



REGOLAMENTO DELLA CASA VACANZE BERGAMO ALTA GUEST HOUSE

Bergamo Alta Guest House is happy to host you and communicates its internal rules below

1. Check - in

At check in - all guest will be asked to fill in a form, with identification details number and type of document (Passport, Identity Card or Driving License), the form will be available at the facility. Preferably, the documents can also be sent in advance to the email address: info@bnbbergamoalta.it or via Whatsapp at + 39 329 1655581, in order to speed up the check-in procedure.

Failure to provide an ID document is a violation of the law and will result in an immediate cancellation of reservation along with the request to leave the premises immediately.

Check - in time is scheduled from 14.30 to 22.00. Early hours can be previously arranged at the time of booking.

All guest will be asked to pay an amount to be left in the white envelope to be found inside the room. This amount is an accommodation tax requested by the law and therefore must be paid by all guests with the exception of minors and residents in the city of Bergamo.

2. Check - out

Check - out time is scheduled before 10:30 am, depending on availability a different time can be arranged on request. A delay not previously agreed will result in an additional night's charge.



3. Accessories supplied

The structure is equipped with the following supplies available for guests:

- Towels and sheets
- Blankets, pillows and toiletries
- Extra change of linen is not included in the price, such as extra cleaning

In addition, the structure is equipped with the following accessories supplied for guests:

- Air Conditioning
- LED TV
- Centralized warming
- Refrigerator for exclusive use
- For the Arlecchino room there is a kitchen unit for exclusive use, including crockery, etc.

A detailed equipment list is available at the hotel for guests to review.

4. Room Cleaning

In case of multiple night stay rooms will be cleaned. Access hours for room cleaning will be agreed with the guest upon arrival.

5. Booking

5.1 Reservations can be made by calling the number +39 329 1655581 or by sending an email to info@bnbbergamoalta.it.

In the case of telephone or email booking this must be confirmed by the staff, therefore you will receive an email with the confirmation, the payment indications and the access modalities to the structure.

5.2 The payment must be received within 5 days before the arrival date by bank transfer.

5.3 In the event that, due to force majeure, the room booked is not available, we will find another accommodation or proceed to a full refund of the amount paid.

5.4 In case of cancellation more than 72 h before the arrival date the cost of the first night will be charged.

5.5 After such time, the total cost of the overnight stay will be charged.



6. General Rules

- 6.1 Any damage caused to the structure must be reimbursed at the cost of replacement or in any case the restoration of the assignees.
- 6.2 Please keep clean and in good order the spaces at your disposal
- 6.3 Do not stain or damage the walls. In the event of extensive and clear damage the cost of painting and decorating works will be charged
- 6.4 Smoking is not permitted anywhere inside the building. Observing this rule is a form of respect and protection towards non smokers and people that will use the facilities afterwards. Observing this rule is required for fire prevention. Offenders will be fined as specified by the law.
- 6.5 At the end of the stay the keys and the badge must be returned. In case of loss, the staff must be immediately informed and the amount of € 50,00 will be charged to cover the cost
- 6.6 The property does not allow pets.
- 6.7 Guests are not allowed to give other people access to the facility, due to safety reason
- 6.8 Do not throw anything in the toilet that can potentially causes pipe clogging
- 6.9 It is forbidden to enter, exit and inside the premises, in the stairwells and in the condominium entrance halls, adopt behaviors which could result in prejudice for the public and private peace, as well as the hygiene and decorum of the common areas and public, speak loudly, scream, slam doors or windows. The Municipal Regulation provides for penalties for disturbing public and environmental peace
- 6.10 The structure shall not be held responsible for loss, theft or damage to guest belonging left unattended inside the premises. The structure shall not be held for damage to people, animals or things caused by others. Damage must be immediately reported to a member of staff
- 6.11 The structure is not liable for any disruption due to total or partial lack of supplies such as gas, electricity, water, internet connection not dependent on our will.
- 6.12 Breakfast is not inclusive. However, in the rooms and in the refrigerator drink will be available and some packaged foods for free use of guests.
- 6.13 Guest must pays damages to the structure occurred as a result of an improper use of the equipment provided



- 6.14 In compliance with these and with Police regulations we ask to behave in a respectful way and to not disturb other's tranquillity in any time of the day
- 6.15 There is not a closure time at night, however good manners and respect for other people staying in the facility is highly appreciated
- 6.16 Each guest is requested to not take with her/ him at the end of the stay: linen, blankets, towels and/or robes or any other item that can be found in the B&B "Bergamo Alta Guest House" (including communal areas)

Compliance with regulations is above all else a priority for our staff, we intend to offer the highest comfort, however failure to comply with even just one of these regulations will force us to end your most welcomed stay. Sure that will this not happen we would like to thank you for your attention and for choosing us.

We look forward to seeing you soon!