

RULES - POLICY BLU HOTEL LAVAGNA

We invite our Guests to read it carefully

Happy to host you, we invite to read our internal rules, whose small rules are to be observed and are not only those provided by law, but also all those dictated by common sense and mutual respect.

Check-IN

Access to the rooms is allowed only after registration at the reception.

Upon arrival, guests must present valid identity documents (Passport or Identity Card) and a Credit Card, necessary for the registrations required by current legislation. Failure to comply with this obligation constitutes a violation of the rules of the penal code and authorises us to request the immediate abandonment of the structure. The data of our guests are treated in accordance with the current privacy legislation (GPDR).

Customers (under full age or of full age) who do not have a valid identity document will not be able to stay in the Hotel.

Minors not accompanied by their parents will not be able to stay in the Hotel.

Check-OUT

Rooms must be vacated no later 10,30 am Check out must be made before **11.00 am**. After this time the hotel reserves the right to charge a Late Check OUT fee at the rate of Euro 10.00 per hour until 4.00 pm; after 4.00 pm an extra night will be charged at the sale rate on the day of departure; this does not guarantee the possibility of staying overnight as it is subject to room availability.

The late check out must previously be agreed with the hotel; otherwise, if the inability to contact the customer and the lack of room availability should occur, the hotel is authorised to move personal items into the luggage room.

Pets

Animals are not admitted in our hotel. In the event of animals being admitted to guest rooms, the Management may request a compensation. However, any damage or deterioration resulting from the presence of animals in the hotel remains the responsibility of the customers.

Smoking

According to the Italian law, smoking is not permitted in the rooms and in the common areas.

- A. **SMOKING IS ABSOLUTELY FORBIDDEN INSIDE THE BUILDING AND IN ANY ROOM. Included electronic cigarettes and similar.** Observance of this rule stems from the need to protect those who do not smoke and those who come after you, as well as from the rules of fire prevention. However, at the time of booking a contract is stipulated in which you pay to use a service according to the rules of the structure.
- B. **IT IS NOT ALLOWED TO BURN**, light candles in the rooms, corridors and other areas of the hotel.
- C. At the time of departure, the staff performs a check of the rooms and in the event of a positive response to smoking in the room, the cost of restoring the room will be charged (Minimum Euro 50.00) and in the most serious cases the cost of a night due to the impossibility of reselling or assigning it to the next guest, in addition to the fine provided for by law.

Behavior

In order to guarantee the decorum and privacy of guests and in accordance with current Italian laws, it is necessary to moderate the noise emission in the rooms, in the corridors and in the stairs, in particular **from 11.00 pm to 8.00 am**.

- A. The Management declines all responsibility for any injuries to minors, who must be accompanied by their parents and/or carers. Therefore, we recommend parents to consciously monitor the movements and behavior of their children within the Hotel areas.
- B. Visits or private business meetings are allowed in the common areas of the hotel, in the bar, and it is not allowed to host in the rooms people not reported and declared at the time of registration.
- C. Respect the times of afternoon quiet and night rest.
- D. Please use with respect the rooms, furnishings, equipment and inventory that are available for you.
- E. Inform yourself and read the fire code, the equipment and the behavior to be taken in case of fire.

Damages

The guest who causes damage to the structure or objects contained in the room and in the common areas, will be required to pay the hotel an equivalent amount to the replacement of the deteriorated object.

The guest relieves the Management of any civil and criminal liability resulting from improper or unauthorised use of the hotel premises and equipment.

- A. Who causes damage to the building, property, equipment, etc. he is held legally responsible within the framework of the current regulations.
- B. At the time of departure, the staff of the hotel will carry out a check of the rooms and the costs for the replacement of any damage or loss of keys will be charged and will be paid upon check out.
- C. The loss or breakage of the keys, will be counted with a minimum amount of Euro 30.00.
- D. The customer undertakes to respect the premises and the things it contains, any damage caused voluntarily to the structures, but also attributable to inexperience or distraction, will be charged to the cost of the restoration.

Safety

For safety reasons, the use of candles, flammable materials and the use of electrical equipment (including irons, personal dryers) are not allowed inside the rooms, with the exception of electric razors, mobile phone chargers and personal computer, provided that such devices are charging in presence of the guest in the room.

Rooms

The rooms and bathrooms are cleaned daily from **9.30 am to 12.30 pm**.

There are no other cleaning times. The change of bed linen and towels is made every 3 days for long stays or every customer change.

Finally, inside the rooms and common areas of the hotel, it is not allowed to prepare meals and to introduce food or drinks coming from the outside, of which the origin and integrity of the hygiene and health management does not assume any responsibility.

We recommend a correct and civil use of the toilets, avoiding to throw anything in the WC (please use the appropriate baskets). It is also recommended to turn off the lights and the air conditioners whenever you leave the room, bearing in mind that the air conditioning is able to cool or heat the room as desired in a very short time.

The laundry service is active every day except Sunday, if you want to take advantage in the same day service, you must request it not over 10.00 am or the previous evening.

Food and Take-Away

IT IS ABSOLUTELY NOT ALLOWED the consumption and import (delivery food services) of hot foods within the structure and specifically in the hotel rooms.

Personal belongings

The forgotten items will be kept for a maximum period of 15 days following the check-out date, after this deadline if no specific communications are received from the customer they will be deleted. In any case, the shipping costs will be charged to the Customer.

The present rules and conditions are considered accepted by the guests at the time of actual registration and taking possession of the room in the hotel.