

COUNTRY HOUSE CASALE FLORENZO

HOME RULES

House guests can be wonderful when they know and really understand the rules.

- We are only authorised to accommodate properly registered guests. For this purpose, guests are to present their valid National ID card or passport or any other valid proof of identity to our relevant employee immediately upon arrival.
- Payment only in cash at the check in.
- At your arrival you will receive the key of the entrance door and the key of your room. If you lose the keys you will pay a penalty of E.250,00.
- Rooms are available from 12.00 a.m. of the day of your arrival and must be left no later than 10.00 a.m. of the day of your departure.
- You can leave your luggage, but we accept no responsibility.
- Breakfast time is from 8.30 to 10.00 am. If you need to take breakfast in different times, you have to ask it the evening before, and, as far as possible, we will accommodate your request.
- The use of the kitchen is not available.
- Parking: there is a parking place, but we are not liable for any damages to vehicles or motor-vehicles parked.
- We are not liable for any goods brought into rooms. Guests have to take care of their personal belongings.
- It is forbidden to smoke inside the rooms. You can smoke only on the terrace open air.
- Rooms are cleaned and sheets and towels changed 3 times a week.
- Entry is forbidden to any unauthorized persons.
- For all reservation, we require a 30% of the total rate by banking account to : MARCO MARROCCO C/C BCC IBAN IT59 N08154 76410 00021 0111 133;
- The balance due upon your arrival only through cash money order.
- Cancellations must be received at least 20 days prior to arrival date or we cannot refund your deposit.
- We cannot provide refunds for early departures.
- Please, provide us with 24 hour notice if you wish to adjust your arrival time.
- If for circumstance beyond our control we are obliged to cancel your booking, we will immediately inform you and return your deposit.
- Guests are obliged to pay for any damages they cause, if they are unable to prove that they are not responsible for this damage.

GUESTS ARE OBLIGED TO OBSERVE THE PROVISIONS OF THESE HOUSE RULES. IN THE EVENT THAT A GUEST IS IN BREACH OF THESE RULES, WE HAVE THE RIGHT TO REPUDIATE THE AGREEMENT ON THE PROVISION OF THE ACCOMMODATION SERVICES BEFORE THE AGREED PERIOD HAS ELAPSED.