

**INTERNAL REGULATIONS FOR THE GUESTS OF THE RESIDENCE
D'EPOCA 1550**

Happy to host you, we invite you to read our internal regulations. Our small rules to be observed in the Residence are not only those required by law but, above all, those dictated by common sense and mutual respect.

1) The **reservation request** can be made directly from this site by the "banner" AVAILABILITY or by phone, SMS, WhatsApp or e-mail. You will receive from us a confirmation of your reservation by computer, accompanied by all the information relating to the Residence and the payment methods.

The request for **cancellation** must be sent by e-mail to the e-mail address: info@1550residenzadepoca.com, and will have the following conditions:

- for cancellations or changes up to 5 days before the date of arrival, no fee will be charged.
- In case of cancellation after this deadline or in case of no-show, the cost of the entire stay will be charged.

2) The balance of the reservation will be made upon arrival at the time of delivery of the keys and can be made by credit card, debit card or cash. In case of early departure with respect to the established date there are no refunds. At the daily rate for your room will be added, mandatory, **the amount of the city tax of SIENA**, equivalent to the amount of **€ 2.50** per night per person (excluding children under 10 years of age) the tax goes paid in cash.

3) At the time of arrival must be delivered the identity documents (Passport or Identity Card) valid, necessary for the registrations required by current legislation. The data of our guests are treated in accordance with the current privacy legislation.

4) **Check-in** - The delivery of rooms is scheduled from 14:00 to 19:00, except for different needs of our guests. **If you tell us in advance about the arrangements and time of your arrival and any delays we will be able to welcome you in the best way avoiding unnecessary waiting.** **Check-out** - Rooms must be vacated no later than 11:00. We will not have problems with storing your luggage until the end of the day. It is possible to host animals, paying a supplement of 25.00 euros for the entire period.

5) In the breakfast area breakfast can be consumed until 10.00 am It is forbidden to consume food in the room and turn on its own stove. In accordance with regional legislation, as well as for security and respect of other guests.

6) Rooms and bathrooms are cleaned daily

7) Smoking is not allowed inside the residence and rooms. The observance of this rule arises from the need to protect those who do not smoke and who will come after you, as well as from the rules of fire prevention.

8) It is our concern to inform you that the rooms have no safety

deposit boxes. Therefore we invite you not to leave any effect of unattended value in the rooms, bathrooms and common areas. We invite guests to always close doors and windows. The Residence declines all responsibility for the loss, theft or damage of objects of your property left in the rooms, bathrooms and common areas and for any damage to persons or property to and from third parties. Any damage must be declared and refunded immediately to the house manager.

9) In accordance with the rules of the Historical Residence and the rules of the Municipal Police, it is requested to observe the silence in the time slot between 2.00 pm and 4.00 pm and from 10.00 pm to 8.00 am. 10) It is strictly forbidden to receive visits and additional guests, other than those staying there. We recommend a correct and civil use of the toilets, avoiding throwing anything into the toilet (please use the appropriate bins). Furthermore, it is recommended to switch off the lights and air conditioners every time you leave the room. Certain of your kind cooperation, we remain available for any clarification and wish you a happy stay.