

COLOMBO RESIDENCE REGULATION

1. RENTAL PRICE

The stay inside the Colombo Residence is weekly and runs from Saturday to Saturday.

The rental price is established at the time of booking based on the rates inside the Residence, which may vary according to the period and availability. The price includes: initial cleaning, electricity, water, heating and air conditioning, dishes, household utensils, a complete supply of kitchen, bedroom and bathroom linen.

2. ADDITIONAL COSTS

Local tax based on seasonality, applied to adults up to a maximum of 7 nights. Exemptions based on the Municipal Regulations.

Extra cleaning on request € 25.00.

Pass for weekly parking space € 20.00.

Door lock replacement for the key loss € 130.00.

Possible extra change of linen, kitchen € 2.00, bedroom € 4.00 for 2 people, € 8.00 for 4 people, bathroom € 6.00 for 2 people, € 12.00 for 4 people.

3. CLEANING STUFF

The property is equipped with cleaning accessories (broom, shovel, bucket and mop, no products) and will be delivered by the person in charge to the customer clean and tidy. The customer will arrange for the daily cleaning and will be responsible for its integrity.

4. NUMBER OF GUESTS

A number of guests exceeding the number of beds causes the cancellation of the reservation with consequent loss of the sums already paid, as a penalty. In this regard, guests are solely responsible for the statements made.

5. RELEASE OF THE APARTMENT

The times of arrival, check-in, are established between 15:00 and 18:30. The check-out must take place no later than 10:00 on the day scheduled for departure. Any deliveries or releases of the property at times other than those indicated must be subject to acceptance by the person in charge of the property in advance. All expenses related to the transport of people and / or things to and / or from the property are charged to the customer.

6. EQUIPMENT

The leased properties are equipped with facilities and accessories; any other equipment for special needs is at the discretion of the person in charge and the costs are borne by the applicant. All properties are equipped with a set of kitchen, bedroom and bathroom linen. Inefficiencies or repairs to equipment and accessories that will become necessary, will be restored as soon as possible by the person in charge.

7. FINAL CLEANING

Upon departure, customers must ensure that the property is left tidy and in a decent condition with clean kitchen and dishes.

8. BOOKING DETAILS

The booking request has a duration of 48 hours. Reservations are considered valid only upon payment of 30% of the total rental amount. The customer will then send the payment receipt via e-mail. The customer will receive a communication of confirmation, payment and booking have been made. The booking confirmation is nominative, without prejudice to the customer's right to transfer the booking to third parties with prior authorization.

9. BOOKING CHANGES:

For requests to change bookings already made that involve a change in the holiday period and / or accommodation, Residence Colombo will, at its own discretion, try to satisfy the request, where still possible within the limits of availability of the accommodation and periods. All changes or cancellations of reservations must be confirmed by the customer via e-mail.

10. CANCELLATION OF RESERVATIONS

The cancellation received by the manager at least 30 days before the start date of the lease will result in the return of 50% of the deposit paid to the guest; the cancellation received by the manager between the 29th day and the arrival date will result in the loss of the entire deposit paid.

11. ARRIVAL OF THE CUSTOMER

Upon arrival, the customer is required to settle the balance of the accommodation and to present an identity document of all the people for whom the reservation was made, in order to allow registration with the competent authorities. It is forbidden to stay in the apartment in a number of people higher than that allowed, this involves the cancellation of the reservation referred to in point 4.

12. CUSTOMER REFUSAL

The access to the property may be denied to the Client for the following reasons:

- Lack of identity documents;
- Replacement or increase in the number of people;
- Failure to pay the balance;
- Behavior contrasting with the fundamental rules of civil education.

The immediate removal will result in the loss by the Customer of the sums already paid.

13. COMPLAINTS

Upon delivery of the apartment, the breakdowns caused by customers such as clogging of toilets and sinks, detachment of sockets, writing on the walls, damage to furnishings and kits, etc. etc., will be charged to the customer. Any faults must be reported by the customer to the person in charge of the property, who will take care to ensure that they are repaired as soon as possible. In any case, any complaints must be reported immediately and in any case at the latest within 48 hours of their occurrence. Failing this, Customers who abandon the property on their own and spontaneous initiative, will lose all rights or a possible refund of the rent not enjoyed. Any complaint reported at the end or after departure will not be taken into consideration. Residence Colombo Srl is in no way responsible for any theft or damage to the guest's assets / values only because they occurred inside the rented accommodation or in the relevant areas.

14. WARNINGS

Non smoking residence. Pets are not allowed in the apartments. Their presence, if ascertained by the manager, will give the company Residence Colombo Srl the right to immediately withdraw from the contract without any reimbursement and without requesting further damages.

All guests are requested to use the facilities in the common areas of the residence in an appropriate and polite manner, which is not harmful to others.

During the night from 10pm to 8am and in the quiet time from 2pm to 4pm all guests, both inside and outside the apartments, are required to respect the tranquility of others.

15. ADDITIONAL TERMS

The booking of the property made by the Client and the relative access to the property implies the acceptance of these general conditions for all legal purposes. For any dispute concerning these general conditions, the competent court expressly and exclusively accepted by the parties is that of Lucca.