

TERMS & CONDITIONS - B&B CASA CLEMENTINA

1. Scope of application and object of the contract.

These general terms and conditions regulate the relationship between the B&B Casa Clementina and any Customer with regard to the provision of a lodging service the Customer chose when the booking was made. All available services are listed on the website www.casaclementina.it

The request for the provision of the Services is made by the Customer submitting a reservation to the B&B Casa Clementina via

- direct contact - website www.casaclementina.it
- e-mail to info@casaclementina.it;
- telephone - calling on landline +39 0813504684 - mobile +39 3348736869;
- authorised portals/booking websites (authorised intermediaries).

The contract is considered concluded when the reservation is forwarded by the Customer and accepted by the Structure. The actual conclusion is always subject to the availability of the Service requested.

The customer is always to receive an e-mail confirmation of the reservation, with a detailed list of services chosen, which add to the total amount, along with detailed additional information about the reservation.

2. Services and provisions offered by Casa Clementina B&B

Casa Clementina B&B ensures that all services provided are compliant with the current national and regional laws on Bed & Breakfast. The Customer is entitled to lodging (every room is equipped with private bathroom). The room comes furnished with bed, wardrobe, nightstands, lamps, chairs, rubbish bins, towels and sheets, toiletries, breakfast; free use of shared common indoor and outdoor areas.

Additional services expressly indicated when booking will also be provided (e.g. Wi-Fi, TV, linen change, daily bed-making up, air conditioning).

Casa Clementina will deliver the accessories and equipment necessary for the complete use of the chosen services (regular or magnetic keys to access the structure and the Room) on loan for use.

3. Rates.

All rooms will be managed with rates expressly indicated on the website www.casaclementina.it or on the websites of authorized intermediary companies.

Rates can vary depending on the type of room chosen and the booking period. The rates indicated on the site do not include local taxes and duties (e.g.: tourist tax or eco tax).

4. Booking.

When booking on the website www.casaclementina.it _both price and cancellation policy will be clearly shown.

All prices shown on the [website_www.casaclementina.it](http://www.casaclementina.it) for room rates are inclusive of VAT and are expressed in euros.

A valid credit card is always required to guarantee the reservation (even for bookings made with the "*Pay at the hotel*" system).

For bookings made by telephone or by e-mail, Casa Clementina B&B also accepts the following alternative methods of payment: wire transfer.

5. Cancellation and modification of the reservation.

Changes to reservations made through the www.casaclementina.it website are not possible.

Therefore, the reservation has to be cancelled within the terms expressed of the cancellation policy. The customer will have to proceed to a new booking.

6. Check-in and Check-out.

Guests can be checked in from 15:00 to 19:00.

Any arrivals outside working hours (early or late check-in) must be agreed in advance with the B&B, at least 24 hours prior.

The management does not take any responsibility for check-ins outside working hours which were not previously confirmed. Failure to provide notice may result in long waits which Casa Clementina takes no responsibility for.

Upon **arrival** at the B&B, each guest has to present a valid identity document necessary for the registrations required by law. Failure to comply with this obligation constitutes a violation of the provisions of the penal code and authorizes the B&B to immediately request any customer to leave from the accommodation facility. Guests are to be checked out before 10:30 AM.

7. Breakfast.

Breakfast is served between 08.00 and 10.30.

8. Personal items.

Each room is equipped with a safe.

Casa Clementina B&B assumes no responsibility for personal items left unattended, for the loss, theft or damage to objects owned by the customer left unattended in the room.

It is forbidden to leave personal items in the corridors or in the common areas.

9. Obligations and responsibilities of the Client

Access and use of the room, common areas and equipment must be in such a way as not to disturb the peace and any other customers.

At the end of the stay, the customer must return the keys. In case of loss, the customer will be obliged to compensate for them.

The Customer is directly responsible, in an exclusive way, for direct damages to third parties, as well as for the improper or illegal use of complementary equipment, for which Casa Clementina assumes no responsibility, cost or burden.

Casa Clementina is exonerated and relieved of any responsibility, claim, reason or action against third parties for behaviours and/or omissions in any way attributable to the Customer, or for any consequence of non-compliance and/or violation of the precepts provided by these General Conditions.

10. Prohibitions.

It is expressly prohibited:

- a) introduce weapons, drugs and alcohol;
- b) smoking in the room and in the common areas (reception);
- c) to host people not registered by the management or to receive visits from non-residents;
- d) the introduction of animals of any kind, even small ones;
- e) use electric heaters inside the structure, gas stoves and the like, as well as the use of utensils for the preparation of food or drinks, since they can cause damage to the structure, to people and things.
- f) the introduction, preparation or consumption of food in the room not provided by the B&B Casa Clementina;

11. Cleaning

Rooms and bathrooms are cleaned daily between 10:30 am and 3:00 pm.

Casa Clementina is "Environmentally *Friendly*", thus the linen is changed every 3 days and at every change of guests. The bath towels will be replaced only if left on the floor.

12. Privacy information.

The Customer is informed, pursuant to art. 13 of Legislative Decree n. 196/2003 and of the European regulation n. 2016/679 (GDPR), that the processing of personal data provided to the B&B Casa Clementina is necessary in order to allow the B&B directly, or even through third parties, to fulfil the obligations deriving from the contract or for the fulfilment of the obligations required by law or by the regulations.

The data controller is the B&B legal representative.