

TERMS AND CONDITIONS

A copy of this regulation, as well as being published on the official website : www.residenzegregoriane.it , is posted in each room for all guests to read it.

The management reserves the right to amend this regulation if deemed appropriate and in order for all services to run smoothly and efficiently.

Contractual obligations of the hotel

According to art. 13 of D.L. 30.06.2003 n. 196, all the personal data of our Guests will be processed either manually or by computer systems, in order to fulfill fiscal obligations (to issue invoices, recording data, etc..). Upon arrival the Guests will be asked to show an ID in order to inform the Police of their presence.

Guests may check-in from 14:30 pm on the agreed date (arrival date) and must leave the room by 12.00 noon on departure day.

During their stay, the room shall always be at guests disposal except for 30 minutes between 12:00 noon to 02:30 pm to allow daily housekeeping operations.

Bed and bath linen are changed daily, unless otherwise requested by the Guest.

The Hotel will inform guests about cultural and recreational activities that exist in the area, environmental, artistic and archaeological sites and the possibility of buying local products.

Front desk clerks are not required to take care of any issues guests may have which do not pertain the facilities offered by the Hotel.

Guests obligations

1 . Reservations

Reservations can be made online, directly with the Hotel at www.residenzegregoriane.it, or by phone, fax or through travel agencies.

To confirm the booking , the Hotel will send a confirmation e-mail to be presented upon arrival at the reception, in order to avoid potential misunderstandings or disputes about the length of stay and offers included in the rate .

The Hotel requests credit card details to guarantee the booking (number including expiration date and name of card holder). The Hotel reserves the right to check the credit card to verify authenticity.

Credit card will be charged only in case of no show or non-fulfilment of cancellation policy terms as mentioned in paragraph 3 of this regulation.

Guests failing to provide a credit card shall contact the hotel to arrange payment . A confirmation e-mail will be sent to the email address of the guest.

2. Forms of Payment

The hotel accepts payment with the following credit cards : Visa, Euro / Mastercard, American Express, Maestro CartaSi, Diners and prepaid cards.

The Hotel reserves the right to request a payment authorization on credit cards prior to arrival.

- We accept payments by wire transfer.

We do not accept payments made by bank drafts .

3. Cancellation Policy

No Show : payment of the full amount of the stay is required.

Up to three days before arrival date: no penalty

After three days: whole stay charge

Early departure: payment of the full amount of the stay is required.

Cancellations must be made via e- mail or phone within the time limits set by the conditions of the hotel , as explained in paragraph 3 of this Regulation.

In case of no-show or non-fulfilment of cancellation policy terms , the hotel will not be able to re-sell your room and will suffer an economic loss.

As a guarantee, the hotel will verify the details of the card checking its validity upon arrival and will block the specific amount. The hotel does not usually require the payment of the entire stay before check-out time, unless different forms of reservation and payment other than credit cards are utilized, such as wire transfers.

4 . Rates

Rates include :

Continental Breakfast from 08:00 am to 11:00 am

Free Wi-Fi

Exclusive and private use of club spa, swimming, jacuzzi, during scheduled opening times The exclusive club spa closes at 08.00 pm.

Daily bed and bath linen change

Rates DO NOT INCLUDE:

Room service breakfast (€ 5,00 per person)

A la carte breakfast (€ 20,00 per person) - personal chef

Massage (€ 30,00 - 90,00 per person)

Extra change of bed or bath linen

Laundry service as price list

Extra housekeeping service (€ 5,00)

Drinks from the mini-bar or bar

Room Service : the hotel provides room service from 8.00 am to 8.00 pm for an extra charge of 3,00 Euro on each order.

From 8.00 pm to 8.00 am, room service will not be provided.

5 . Check-in and Check-out

Check- in: from 2.30 pm to 8.00 pm

Any arrivals after this time must be notified at the reception desk at the time of booking and agreed upon. If for any contingencies it is not possible to arrive on schedule, it is absolutely necessary to inform the hotel.

Check-out : by 12.00 noon

If the room is not vacated by check-out time, a fee of 5.00 Euro per each extra hour will be charged.

We inform our guests that the hotel is insured against accidents that may be occurring to the guests. The insurance policy only covers for accidents within the property and for the time of stay only (from check-in to check-out).

6. General rules of conduct in the rooms and in the Hotel

Inauthorized persons access to the rooms and hotel building must be allowed by the management. In addition, visitors must leave an ID at the Front Desk that will be collected when leaving the hotel.

Failing that, the contract will rescind automatically.

7 . Night silence

From 11:00 pm all guests are requested to keep the volume down in the rooms. We kindly ask our guests to be silent also in the hallways, the stairs and the garden - terrace .

8 . Hours of operation

Reception: from 08:00 am to 11:30 pm

Bar : from 12:00 am to 09:00 pm

Spa: from 04:00 pm to 09:00 pm

Massage : from 04.00 pm to 07.30 pm (by appointment only)

Personal trainer from from 04.00 pm to 07.30 pm pm (by appointment only)

9 . REQUESTS OF ADDITIONAL BED OR BATH LINEN

Each room is equipped with bed and bath linen (1 bath towe , 1 hand towel, 1 small towel, slippers for each guest), 1 bath mat-

Should the guests require extra linen, those will be charged as follows:

Bath towel : € 2,50 ea.

Hand towel : € 2,00 ea.

Small towel : € 1,00 ea.

Bath mat : € 1,00 ea.

Extra sheets : € 3.,00 ea.