



Relais Rantegosa Internal Regulations

We are pleased to welcome you to Relais Rantegosa, please take a look at our house rules

1. Access to the premises

It is mandatory to notify the Management of the entry and departure of persons, for legal registration. Any person found not to be registered commits an offence provided for and punished by law. Visitors are also obliged to request authorisation to enter the premises; they may be asked for an identification document. It is also mandatory to communicate the arrival and departure times for the delivery and return of keys.

2. Rules of behaviour in the community

The individual guest's behaviour must be guided by the fundamental rules of tolerance, respect and co-operation in relations with other guests and staff, which guarantee daily coexistence.

The guest is obliged to maintain order and protection of the living environment in the common areas. In respect of the neighbourhood, silence is required at night (10 p.m. - 8.30 a.m.) and during the afternoon rest period (1 p.m. - 4 p.m.)

It is prohibited to: 1) to keep animals that have not been declared and approved at the time of booking 2) to keep flammable materials, harmful substances, radioactive substances throughout the property 3) to throw or deposit

3) throwing or depositing rubbish or waste outside the appropriate containers 4) throwing materials that could block the pipes in the drainpipes 5) making changes to the rooms and furniture 6) tampering with the systems: electrical, plumbing, air conditioning, heating, etc. 7) using stoves, cookers of any kind to prepare food or drinks, heat-producing appliances other than those provided 8) smoking inside the facility 9) keeping weapons of any kind or nature 10) keeping and/or using drugs 11) lighting fires. It is permitted to read the books in the house, provided they are returned in the same condition before departure.

3. Damage, soiling, loss/non-delivery of keys

In the event of damage to or soiling of the building, furniture, objects, and electrical appliances provided and loss or non-delivery of keys prior to departure, the damage caused shall be paid for by the person who caused it. Such payments shall be made immediately and in cash.

The loss of keys will result in a fine of EUR 50 each set of keys. It is also strictly forbidden to enter the house wet and to sit on chairs and sofas with a damp/wet costume and to enter the house with wet feet.

Any damage caused to upholstery will be charged as stated above.

4. Legal liability

Anyone causing damage to the building, its furniture, objects and appliances is held legally liable within the framework of the applicable regulations. Intentional theft and damage will be reported immediately. Relais Rantegosa accepts no responsibility for valuables (money, jewellery, etc.) stored in guest accommodation, in room safes or in common areas.

The Relais car park is located within the walls of the Villa, but is not guarded. We advise you to always lock your car and not to leave valuables inside, Relais Rantegosa does not take responsibility in case of theft.

5. Arrivals and departures

Check-in time is from 4.00 p.m. to 6.00 p.m., in any case arrival at the property may not take place before 2.00 p.m. and after 8.00 p.m. unless specifically authorised by the property.

Relais Rantegosa does not offer a 24 hour reception service; therefore in order to organise check-in, guests are required to inform the management with adequate advance notice of the time they intend to enter the property, if this does not occur any inconvenience that may result for the customer is their responsibility.

Check out must take place by 10:00 a.m. on the day of departure, unless specifically authorised by the structure. The occupation of the house after this time will result in the payment of an extra night based on the rate applied to the booking.

Should non-compliance with the aforementioned timetable result in the impossibility for new guests who have booked the house to gain access to it, or the impossibility for the service staff to carry out the ritual cleaning, the consequent damage, both economic and in terms of image for the property, will be entirely charged to those who do not comply with this rule.

6. Prices for stays

For the prices applied please refer to the maximum rates shown on the form displayed inside the property.

Rates do not include the Tourist Tax applied by the Chiavari Town Council (1€ per day per person, up to a maximum of 7 days and applicable from 01/03 to 31/10).

Rates do not include extras such as parking, beach towels or anything else not indicated.

7. Conditions for stays

Direct booking confirmation - a deposit of 50% of the total amount due is required at the time of booking. The reservation is considered confirmed on receipt of the deposit or proof of payment (bank transfer account, confirmation of online payment service), following which Relais Rantegosa undertakes to reserve the property for the dates requested (confirmation by e-mail is essential).

Payments (Deposits and balances) - At the time of booking, the deposit must be paid in a manner to be agreed within 48h. Once this deadline has expired and in the absence of further communication from the customer, the reservation will be cancelled automatically.

The balance of the stay must be paid on arrival.

Reservations and cancellations will be valid once confirmed in writing by the management to the customer.

Room occupancy - There is no availability of extra beds, cots, inflatable mattresses or similar in the Green and Orange Rooms, which can accommodate a maximum of 2 persons each. In the Yellow Room and the Red Room, a folding cot can be added for infants up to 2 years old.

The rooms are opened for guests according to the number of persons, starting with 2 rooms for 4 guests. The Green Room will only be made available from 7 guests.

8. Cancellation of stays

- 1) From the moment of booking by the Client, Relais Rantegosa undertakes to reserve the property for the dates requested (confirmation by e-mail shall be considered binding).
- 2) Customers who choose the standard rate have the right to cancel their reservation without charge up to 15 days prior to their arrival at the Relais (i.e. by 11:59 p.m. on the 15th day prior to the day of check-in).
- 3) For cancellations communicated less than 15 days from the date of arrival Relais Rantegosa will retain the deposit as a penalty. For reductions of the stay and/or in case of early departure of guests, no discount will be applied.
- 4) Any booking or cancellation is considered valid once confirmation has been received by e-mail.
- 5) In the event of a no-show (i.e. if the guest fails to turn up without notice) the entire deposit will be retained as a penalty.

8bis. Conditions for stays with a "non-refundable" rate

Stays with a NON REFUNDABLE discounted rate are subject to the following conditions:

- 1) The reservation is considered OPTIONAL for 24 hours, by the end of which the TOTAL BALANCE of the stay must be made. Once this deadline has expired and in the absence of further communication from the customer, the booking will be cancelled automatically.
- 2) In the event of cancellations, changes or no-shows, no refund will be given.
- 3) For anything not indicated, the general terms and conditions apply.

9. Safety Rules

Whenever leaving one's room or the house, for safety and energy saving reasons, please turn off air conditioning, room lights, TV and any other electrical device unless specifically authorised by our staff.

It is absolutely forbidden to enter the house wet and/or barefoot, not to use shoes inside the house and to run or climb on plants or furniture. Relais Rantegosa accepts no responsibility in the event of damage to property or persons resulting from improper use of the pool, furnishings and property in general.

The Management is authorised to expel anyone who does not respect the above rules. For any complaints and/or information, please contact the management.

10. Linen and cleaning

The house is cleaned once a week and at every change of guests. It is possible to request an additional cleaning during the stay (which will exclude the kitchen),

The rooms are provided with towels and bed linen changed weekly.

The rooms are supplied with towels and bed linen changed weekly.

Guests have a washing machine at their disposal to use independently.

When booking, it is possible to request additional cleaning or linen changes at an extra cost.

When the keys are returned, the rubbish must have been sorted and disposed of as instructed, and the kitchen must be left tidy and without leftover food or drink.

11. Other

Guests are only permitted to walk through the appurtenant garden and car park forecourt, and along the path leading to the entrance gate. Entering the private property of the other Villa Bombrini owners and walking up the driveway is strictly forbidden.

Upon request, it is possible to park up to 4 cars in the area reserved for the Relais in the private yard adjacent to the house.