

Residence Comacina Regulations

1 – Booking and payments

An advance payment of 50% of the full agreed amount need to be executed at the reservation.

The reservation provides for the payment of a deposit in advance of 50% of the agreed amount upon confirmation.

Amount balance will be paid upon departure, at the time of delivery of the keys; contextually accomodation final cleaning and city taxes will be accounted.

Down payments can be made using:

- Bank transfer (bank details will be notified by e-mail)
 - Credit Card (Master Card, Visa and American Express)
- reason for payment should be specified including: Name of the contact person, agreed rental period.

Balance can be made using:

- Credit Card (Master Card, Visa and American Express)
- Cash (with a maximum limit imposed by Italian law, currently set at € 999.99)

2 – Lease duration

Minimum stay period is one week, from Saturday to Saturday, unless otherwise agreed at the time of booking.

Any modification of the times of arrival and departure must be agreed in advance with the owner and is subject to acceptance of the latter.

In case of early departure or late arrival the customer must pay the full agreed amount for the stay, without any discount.

3 - Cancellations, changes

In case of notice of cancellation writing at least 30 days prior to arrival, the customer will be entitled to a refund of the deposit. In case of no-show the customer will not be entitled to a refund of the deposit paid at the time of booking.

The renouncer customer can be replaced by another one, through written notice sent by mail/fax to the property.

After 24 hours of no-show, and in the absence of communication, the lease shall be deemed finally resolved.

4 - Delivery of the apartment - CHECK IN

The handover is scheduled from 15:00 to 19:00 on the date of arrival of Saturday (or other day for bookings less than a week). For any delays upon arrival the customer must notify the property in advance.

The apartments are delivered clean and in perfect order.

Upon arrival, the customer is required to present a valid identity document of all the people for which the booking was made, in order to allow registration with the competent authority.

Upon delivery of the keys, the customer will have to pay a deposit by cash or bank cheque (euro 200,00).

The customer will be accompanied to the property and he will be shown the equipment of the apartment and the common areas of the hotel, will be delivered together with all keys and remote controls on access to the apartments, the common areas and garage.

5 - Number of guests allowed per apartment

The number of guests can not in any case exceed the number of beds available and that stated at the time of booking.

The number of persons than those stated causes of termination of the contract, resulting in loss of the amount already paid and free of charge for compensation.

The owner may refuse entry to persons in excess.

6 - Sublet

The property can not in any case be sublet to third parties, on pain of termination.

7 - Equipment of the apartments

The apartments on rent and common areas of the structure are equipped with sufficient equipment and accessories to the number of people who can host and necessary for the performance of the stay.

The customer at the time of delivery of the apartment, is required to check all equipment listed in the inventory and report any malfunctions or deficiencies within 24 hours after delivery of the same.

Any complaint, which was received at the end of stay will not be taken into account and any faults or deficiencies in the equipment will be charged to the customer.

Bed linen and towels are provided upon arrival there is a charge for towels for pool use.

The hotel offers free equipment for babies and young children (folding beds, changing tables, high chairs and safety kit etc.), to be specified when booking.

8 - Water, electricity, gas, wireless service

The consumption of water, electricity and gas (for hot water and heating) are included in the sum agreed upon contract; wireless service is free, and it covers all the interior and exterior of the structure.

9 - Common spaces

The residence is equipped with the following areas, in the service of guests:

-) *Swimming pool with solarium and shower*
-) *Laundry with washing machine and dryer*
-) *Hospitalization surf boards and bicycles*

) *Swimming pool with solarium and shower*

The pool is 1.40 meters high and, as laws, it is not guarded; please refer to the responsibility of individual guests for using the same.

Use of the pool is allowed only to hotel guests and the same must behave and dress code standards of hygiene and decorum.

The swimming pool area is equipped with shower with hot water, then guests are invited to take a shower before entering the water.

Are prohibited in the pool dives, the noises and water, can not be thrown into the water unsuitable objects, can not be used inflatable bulky and generally disturb the other guests. It is not allowed to bring and consume meals in the pool area, it is not allowed to bring drinks in metal or glass containers.

And 'forbidden to occupy the sunbeds with towels in the absence of the person for a long time.

In the pool are not allowed minors aged under 12 who are not accompanied by an adult.

The swimming pool at the following times:

9:00 to 20:00 (seasonal opening: April-October)

) *Laundry room*

The laundry room is used by the guests in the following days and times (in case of weekly rent):

APARTMENT A - GIARDINO

APARTMENT C - MULINO

Tuesday / Thursday from 8.00 to 19.00

APARTMENT D - ISOLA

APARTMENT E - GOLFO

Wednesday and Friday from 8.00 to 19.00

10 - Cleaning and maintenance

All Lodgings are delivered clean and working.

Customers are responsible for their integrity, will be required to maintain decent housing using the state for the disposal of waste, recycling bins public located in front of the Residence, in the pitch used as a parking lot across the road.

Property, or his representative, shall have access to the common areas of the structure to perform necessary maintenance (garden, swimming pool, etc. ..).

11 - Conduction of the property, liability and complaints

The customer is obliged to immediately notify the owner in case of breakage / damage reported at the time of taking possession of the apartment and / or caused during your stay.

The customer has the obligation to maintain in good condition the apartment and movable property contained therein.

It is absolutely forbidden to move the furniture.

All accessories included in the apartment (dishes, cutlery, household items) used during the stay must be resettled in their place.

The property is absolved from any liability arising from accidents of any kind that have occurred within in the immediate vicinity or otherwise related to the use of the property and its appurtenances and therefore the customer, including all the guests, can not claim any compensation for damage.

The Customer is invited to bring their health card in order to obtain, if necessary, the health services provided for citizens of the European Union.

The guests, in particular, are required to:

Do not leave taps running;

Do not soil walls and mattresses;

Do not put anything in the water that may block the drain pipes to avoid clogging and damage;

Do not leave lights and appliances switched on

Do not walk on the grass and plant species, damage to outdoor furniture;

Do not throw litter of any kind (cigarette butts, chewing gum, cards, etc.) and leave in storage furniture and miscellaneous equipment

Smoking is prohibited in the accommodation

The customer may be removed if during your stay behaves contrary to the most elementary rules of civil education.

The immediate removal will result in the loss of the customer, the deposit, in addition to the payment of the amount for the entire period of stay, without prejudice to further claims for damages.

The property has allowed small pets by prior arrangement during booking direct with the property.

It is absolutely forbidden to tenter cloths and towels on the main front of the structure in face of the road. Please use the drying racks or the laundry drying racks to be placed only on the place on the back of the structure.

12 - Good Neighbour

The Customer undertakes to occupy the accommodations respecting the rules of good neighborliness.

And is forbidden to cry, listen to loud music, make noises that may disturb other occupants of the structure and neighbors with regard to the following schedule:

14:00 to 16:30 23:00 to 8:00

13 - Damage caused to the structure

In the event of damage to objects, furniture, things related to the structure or any part thereof caused by customers, they are accounted for and charged at the time of departure, time of payment, and if damages are considered minor or equal to the of the deposit will be deducted from this, if the most valued entity, shall be paid in addition to the final balance.

14 - Return of keys - CHECK OUT

The apartment must be vacated by 10.00 am on the day of departure on this occasion it will return the security deposit, together with the verification of the inventory of the accommodation and facilities to verify the condition of the premises.

15 - Jurisdiction

For any claim or dispute, only the competent judicial authority of Como.

16 - Acceptance

The reservation of the property leads to the acceptance of these rules that will absolutely not be ignored.

The person signing them personally liable, even for the people that accompany it.

..... (signe for acceptance)

**RESIDENCE
COMACINA**
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