

## **RULES FOR GUESTS OF “LA CASCINA DELLA MUSICA” LUXURY B&B**

We are happy to welcome you!

Please pay attention to our rules which are not only dictated by the law but also inspired by good manners and mutual respect.

### **DIRECT BOOKING MODE AT THE BEST CONDITIONS**

Direct booking can be made in the following ways:

-directly from our website

-by emailing to [info@lacascinadellamusica.it](mailto:info@lacascinadellamusica.it) indicating name, surname, address, telephone number, number of beds, period of stay.

You will be contacted to complete the booking after we have checked availability.

The reservation will be considered confirmed only upon receipt of an email from us, containing your complete personal details, mobile phone number, dates of stay and price.

With the confirmation, as guarantee, we will ask you for a credit card details: number, expiry, control codes (cvv2, cvc2, cid).

No amount will be charged. The bill for the stay will be paid upon check-in in the following ways: by cash, by credit card or instant bank transfer.

If you need an invoice, please request it by providing the header data.

### **CHANGE OR CANCEL YOUR RESERVATION**

The request to modify or cancel a reservation already confirmed must be communicated via email to [info@lacascinadellamusica.it](mailto:info@lacascinadellamusica.it).

It's possible to modify or cancel a confirmed reservation without any charge within 15 days before the scheduled date.

**Your failure to show up at check-in or to comply with the above terms will result in a charge of the total cost of the stay.**

### **CHECK-IN AND CHECK-OUT**

Check-in can be done between 2,30 p.m. and 8 p.m., unless otherwise agreed.

It is strongly recommended to communicate your estimated arrival time to our facility.

Upon departure the room/suite must be vacated by 11 a.m.

On the day of departure, upon reservation, it is possible to use the swimming pool and the outdoor areas for the whole day at a cost of 15 euros per person.

### **CHILD-FREE TOURISM**

For safety reasons related to the swimming pool, and to ensure our guests exactly what they are looking for:

## ***SILENCE – TRANQUILITY – RELAX – ABSOLUTE PRIVACY***

**Children are welcome in our facility from the age of 13 from June to September (pool season).**

### **IDENTIFICATION, REGISTRATION AND USE OF ROOMS/SUITES**

To formalize the registration of kind guests, it is necessary to present a valid identification document (passport, identity card, driving license) as required by law.

Only registered guests are allowed to access the room/suites and external areas of the property.

In case guests want to invite other people, they will have to make a request in advance.

### **PARKING**

Our guests can occupy a free parking space for each room/suite in our private car park.

We are not responsible for any damage caused by atmospheric events.

There are two charging stations for electric vehicles (paid service).

Covered bicycle parking is available with free e-bike charging.

### **LOST ITEMS, DAMAGE AND THEFT**

We are not responsible for items, money, valuables or other personal belongings left unattended in the rooms.

Each room is equipped with a safe.

### **RULES FOR DOGS**

Small and medium sized dogs are accepted by previous request and with an additional price. On this topic, please read the specific regulation to be signed at the time of check-in.

### **SMOKING**

Smoking is strictly prohibited in the rooms and breakfast room. Offenders will be charged a cleaning fee of 250 euros. They will also be responsible for any damage caused by smoking.

### **BREAKFAST**

The buffet breakfast is served from 8,30 to 10. Please report any intolerances at the time of booking.

## RESPECT FOR THE ENVIRONMENT AND ENERGY SAVING

In reference to this topic, please turn-off the air conditioning, room lights, TV and any other electrical devices when you leave the room.

Please close the windows and doors when you turn-on the air conditioning. In case of non-compliance a penalty may be applied.

Separate waste collection: under the porch, near the pastry shop, there are containers for the separate collection of waste. **Please help us by using them.**

## UNFORESEEN EVENTS

We are not responsible for any disservice beyond our control, due to the partial or total lack of gas, water, electricity, internet connection.

Furthermore we are not liable for damages caused by force majeure events (atmospheric events, natural disasters, sudden blackouts, power surges, car damage).

No discounts will be recognized for disservices or damages occurring as a result of the above events.

***BY CONFIRMING THE RESERVATION YOU DECLARE THAT YOU HAVE READ  
AND ACCEPTED ALL THE RULES OF OUR FALICITY.***

***CASCINA DELLA MUSICA***