

CHALET IVANA & DEBORA APARTMENTS'S RULES

Dear Guest, wishing you a pleasant stay in our accommodation, please read carefully and respect the following rules:

THINGS TO KNOW:

- By booking you accept the following regulations.
- A damage deposit of € 200,00 in cash per accommodation must be given at the time of check-in.
- It is strictly forbidden to bring skis, snowboards, ski boots, bicycles, baby trolleys, skateboards, roller skates, etc. to the apartment/terrace/balcony. All equipment must be left in the Ski Room/ Bike Storage. It is not allowed to enter in the apartment/ room with ski boots on. Otherwise the deposit will be kept.
- Pets are allowed only in some accommodation (on request and under specific conditions - *may be charged an additional fee*).
- According to the law n° 3/2003 Art. 51 it is strictly forbidden to smoke inside the apartment/ room.
- Please notify us immediately if any damage has occurred during your stay in the accommodation. At the time of the check-out it is desirable that there are all the objects present in the apartment and/or provided on arrival.
- In no case is it permitted for more people to enter the accommodation than the number established at the time of booking. The Owner reserves the right to refuse entry to the accommodation if this condition is not observed.

FOR SAFETY REASONS, ON LEAVING THE ACCOMMODATION, PLEASE:

- Always check that the windows are closed as the cold climate in winter could cause the heating system to burst causing flooding and therefore serious damage.
- Close all water taps well to avoid waste and to avoid causing flooding.
- Make sure all lights and electrical devices are turned off.

WHEN YOU ARE IN THE ACCOMMODATION, PLEASE:

- Do not place hot pots or pans on various surfaces, as they could catch fire or leave ugly irremovable marks.

- Do not insert metal objects in the microwave as it may burst causing damage to you and to the structure.
- Insert only the appropriate tablets in the dishwasher and never use liquid detergents.
- Do not move furniture and furnishings for any reason, thus avoiding causing damage to floors and walls.
- Do not make noise so as not to disturb guests in the neighboring accommodation, respecting the quiet night from 10:00 p.m. to 08:00 a.m.
- Do not throw into the toilet any objects (absorbents, rags, cotton bud, etc.) other than toilet paper, they could clog the toilet causing water to leak.

UPON DEPARTURE, PLEASE:

- Leave the apartment clean and tidy, in the same condition found on arrival (we kindly ask you to put the crockery in the appropriate cabinets only if clean first).
- Open the windows and ventilate the apartment/ room before calling the control staff.
- Deposit the differentiated garbage at the collection points.

RESPONSIBILITY OF THE GUEST:

- If the guest damages the accommodation or its contents, he will be held responsible for such damage and must pay for it before departure.
- In case of loss and/or failure to return the set/sets of keys you will be charged an amount of € 30,00 for each set of keys.

RESPONSIBILITY:

- We decline all responsibility for any damage occurring on the access ramps and common areas.
- We are not responsible for any disservices due to total or partial lack of supplies such as gas, electricity, water, internet and heating which are not dependent on our will; not even any car damage in the outdoor parking area and garage. Guests have the duty to look after their belongings and valuables left in the accommodations, we are not responsible for the eventual disappearance of these objects.

- It reserves the right to assign a different accommodation to the one booked in case of overbooking.

CAUTION DEPOSIT:

- The deposit will be returned only after an inspection of the apartment/room by the staff shortly before departure.
- In the event that one or more points of this regulation are not respected, the whole or part of the damage deposit will be withheld.

The Owner, as required by the laws of the Italian Republic, has the right to expel without notice anyone who does not respect the Regulations or behaves in such a way as to create damage or disturbance.

INFORMATION, CONDITIONS AND POLICY 1 :

- The CHECK-IN time is scheduled from 14:30 to 19:00, for special needs or delays we kindly ask you to notify us in advance - *an additional charge may be required*. Once the booking has been confirmed, the link for online registration will be sent (online check-in). For those who has not registered, we will request the identity documents upon arrival. In the event that the balance has not already been paid, it must be paid at the moment of arrival. *Check-in time may vary, please remember to check the same in communications you will receive before your arrival.*
- The CHECK-OUT time is scheduled from 08:00 is to be agreed with the staff in charge at least one day in advance (upon notice, it will be possible to check-out before the scheduled time). On the day of departure, the accommodation must be vacated no later than 09:00 to allow our collaborators to clean and sanitize the accommodation within the established times. *Check-out time may vary, please remember to check the same in communications you will receive before your arrival.*
- CHANGE OF SHEETS AND TOWELS: upon arrival you will find bed linen and bath linen. There are no linen changes, unless requested and paid for separately. Changes are charged at € 5,00 per set of towels per person and € 10,00 per set of bed linen per bed. If you want a midweek cleaning you can request it at cost of € 30,00 - € 50,00 (depending on the size of the accommodation).
- TERMS OF PAYMENT: A deposit will be required at the time of booking to guarantee your accommodation. The balance upon arrival always by cash.

- **CANCELLATION POLICY:** for cancellations up to the day of arrival, the deposit will not be refunded. In case of no-show, late arrival or early departure, the total amount of the reservation will be withheld/ charged.

1 Note: the terms of payment and the cancellation policy may vary. Check the one currently valid at the time of booking.