

# **REGULATIONS Holiday House L9**

Rev. 07 Mar 2022

*Welcome to our property! L9 is happy to host you! For a pleasant and safe stay, it is good to know the house rules. For further information, feel free to contact the management. Our house-manager is always available on a dedicated phone line.*

- L9 is reserved exclusively for guests renting the apartment: access by unauthorized persons is prohibited; visitors must be approved by management in advance.*
  - Check-in is after 3:00 p.m. on the day of arrival and check-out is by 10:00 a.m. on the day of departure.*
  - The owner is not liable for theft. There is a burglar alarm to protect L9 from unwelcome intrusions. Guests are advised to keep their belongings and valuables inside the apartment.*
  - Guests are liable for any damage howsoever caused (deliberate, negligent, or reckless act) to the premises or property and will be called on to compensate for any damage caused.*
  - Guests will receive an e-mail before arrival with full information and credentials to access the web-app of the fully automated apartment. The app will open:
    - a) the main gate to the secure car park.*
    - b) the main entrance*
    - c) the front door of L9.**
- The tenant will also receive a PIN to access L9. The keyboard is above the doorbell on the house.*
- Inform the house manager immediately of any loss and/or damage to the transponder. The tenant will be charged for replacing locks and/or repairs.*
  - Every time you enter L9, switch off the illuminated electrical switch on the left wall to activate the smart home automation. Turn on the switch before leaving the house: this will automatically lower the shutters and turn off any lights left on.*
  - Before leaving L9, please turn off all television sets and water taps.*
  - The property owner has the right to enter the apartment in the absence of the guest in urgent circumstances to avert possible damage or danger. The owner is obliged to inform the guest of their entry into the apartment/room promptly.*
  - No loud noise from 2:00 p.m. to 4:00p.m. and from 11.00p.m. to 07.00a.m.*
  - No pets allowed.*
  - In the event of loss or damage to the premises, furniture, appliances or equipment in the apartment, the guest must notify the house manager immediately. If the loss or damage is attributable to the guest, the guest will be liable to compensate the cost of the lost object or damage caused.*
  - It is strictly forbidden to remove appliances or other household items (such as towels, blankets etc.) from the apartment/bedroom.*

- *Smoking is strictly prohibited in the apartment.*
- *Wi-fi is provided.*
- *Full SKY package is provided with a full range of news, science, sport and entertainment channels. The latest SKY technology means you can watch different SKY programs from the 3 Smart TV stations in the house.*
- *Web TV channels are available on the 3 Smart TVs supported by the Internet system.*
- *A digital amplifier under the Smart TV in the double room is available to download favorite play lists via wi-fi, blue-tooth or usb-key or simply listen to the music or news on your favorite radio station.*
- *A smart-home system controls the air conditioning, energy consumption and security of the house.*
- *The owner has the right to suspend services to any guest who breaches the provisions laid out in these Rules.*
- *The identity card or passport for each guest must be sent to the house manager by email or via Whatsapp on arrival as the relevant tourist office must be informed.*
- *The house manager is available 24 hours a day to answer any queries or help in any way.*

***The management team L9  
Direzione Holiday House L9***