

COLOMBO RESIDENCE REGULATIONS

1. LEASE PRICE

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

The rental price is determined at the time of booking based on the rates within the Residence, which may vary depending on the period and availability. The following are included in the price: initial cleaning, electricity, water, heating and air conditioning, crockery, household utensils, a complete supply of kitchen linen, bedroom, bathroom.

2. EXTRA COSTS

Tourist tax applied to adults up to a maximum of 10 nights. Exemptions according to the Municipal Regulations.

Extra cleaning on request € 25.00.

Weekly parking pass for a fee of € 25.00.

Replacement of the door block following loss of the key € 130.00.

Extra linen change possible, kitchen € 2.00, room € 4.00 for 2 people, € 8.00 for 4 people, bathroom € 6.00 for 2 people, € 12.00 for 4 people.

3. ORDER AND CLEANLINESS

The apartment is equipped with cleaning accessories (broom, shovel, bucket and brush, no products) and will be delivered by the person in charge to the customer clean and in order. The customer will provide for the daily readjustment of the same and will be responsible for its integrity.

4. NUMBER OF CUSTOMERS

A number of customers exceeding the number of beds causes the booking to be cancelled, resulting in the loss of the sums already paid, as a penalty. In this regard, customers are solely responsible for the declarations made.

5. DELIVERY AND RELEASE OF THE APARTMENT

Check-in timetable: **In the summer period between 15:00 and 17:30, in the winter period it is to be agreed according to the opening hours of the reception.**

The return, **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 prior acceptance by the person in charge of the property. All expenses related to the transport of people and/or things to and/or from the property are borne by the customer.

6. AMENITIES

The leased properties are provided with equipment and accessories; any other equipment for special needs are 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 linen, bedroom and bathroom. Disruptions or repairs to equipment and accessories that may be necessary will be restored as soon as possible by the person in charge.

7. FINAL CLEANING OF THE APARTMENT

Upon departure, customers must leave the property in order and in decent condition with a clean kitchen and crockery.

8. BOOKING METHOD

The request for direct booking (by phone or through the website) must be confirmed by bank transfer. Following the booking request, in a very short time, the customer will receive the bank details (IBAN) to make the transfer. From the moment the IBAN is sent, the reservation remains in the **pre-confirmation phase for a maximum period of 48 hours**. Reservations are considered valid only after the deposit of 30% of the total amount of the lease has been paid. The reservation will be definitively confirmed as soon as the Residence Colombo receives the credit.

The booking confirmation is nominative, without prejudice to the customer's right to transfer the booking to third parties with prior authorisation.

9. CHANGING RESERVATIONS

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

10. CANCELLATIONS

The cancellation that will be received by the manager at least 30 days before the start date of the lease, will result in the return to the guest of 50% of the deposit paid; the

cancellation that will be received by the manager between the 29th day and the date of arrival will result in the loss of the entire deposit paid.

11. CUSTOMER ARRIVAL

Upon arrival, the customer is required to pay the balance and present an identity document of all persons 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 greater than that allowed, this will result in the termination of the reservation referred to in point 4.

12. REJECTION OR REMOVAL OF THE CUSTOMER

The Customer may be denied access to the property in the following cases:

- Lack of identity documents;
- Replacement or increase in the number of people;
- Failure to pay the balance;
- Behaviour that conflicts 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, faults caused by customers such as clogging toilets and sinks, detachments, writing on walls, damage to furniture and furnishings, etc., will be charged to the customer. All possible faults must be reported by the customer to the person in charge of the property, who will ensure that they are repaired as soon as possible. In any case, any complaints must be reported immediately and in any case within 48 hours of their occurrence. Failing this, Customers who abandon the property on their own and spontaneous initiative, will lose any right or any refund of the rent not enjoyed. Any complaints reported at the end or after departure will not be taken into account. Residence Colombo S.r.l. is in no way responsible for any theft or damage to property/valuables of the guest only because they occurred within the leased accommodation or in the relevant areas.

14. WARNINGS

All guests are requested to use the equipment in the common areas of the residence in an appropriate and polite manner, not detrimental to others.

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

15. ADDITIONAL CLAUSES

The reservation of the property made by the Customer and the relative access to the property, entails for all legal purposes the acceptance of these conditions general. For any dispute relating to these general conditions, the competent Court expressly and exclusively accepted by the parties is that of Lucca.