



RESIDENCE RULES

Residence dei Due Porti - Sanremo (IM) - Liguria

- Guests are required to **take care of the apartment** and all things contained in it. Before departure, the Management will check the apartment and any breakages or missing items, which we kindly request you promptly report, will be charged at cost. The apartment must be left in the same condition it was found in. Guests must keep a correct behaviour in respect to other guests. They must avoid making any unreasonable noises such as raising voices, walking with high heel shoes, keeping the TV with a high volume and moving furniture.
- **No smoking** is allowed inside the apartments, only outside on the balcony.
- It is forbidden to hang washing outside the terraces.
- It is forbidden to do ironing on the table. Use the provided **ironing board**.
- Read and carefully follow the instructions provided for using the **hot plates** in the kitchenette.
- The **playground** area with anti-trauma floor is available for children under 6 years old, they must be accompanied by an adult. It is forbidden to allow children to play area unaccompanied. The Management delegates responsibility for the correct and safe use of the play area to the adults supervising the children.
- The Management will not respond for any objects or **values** left in the apartments and communal spaces or left in cars parked on the property. The Management provides a deposit service for valuables during normal office hours.
- The presence of **dogs** must be declared at the time of booking, accompanied by a written request. Management can accept or refuse the stay of accompanying pets. Only small size dogs (max. 6 Kg) are allowed in the residence with a supplement of € 30,00. Only one dog per apartment. Pets must not be left alone in the apartment and must not disturb other guests.
- **Check-in** after 3:00 pm on the arrival day.
- Check-out within 10:00 am on the departure day.
- A **night concierge** is available from 8:00 pm to 00:00 am and from 6:00 am to 8:00 am, in case of genuinely needed from 0.00 am to 06.00 am. The **Reception office** is open from 8.00 am to 7:30 pm.
- The amount corresponding to the entire booked period shall be due even in the case of early departure.
- We remind you that during your stay the kitchenette and the kitchen utensils (plates, pot, silverware, etc.) won't be cleaned; the kitchenette will be cleaned only at the end of your stay.
- Change of bed linen two times a week (extra change on request € 10,00).
- Change of bathroom and kitchen linen every 2 days (extra change of € 4,00 per person).
- Sea Towels, on request upon availability, € 10,00 per person (extra change € 3,00 per person).

The lack of respect for this regulation shall be enough for the interruption of the stay, not refund will be allowed.

The Management thank you for the collaboration.