***HOUSE RULES FOR GUESTS STAYING IN OUR APARTMENTS:***

ARRIVAL: Guests can check-in from 2.30 pm onwards – but please let us know what time you plan to arrive.

**In order to comply with Italian law, you must hand over an identity document** on arrival. This will be returned promptly, as soon as the details have been recorded.. Rest assured that all personal data will be treated in accordance with the prevailing privacy law and will not be given to third parties; you can request cancellation at any time.

KEYS: guests will be given the keys to their apartment on arrival, on the understanding that they will be carefully looked after and kept safe. If these keys are lost, we will have no choice but to charge a penalty fee of € 100 to cover the cost of changing the locks.

DEPARTURE: guests are required to check-out no later than 10.00 am on the date of departure, unless otherwise agreed during check-in. Please be advised that guests who have not vacated their apartment by 11 am will be charged an additional day's stay.

CLEANING THE APARTMENTS: All guests are assured that their apartment will be in a clean and tidy condition on arrival. Please note that the cost of any breakages or damage that we find when guests check-out will be calculated and deducted from the deposit paid. Guests are also asked to leave their apartment in a tidy and orderly state when they leave.

Please note:

- Guests are kindly asked to treat their rented accommodation with all due consideration, and to take good care of the furniture and equipment provided. In order to avoid all possible misunderstandings and to ensure that all guests enjoy their stay, please read and respect the house rules.

- Guests are asked to read these rules carefully, accept them in their entirety and respect them throughout their stay. If there is anything we have not explicitly mentioned, prevailing laws will apply and we count on the good taste and common sense of every single guest to act in the best interests of all.

***PLEASE READ CAREFULLY:***

- GUESTS MAY NOT MAKE ANY EXCESSIVE OR UNDUE NOISE DURING

 THEIR ENTIRE STAY

- OUT OF CONSIDERATION FOR OTHERS, GUESTS ARE ASKED TO

 BE PARTICULARLY QUIET WHEN GOING UP AND DOWN THE STAIRS,

 ESPECIALLY WHEN RETURNING LATE IN THE EVENING. THEY SHOULD

 ALSO AVOID MOVING FURNITURE AROUND FOR THE SAME REASON

 (chairs, tables, bed etc.)

- NO SMOKING INSIDE THE APARTMENT OR ON THE STAIRS

- ONLY TOILET PAPER (NOTHING ELSE) TO BE THROWN DOWN THE

 TOILET.

- GUESTS ARE ADVISED THAT HOLDING A PARTY OF ANY KIND IS

 STRICTLY FORBIDDEN.

- THE PURSUIT OF ANY ILLEGAL ACTIVITIES BY ANYONE RENTING OUR

 APARTMENTS IS STRICTLY FORBIDDEN.

- LOST APARTMENT KEYS WILL INCUR A DEDUCTION OF €100 FROM THE

 DEPOSIT PAID.

- THERE IS FREE WIFI AVAILABLE IN OUR APARTMENTS; GUESTS WILL BE

 GIVEN THE PASSWORD ON ARRIVAL

- PETS ARE NOT ALLOWED IN OUR APARTMENTS.

- THE CONSUMPTION OF SPIRITS AND DRUGS IS STRICTLY FORBIDDEN.

- GUESTS ARE ABSOLUTELY NOT ALLOWED TO INVITE OTHER PEOPLE TO

 VISIT THEM IN OUR APARTMENTS WITHOUT OUR PRIOR PERMISSION.

***USEFUL INFORMATION:***

* The “COOPERATIVA DI CONSUMO” supermarket is located on the same road that leads to Livigno, at no. 59 of the (Strada Statale) SS 301 in Trepalle. There are also other supermarkets in Livigno itself, just 10 minutes away by car.
* A free shuttle bus that goes directly to Livigno passes right outside our door.
* The Mottolino Trepalle ski lift is just 200m beyond the above mentioned supermarket as you head towards Livigno.

*Ski lift times:*

Mottolino (no.3), Teola (no.1), **Trepalle (no.8): from 8.20 am to 4.40 pm**

Pemont (no.2), Passo d'Eira (no.7): from 8.30 am to 4.45 pm

Valfin (no.4), Sponda (no.5): from 9 am to 4.30 pm

* Guests are kindly reminded to throw their rubbish in the appropriate bins situated under the outside stairs.
* We are not liable for any inconvenience caused, when for reasons beyond our control, there is a total or partial lack of gas, electricity, water or internet service, or a breakdown in the heating system.
* Guests are NOT allowed to take anything out of their apartment that does not belong to them (towels, sheets, tables, chairs, blankets or any other object or item).
* Any guests who do not agree to or respect these house rules, or who behave in a manner that is contrary to the most basic rules of civilised behaviour will NOT be allowed to enter or remain in our apartments.

***VERY IMPORTANT INFORMATION:***

INCLUDING reasons why the security deposit may not be returned:

* Guests must vacate their apartment by 10.30 on the day of their departure.
* Broken or damaged furniture, fittings and equipment must be paid for.
* Only the number of guests specified in the original booking / contract can stay in each apartment.
* No noise after 8 pm in the apartments or on the stairs.
* Clients are responsible for taking good care of their possessions and any valuables left in their apartments. **The owners are NOT responsible for anything that goes missing. Guests should always lock the front door to the apartment as well as all windows.**
* Any guest that causes any damage to the structure or contents of the property will be required to pay for the full cost of any repairs or replacements.
* Guests are asked to turn off all lights, electric appliances, the TV, taps, the gas supply to the cooker and anything else not specifically mentioned, every time they leave the apartment Throwing rubbish down the toilets and sinks and anywhere that is not specifically set aside for that purpose, including the courtyard, the main entrance hall and the area surrounding the house is STRICTLY FORBIDDEN.
* **The owners have the right to enter the apartments whilst guests are out, in order to carry out basic cleaning and tidying.**
* In order to help ensure that the apartment is ready for new arrivals, departing guests are very kindly asked to:
	+ Empty all rubbish bins and throw any unwanted personal items in the appropriate bins situated under the outside stairs.
	+ **Return the apartment keys to the owners**.

***COMPLAINTS:*** Guests are asked to tell us about any complaints so that we can do our best to resolve any problems as soon as possible. Any claims arising from facts or events deemed to have caused significant damage or in any case such as to induce guests to seek compensation for the damage suffered, must be communicated to us before departure, giving us time to resolve any problem.

Confirmation of a reservation and checking into and taking up occupancy of the rented unit imply the reading and acceptance of the house rules, as well as agreement to comply by them.

***USEFUL TELEPHONE NUMBERS:***

GENERAL EMERGENCIES: 112 – for Ambulance, First Aid, Mountain Rescue, Public Emergencies, Fire Department

CARABINIERI: via Bondi, 173 – Livigno - tel. +39 0342 996009

STATE POLICE: tel. +39 0342 708611 - +39 0342 970303

LOCAL POLICE: via Borch, 108 – Livigno - tel. +39 0342 991199

ROADSIDE ASSISTANCE: Autocenter s.n.c. (Europ-Assistance) via Bondi, 456 - tel. +39 0342 996145 or +39 335 5715467

MEDICAL ASSISTANCE: freephone no. 800 312678 is operational on a 24 hrs basis on Sundays and public holidays and on working days between 8 pm and 8 am.

TOURIST INFORMATION c/o the AZIENDA DI PROMOZIONE E SVILUPPO TURISTICO SRL: via Saroch 1098/a c/o Plaza Placheda I-23030 Livigno (So) tel. 0039 0342 97 78 00 mail info@livigno.eu

GUESTS SHOULD CONTACT THE OWNERS DIRECTLY FOR NY OTHER INFORMATION NEEDED DURING THEIR STAY.

We hope you will have a happy and enjoyable time during your stay with us.

Signature to confirm acceptance Date

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