

## REGULATIONS

The Regulations of the accommodation structure of Santa Severa's castle are established to guarantee everyone a uniform, orderly, calm and peaceful use of the same.

Parents (or those who legally exercise their authority) are responsible for the acts performed by their minor children within the structure and are required to monitor them and to ensure that they maintain polite and respectful behaviour towards others, under their direct responsibility and in particular, regarding the obligation to respect silence, the correct use of spaces and equipment made available by the structure to its guests.

Any activity that may disturb other guests is forbidden.

Any noise that may disturb guests' sleep, including a loud tone, is forbidden between 11:30pm and 8:00 am.

Inside the structure, a decent clothing is required.

It is forbidden to enter reserved areas for the hostel staff.

In general, guests must respect all the rules of this regulation document, which have validity of contract. The conduct held by adults and by minors is considered contractually relevant and, therefore, any transgression of the rules of this regulation and the common rules of civil coexistence and good performance of the structure will result, according to the judgment contractually mandated in the immediate termination of the contract due to the Guest and the removal from the structure within 5 hours from the contestation of the facts is irrevocable to the Management. In this case, the management of the structure is entitled to retain the sums already paid and to demand the remaining sums, even as compensation for damages, except for the right to compensation for the greater damage that has been ascertained.

### CHECK IN

Upon their arrival, the Guests will have to deliver to the Reception a valid identification document (identity card, passport, etc.) and fill in the form for Public Safety; they will also have to pay the full amount of the stay unless it has been previously paid

After registration and payment, Guests will receive an electronic card and directions about accommodation arrangements, useful numbers, and times of entry and exit to and from the structure.

Minors unaccompanied by persons of legal age, will be accepted only if they have a liberation signed by their parents (or by those who legally exercise their authority), with their telephone number and a copy of their document.

### CHECK IN TIME from 3.00pm RE-ENTRY IN THE STRUCTURE

The guests of the structure can enter freely within 11.00pm (closing time of the Reception). After this time, and until 7.00am, they will be able to access the structure after approval at the station manned by the supervisory staff.

### CHECK OUT

The rooms must be left by **10.30am** and the electronic cards must be delivered to the reception staff at the reception. It is mandatory to give immediate notice of any damage, malfunctions, loss, etc.

### COMMON AREA (ground floor)

In front of the Reception, there is the Common Area where it is possible to eat and where the kitchen is available for guests. For the purposes of food safety, it is forbidden for customers to introduce food or drinks in the room that are not authorized by the management of the structure.

**OPENING TIME: 07.00 am**  
**CLOSING TIME: 11.00 pm**

In the common area, there are vending machines for food and drinks.

### LAUNDRY SERVICES AND TRAVEL KIT (first floor)

The laundry service is located on the first floor in a common area. It is possible to use the washing and drying service for a fee.

**OPENING TIME: 07.00am**  
**CLOSING TIME: 11.00pm**

There is also a vending machine to buy useful materials (toothpaste, toothbrush, tissues, travel kit, etc. ...).

## **CLEANING**

The garbage must be collected in the appropriate bags located in the rooms and bathrooms of the rooms. The cleaning of the rooms, the bathrooms and the bathroom linen change will be made daily from 10:00am to 3:00pm. The change of bed linen will be done every 3 days, or at the request of the guest. The change of bed linen will be made also at each guest change.

## **PETS ACCEPTANCE**

Pets are not allowed in the property.

## **NO SMOKING**

In all the internal areas of the hotel, including the rooms, smoking is forbidden (art. 51 law 3 of 16/01/03).

## **RESPONSIBILITIES**

The management of the structure is not responsible for the mismatch or loss of objects and / or values of the guests left unattended in the rooms

For no reason, at the time of departure will be recognized discounts to cover any or alleged disruptions that may occur as a result of damage due to events of force majeure and the nature of things (by way of example but not exhaustive atmospheric events, natural disasters, epidemics, diseases, falling trees or branches or products that fall into the nature of plants, blows, accidents at sea, damage or car theft in the parking area and in the area of the structure).

In the case of suspension of the supply of electricity or water, attributable to the managing body of the service or for other reasons of force majeure, the Management declines all responsibility and is not bound to any reimbursement.

## **DAMAGE AND THEFT**

Those who cause damage to the structure, movable property, equipment, etc., are legally responsible for that.

The hostel located within a monumental complex provides for the respect of all the spaces both internal and external connected to it.

Any theft and damage will be immediately reported to the competent authorities.

Upon departure, the staff will check the rooms.

Costs arising from any damage or loss of the electronic cards must be paid upon check out.

## **Data processing**

Pursuant to and for the effects of the "EU / 2016/679 Regulations of the European Parliament and Council of 27 April 2016 (full application on 25 May 2011) concerning the protection of individuals with regard to the processing of personal data, as well as the free movement of such data "the personal data of the guests of the receptive structure of the Santa Severa Hostel will be treated in full compliance with the aforementioned European legislation.

The data provided by the guests

The right to the protection of personal data of each customer is guaranteed by compliance with the provisions of law 196/2003.

## **CHANGES TO THE REGULATION**

The Management reserves the right to modify the present Regulations at any time, which will be displayed at the entrance (Reception and Common Area) and published on the Hostel website.

## **INFORMATION AND CONTACTS**

It is possible to contact the reception staff from 7.00am to 11.00pm or at the following contacts:

e-mail: [ostello@castellodisantasevera.it](mailto:ostello@castellodisantasevera.it)

Ph.: +39 - 0651681778/0651681785/3925046571/3398927749 (from 7.00am to 11.00pm)

+39 371/1753158 (from 11.00pm to 7.00am)

For maintenance and emergency operations, the following number can be contacted H24:

+39 335/7624742