

House Rules: Check-in Times, Late Arrivals, Cancellation, Lost Keys and Penalty Charges

Contractual preamble and acceptance of the terms: These House Rules form an integral and essential part of the tourist rental / accommodation agreement. The clauses and the related penalty charges set out below have been published in full in the online listing and in the pre-booking communications. Making a booking implies the express and unconditional acceptance of all the conditions described below.

1. **Standard Hours:** Standard check-in is available exclusively between **16:00** and **19:00**. Guests are required to notify their estimated time of arrival at least **24 hours in advance**, together with a final confirmation by **13:00** on the day of arrival. Any request for an earlier check-in will be assessed subject to availability and requires written confirmation from the property.
2. **Grace Period and Extended Hours:** In the event of an unforeseen delay with respect to the agreed time, a free grace period of up to **60 minutes** is granted, provided that it falls within standard hours (no later than 19:00) and that prompt notice is given by message or telephone. Any arrival after 19:00 will in all cases trigger the out-of-hours check-in charges (Point 3), regardless of any advance notice given.
3. **Late Evening Check-in Charges (Late Check-in Fee)¹:** Arrivals outside standard hours (from 19:01 onwards) constitute an extraordinary out-of-hours reception service, subject to prior confirmation of feasibility by the property and to the following mandatory surcharges, intended to cover operating and staffing costs:
 - o From **19:01 to 22:00: € 50.00**
 - o From **22:01 to 00:00: € 100.00**
 - o After **00:00**: no in-person night check-in is carried out. Access will necessarily be deferred to the following day from 10:00 onwards, subject to a rescheduling surcharge of **€ 120.00**.
4. **Failure to Notify or Silent Delay (Overnight Check-in, Partial No-Show / Silent Delay)²:** Should the guest fail to notify the delay before the standard check-in window closes (**19:00**), the presence of the host or of the reception staff cannot be guaranteed. Access to the property may then take place only on the following day from 10:00 onwards, with a penalty charge for failure to notify and for rescheduling the reception service amounting to **€ 120.00**.
5. **Identity Verification and Legal Obligations:** Pursuant to Article 109 of the TULPS (the Italian Consolidated Act of Public Security Laws), access to the property is strictly conditional upon the prior verification of the identity documents of every guest staying at the property. Where documents cannot be verified, the keys will not be handed over and access will be denied, with no right to any refund.
6. **Definitive No-Show³:** Should the guest fail to arrive and send no communication by 10:00 on the day following the scheduled arrival date, the booking will be deemed definitively terminated by reason of the guest's default (*No-Show*). The property will return to the full availability of the landlord for new bookings, and the entire amount paid will be retained and forfeited by way of liquidated damages.
7. **Loss or Failure to Return the Keys and Access Devices:** The loss, breakage, damage or failure to return the set of keys or the access devices entails a fixed penalty charge of **€ 150.00**. This amount is set as a lump-sum reimbursement of the costs of the emergency call-out, the replacement of the lock or of the security cylinder and the reproduction of the access devices, in order to safeguard the security of the property. A regular receipt or supporting document for the expense will be issued upon payment.
8. **Cancellation and No-Show Policy:** The confirmatory deposit paid at the time of booking,

equal to **50%** of the total price of the stay, is **non-refundable**. In the event of cancellation or of a *no-show*, the entire amount paid will be retained by the property by way of penalty pursuant to Article 1385 of the Italian Civil Code, regardless of any advance notice; notice of cancellation must in any case be given in writing as early as possible, so that the dates can be made available again. **The price of the stay is due for the entire period booked**: in the event of early departure before the agreed check-out date, no refund of any kind is due for the nights not used. As an alternative to cancelling, and provided that the request is received in writing **before the arrival date**, the guest may ask to use the amount paid towards a stay on different dates within **12 months** of the original arrival date: any such change is subject to the actual availability of the property, any difference in rate between the two periods is payable by the guest, and it does not under any circumstances give rise to a refund in money. As this is the supply of accommodation for non-residential purposes with a specific date of performance, the right of withdrawal under Articles 52 et seq. of the Italian Consumer Code does not apply to this contract, pursuant to Article 59(1)(n) of that Code.

9. **Payment of Charges, Penalties and Expenses:** Only the confirmatory deposit, equal to **50%** of the total price of the stay, is due at the time of booking. The remaining **50%**, the tourist tax and any late check-in surcharges must be paid on arrival (check-in). Any expenses or penalty charges for the loss of the keys arising during the stay must be settled immediately when the event occurs and, in any case, before check-out, in cash or by traceable PayPal payment.

¹ **Notified Late Check-in:** the guest gives notice before the agreed time (e.g. delayed flight, traffic).

² **Un-notified Late Check-in (Partial No-Show / Silent Delay):** the guest misses the check-in window without getting in touch. **Overnight Check-in:** arrival after midnight or in the early hours of the morning.

³ **Definitive No-Show:** the guest does not arrive by the agreed date or cut-off time.