/invoices. Outside of these hours, only supervision and surveillance services are provided.

On the day you arrive (CHECK-IN), your room will be available from 2.00 p.m. We are grateful if you can indicate your expected arrival time when you book. Guests who arrive earlier than 2.00 p.m. may leave their luggage in the hotel until their rooms are available.

On the day you leave (CHECK-OUT), you must vacate your room by 10.30 a.m., and the keys (together with any other objects you have been given during your stay, such as adapter plug, parking cards, etc.) must be handed back in to reception.

SETTLING YOUR BILL

Bills must be paid upon your departure, when you CHECK OUT. On top of the cost of your room, you must pay the amount due for any food and drink consumed, extras charged and the tourist tax. You can, however, pay at any time;

Guests who choose to leave before the end of their booking will be charged for their room for the days remaining on the booking, pursuant to arts. 1385-1386 as amended of the Italian Civil Code.

Guests who wish to leave during the night or in the morning before 8.00 a.m. must check out and pay the amount due for the room, any extras and the tourist tax the evening before their departure.

Bill preview and check: before paying your bill, you may ask for a preview of the bill and the charges made so you can check it. Any errors or omissions must be reported before the bill is issued.

Invoice: if you require an invoice, please let us know in time (at least one day before departure), specifying who the invoice should be made out to and any other information. If you do not request an invoice, we will simply issue you with a receipt.

Rates apply per day (per night), regardless of arrival time.

PARKING

The parking spaces made available to guests are unguarded. The Management may not be held responsible for any damage to or theft of vehicles parked.

We offer guests three parking options:

1) Parking at the hotel (4 spaces available), at a cost of € 10.00 per day.

Availability is limited, so if you want to be sure of parking at the hotel, advance booking is essential.

2) Free garage 500 metres from the hotel.

3) Free public parking in a square 250 metres from the hotel.

The hotel parking spaces are available from 2.00 p.m. on the day of arrival until check-out, unless otherwise arranged with reception.

Only **one parking space** per room.

RULES OF CONDUCT during your STAY

All guests must observe **quiet time** from 2.30 p.m. to 5.00 p.m. and from 10.00 p.m. until 8.00 a.m. the following morning.

Guests must observe all the **specific indications on the notices** posted in the hotel and/or the areas belonging to it.

All **Hotel systems** must be used correctly and appropriately.

It is strictly forbidden to apply any kind of adhesive (adhesive tape, sellotape, plasters, etc.) to the walls of the rooms.

It is absolutely forbidden to use hotplates, stoves and/or lighters, to smoke and to take food or drink into the rooms.

It is also absolutely forbidden to place any rubbish in the toilet. The waste bins provided must be used.

Decorous clothing is requested in the common areas, and in particular in the Restaurant and at Reception.

Any damage to hotel equipment and furnishings caused by guests or anyone invited by them will be charged to those responsible for the damage.

The Management declines all liability for any injuries to adults and minors, who must be accompanied and appropriately supervised by their parents and/or the adults in charge of them.

Mealtimes:

Breakfast is served from 8.00 a.m. to 10.00 a.m.

Guests must inform the Management in advance of any **food allergies**.

The Management may not be held responsible for the theft or loss, or for any damage to, objects that have not been entrusted to the Management for safekeeping in a sealed package, for which the Management must issue a signed receipt.

Only guests may enter the Hotel. Visits from family or friends must be authorised in advance by the Management, and visitors must leave an ID document at the Manager's office, which they may collect when they leave the hotel;

Visits from relatives and/or friends staying overnight in the same room as guests must be authorised in advance by the Management, and they will be charged the amount indicated on the price list. Any individuals without authorisation found in the hotel will be reported to the police;

The Hotel is equipped with a first aid kit, which you can find at the Manager's office.

For more serious health issues, please contact the Reception for indications on out-of-hours medical services, or how to reach the nearest Emergency Department.

In the event of an interruption in the supply of electrical energy attributable to the energy provider, or of water attributable to the local mains water supplier or other reasons of *force majeure*, the Management may not be held responsible, and is not required to pay any refunds.

Small dogs are welcome; please read the dedicated "Regulations for pets" carefully.
Link

ROOM CLEANING

Rooms are cleaned every day from 8.00 a.m. to 12.00 noon

If the room is not vacated in time to allow cleaning to take place, or is particularly untidy (clothes left on the bed, objects on the floor, etc.), the room will not be cleaned.

If the room is left particularly dirty, the Management reserves the right to charge a supplement of €20.00 for extra cleaning and sanitisation.

Sheets and towels are changed as established by the regional law governing 3-star hotels. If you wish your sheets to be changed every day, please let Reception know. A supplement will be charged.

For any damage caused to the furnishings due to negligence, repair costs will be charged.

Objects left behind in the Hotel will be kept until the end of the year. Any objects not claimed by then will be destroyed.

At the sole discretion of the Management, repeated failure to observe these rules, and unacceptable behaviour that impacts severely on harmony and the spirit of the Hotel may result in undesirable guests being removed from the Hotel. In such cases, no refunds of any amounts paid will be due, and the Management reserves the right to claim compensation for any damage suffered. Please remember that signing these regulations requires guests to accept all points set out herein, including the most unpleasant consequences. Please also note that if compelled to do so, the Management will rapidly alert the police; this also applies to episodes involving a severe lack of respect for the Management or its representatives.

La Direzione