

Si Mezzana Home Apartment Rules

This set of rules IS available on the website www.simezzanahome.com and provided within each apartment. It defines the guidelines for services and responsibilities during your stay at Si Mezzana Home apartments. It is an integral part of the contract that is established during check-in at the property or through a reservation with payment of a deposit or the full amount for the stay. By doing so, guests confirm that they have read and accepted the conditions stated in the rules.

This rules are applied within the whole building, in all common areas and outdoor spaces (garden, terraces, parking), and are applicable to all individuals presented within the property.

For any further information you may require, please contact the property manager, Mrs. Aleksandra Dubiel, at the following number: +39 380 12 41 967.

The accommodations in the property (hereinafter referred to as apartments) are rented on a daily basis. Check-in starts at 16:00 and check-out is until 10:00 the following day. Upon agreement and approval from the property manager, these hours can be modified.

After making a reservation, you will receive a confirmation email with payment conditions for the deposit. Any additional costs resulting from specific requests must be paid by the guest on the day of arrival. If the guest departs before the agreed departure date, the difference in the cost of the stay will not be refunded.

Only registered individuals are allowed to stay in the property. The management assumes no responsibility for unregistered persons.

The reservation is valid until 11:00 on the day following the reservation. After this time or in case of cancellation, the management reserves the right to assign the apartment to third parties, retaining the received deposit.

If you arrive on the second day of your reservation, a charge for the unused day will be applied, as agreed upon during the reservation process. The reservation cannot be transferred to third parties.

The management reserves the right to refuse the accommodation and registration of a guest who has significantly violated the property's rules during previous stays.

The property does not provide a safety deposit box, and therefore, the management assumes no responsibility for the loss, theft, or damage of personal belongings left unattended within the property. Please observe safety and privacy measures to prevent such incidents.

The management does not take responsibility for the loss or damage of personal belongings brought into the property, both in indoor and outdoor areas.

Please lock both, the entrance door of the property, and the rented apartment, and all common areas, and do not leave objects unattended.

Garden loungers, trekking poles, and yoga mats are available free of charge in the common areas. A baby crib can be requested, subject to availability and with prior notice to the manager.

Please inform the manager immediately in case of damages or defects found in the property. In the event of damages caused by negligence to the property's equipment and facilities, you will be responsible for the payment of the damages.

Children under the age of 14 must be accompanied by their legal guardians and are also financially responsible for any damages caused by them.

If the rules are not followed, the manager reserves the right to refuse further services to the guest. The guest must immediately comply with the settlement of payment for the stay and any damages before leaving the property.

For general safety reasons, please close faucets, doors, windows, and turn off all electrical devices. Lighting fires (e.g., candles), using irons or other electric resistance devices not provided within the rooms are strictly prohibited due to fire safety regulations.

Guests are required to maintain silence during the nighttime hours starting from 22:00 to 07:00 the following day. Please behave politely and respectfully towards other guests during your stay. The manager reserves the right to refuse additional services to those who violate the above-mentioned rules.

Small pets are allowed in some apartments with an additional fee, subject to agreement with the manager. The pet owner is responsible for any damages caused by the pet. The owner must not leave the pet alone inside the apartment or in common areas, including equipment and facilities within the property.

As already mentioned at the beginning, smoking is strictly prohibited inside the property, including electronic cigarettes. In case of violation, additional costs for cleaning and odor removal will be charged, as previously specified.

It is strictly forbidden to possess and consume prohibited narcotics within the property. Failure to observe this prohibition will be reported to the police, and the guest will be required to leave the property immediately without any right to a refund for the costs resulting from the interruption of the stay.

Storing dangerous objects, such as firearms, ammunition, flammable materials, and incendiary devices, is prohibited in the apartments.

Behaviors causing noise, unpleasant odors, or engaging in activities that disturb, damage, or irritate other guests are strictly prohibited.

Customers are not allowed to modify the furniture (furniture and equipment) in a way that compromises their functionality and safety. Moving furniture between apartments is also prohibited.

Any personal belongings left inside the property will be shipped to the address indicated by the guest at their expense. If no specific request is made by the guest, the property will keep these items for a period not exceeding 14 days.

In case of any complaints regarding the quality of service, please promptly inform the property manager of your observations to allow them to take immediate action. Please submit any other complaints regarding your stay in writing to the property manager at the following email address: info@simezzanahome.com

Team Si Mezzana Home

