

# Welcome,

## Please read our house rules

A Bed and Breakfast is a private family-run business, so we would ask you to stay at our home with the same care and attention as you do at your own.

Guests who, due to improper use, negligence or carelessness, damage the building, its fittings or furnishings will be charged for any repairs, replacements and cleaning.

Payment for the entire stay must be paid in cash on the day of arrival.  
Check-in is between 15:00 and 21:00, barring special requests. Please inform us of your expected time of arrival.

On arrival at the B&B, currently valid photo ID must be handed in (Passport or ID Card) so that the records required by law can be taken.  
Our guests' details are stored in compliance with current privacy laws.

Guests will have use of a set of keys and may come and go whenever they like.

On the day of departure, guests must vacate the room no later than 11:00 a.m..

The B&B declines all liability for the loss, theft and/or damage to guests' property left in the room and for any harm to people, animals or property by and to third parties.

Smoking is strictly forbidden within the B&B. This simple rule is in consideration of non-smokers or those staying after you, as well as a fire prevention measure. The room is fitted with a smoke detector.

It is strictly forbidden to receive visitors or other guests not staying at the B&B.

Please switch off the lights and the air conditioning before leaving the room.

In compliance with the B&B house rules and Municipal Police regulations, guests are kindly requested to keep noise levels down between 14.00 and 16.00 and between 22.00 and 08.00.

The room and bathroom are cleaned every two days. Bed linen is changed every 5 days, barring special requests.

We are not responsible for any total or partial interruptions in the supply of utilities, such as electricity, water, telephone line or internet connection that are beyond our control.

### Booking

Availability enquiries can be made by e-mail or phone.

Bookings can be made by e-mailing [info@fondofrancia.it](mailto:info@fondofrancia.it), indicating your details, number of guests, number of nights staying and a telephone number.

Your booking is confirmed solely once you have received a confirmation e-mail from Fondo Francia B&B.

The confirmation e-mail from Fondo Francia B&B may include bank details (IBAN) for paying a deposit equivalent to a one-night stay. The guest must pay this amount within 24 hours of it being requested and must then send proof of payment.

### **Cancellation penalty**

Cancellations must be made by e-mail or phone. The following conditions apply to cancellations:

- For cancellations or changes made up to 7 days prior to the envisaged arrival date, the deposit will be returned in full (minus €10 administration fee).
- Cancellations or changes made after such time will result in the loss of the deposit.
- During trade shows, cancellations do not incur a penalty provided at least 15 days' notice is given.

**We thank you for your cooperation and are at your disposal for any clarification. We wish you a pleasant stay with us.**