

FACILITY REGULATIONS

Dear Guest,

We thank you for your choice, and please carefully read the regulations and behavioral rules that each guest must adopt in order not to disturb or damage others and the environment.

Failure to comply with one or more points of this regulation and the rules contained therein may lead to the termination of the contract with the related economic and legal consequences arising.

Our staff is at guests' complete disposal for any need, in order to make your stay as pleasant as possible.

1) GENERAL INFORMATION

- The Regulations of the Orsolina28 accommodation facility are established to guarantee uniform, orderly, quiet and peaceful use of the same for all. It has a contractual nature between Orsolina28 and the Guest and, therefore, the request to stay in one of our facilities and the acceptance of this request by Orsolina28 implies total acceptance of these Regulations.
- All guests are required to respect the Internal Regulations of the Accommodation Facility, which can be consulted at the Orsolina28 Reception and are published on the website <http://www.Orsolina28.it>.
- Failure to comply with the Regulations and further provisions of the Management may result in the expulsion of the offender from the Structure and the related reporting of the fact to all national and international tourist organizations, unless also reported to the Public Authorities in the event that the failure to comply may possibly suggest the commission of a crime.
- All specific indications given on the signs placed in the area owned and/or pertaining to Orsolina28 must also be respected.
- Parents (or those who legally exercise parental authority) are jointly and severally responsible for the actions carried out by their minor children within Orsolina28 and are required to supervise them and ensure that they maintain polite and respectful behavior towards others, in particular with regard to the obligation to respect silence, the correct use of the bathrooms, which cannot be considered places of play or meeting, and the equipment made available by the Structure to its Guests. Any activity that may disturb other Guests is prohibited. In general, all the rules of this contract regulation must be respected.
- The conduct of both adults and minors is considered contractually relevant and, therefore, any transgression of the rules of this regulation and the common rules of civil coexistence and good running of the structure will result, according to the judgment contractually delegated without appeal to the Management, the immediate termination of the contract and the removal from Orsolina28. In this case, the Management of Orsolina28 is entitled to withhold the sums already paid and to demand the remaining sums, also as compensation for damages, without prejudice to the right to compensation for the greater damage found.
- The staff appointed by the Management is required to enforce the Regulation towards anyone. Each customer, in the very act of accepting Orsolina28's hospitality, also contractually agrees to submit to the authority of said staff, who is in any case obliged in turn to always respect the laws of the Italian Republic and the principles commonly accepted by our culture of courtesy and good education. According to the policy of Orsolina28, all guests have the right to respectful and dignified treatment and, as responsible accommodation providers, we have an obligation to protect guests from inappropriate behavior. If a guest's actions are deemed inappropriate by a member of staff, or if inappropriate behavior is reported, Orsolina28 reserves the right to take action against the guest after verifying the situation. Depending on the severity of the guests' actions, Orsolina28 may, at its discretion, request law enforcement intervention or remove guests from the property.

Within Orsolina28, proper behavior and mutual respect are expected, based on simple rules of good manners.

A decorous attitude must be maintained within every area: staff is authorized to identify and remove from Orsolina28 anyone who does not comply with this instruction.

These restrictions are in place to ensure a peaceful and safe environment for all guests, with particular attention to the protection of vulnerable minors present at Orsolina28 Art Foundation for the social projects hosted throughout the year.

Respectful and modest dress is required.

It is strictly forbidden to:

- walk around bare-chested;
- walk around in a bathing suit;
- consume food in areas other than the restaurant and designated areas adjacent to the bar;
- wear exuberant clothing (such as costumes and masks);
- Access to swimming pools, or other areas in general, by persons in an altered psychophysical state (drunkenness, drug-induced impairment, etc.);
- bring alcohol;
- use sound reproduction devices other than personal earphones;
- take photographs that show the recognizable faces of unconsenting third parties;
- access areas and/or sections of Orsolina28 that are closed to the public and/or reserved exclusively for internal staff.

The Management reserves the right to modify these Regulations at any time, which will be available at the Orsolina28 Reception and published on the website <http://www.orsolina28.it>.

2) PERSONAL DATA

- Upon arrival, customers will be asked for an identification document for the purpose of communicating their presence to the competent police authorities.
- Pursuant to art. 13 of the Legislative Decree 06.30.2003 n. 196, all our Clients personal data will be processed both via IT systems and manually, in order to carry out tax and legal obligations (drawing up invoices, recording data, etc.) and providing the requested service.

3) RESERVATION

- For information you can contact the Reception and Management of Orsolina28 by phone, via e-mail or in person.
- Reservations can be made by sending a written request to the email address info@orsolina28.it or via the website <http://www.orsolina28.it>.
- The number and type of rooms requested must be indicated in the booking request, name, surname of the person booking, arrival date, departure date, number of adults and children, age of the children (to be able to offer quotes tailored to different needs), telephone number and email for communications. Please also indicate your estimated time of arrival.
- To confirm the booking, unless otherwise indicated, the insertion of the guest's credit card details is required as a booking guarantee, which will be verified by Orsolina28 with pre-authorization of an amount equivalent to the total of the entire stay.
- The reservation is considered valid even with a previously agreed upon deposit (bank transfer or cash), provided that the period and duration of the accommodation, the sender's address and telephone number, the arrangement (type of board) and the accommodation (single, double, triple or multiple room).
- The price of the stay, unless otherwise indicated, includes cleaning (at set times), breakfast, lunch and dinner. DOES NOT include: any extra cleaning, soft drinks, drinks at the bar, drinks of alcohol (wine, bitters, cocktails), rental and use of equipment unless explicitly indicated in the offer, damage to persons or things and everything not expressly indicated in the offer.

4) CHANGES TO THE BOOKING, CANCELLATIONS

- For cancellations or changes to the reservation within seven days prior to arrival at Orsolina28, or in the event of a no-show, the property reserves the right to charge the entire amount of the booked stay.
- Refunds are not normally provided for the impossibility of occupying the accommodation during the booked period due to difficulties with means of transport, errors or other personal reasons, or even changes such as early departures or delays in arrival. The booked period will be charged in full pursuant to art. 1385 -1386 cc.

5) BALANCE OF THE STAY

- The balance of the stay is due upon arrival at check-in: any guarantee given by credit card does not exempt the customer from payment. The requested pre-authorization will remain valid and as a guarantee for the entire duration of the stay and will be canceled after departure following verification of the room, the regularity of the stay, as well as the balance of the extras and the main conditions of the regulation, with possible charge in case of damage, theft, unpaid extras during check-out and/or early departure.
- The pre-authorization will be automatically released after 15 days, and if you wish to release the sum in advance it is necessary to request the procedure from Orsolina28 via email unless verified in point 5 paragraph a.
- PRE-ACCOUNT AND VERIFICATION: before settling the account it is possible to request to see the account and the debits for verification. Any errors or deficiencies must be reported before the bill is issued.
- ELECTRONIC INVOICE: if you need an invoice, please report it promptly via email providing to Orsolina28 the header data, address, tax code/VAT number, recipient code/PEC. Otherwise we will issue a simple receipt and subsequent cancellation will not be possible.
- ROOM BALANCE: the balance of the room, if not already paid or previously discussed in writing, must be paid upon arrival. It is possible to pay in cash for a maximum amount of 999.00 Euros (subject to changes in the laws relating to cash payment), by credit or debit card. Attention: Traveler's Checks and personal or bank checks are not accepted.
- EXTRA CONSUMPTION: at the time of check-out, drinks at the bar and restaurant must be communicated, as well as other extras not yet detected by Orsolina28 staff.
- UNDECLARED GUESTS: any people hosted in the same room, but not declared at the time of booking or upon arrival, will be charged to the holder of the reservation with an increased rate of 50% on the daily price with the discretion of the management and the property to report all unauthorized persons to the authorities.
- CHARGE FOR LOST KEYS: broken keys will be charged with a minimum amount of €10.00. The loss of suite keys and/or keyrings will be charged with a minimum amount of €60.00.
- CHARGE FOR DAMAGES: guests are liable and are required to compensate for damages caused by them or caused by people or animals under their responsibility. Should the supplied linen be found missing the guest will be charged €10.00 per piece as compensation for damages.

6) ARRIVAL (Check In)

- ROOM ASSIGNATION: unless otherwise indicated in the program or by previous agreements, room assignment is NOT expected before 4:00 pm (GMT+1) and will be guaranteed until 8:00 pm (GMT+1). Agree on the expected arrival time when booking. The keys will be delivered only after completing the Public Security registry registration and account balance operations. If the room is ready before the check-in time it will be assigned immediately, otherwise, and in case of need, it will be possible to leave the luggage at the Orsolina28 reception.
- IDENTITY DOCUMENTS: upon arrival, guests must be provided with identification documents, including minors. Otherwise the operator must refuse hospitality (art.109 Public Security Law as amended by art.7 point 2 of L.203/95). The manager will also present a declaration of personal details that each guest must fill in and sign (Public Security Law as amended: by art.7 n.4 of L.203/95).

- **ACCEPTANCE OF MINORS:** the minimum age to rent a room is 18 years. Minors unaccompanied by adults will be accepted only if in possession of a release signed by their parents (or by those who legally exercise their authority), with their contact telephone number and a copy of their identity document.
 - **REPORTING CUSTOMER GUESTS:** the presence of any extra guests of customers staying in the facility, even if temporary, must be agreed and authorized by the Management. All guests are required to register by showing up at the reception with an identity document.
 - **PEOPLE OCCUPANCING THE ROOM:** each accommodation can be occupied exclusively by the number of people indicated for that specific housing unit unless the customer requests an additional bed space, also upon proposal of the reception staff. All names of the occupants must be provided to the Reception.
 - **DATA PROCESSING:** our guests' data is processed in accordance with current privacy legislation.
 - **ROOM ASSIGNMENT:** the choice and designation of the seat, in the type and category booked, is at the total discretion of the Management Orsolina28, unless otherwise expressly agreed in writing.
 - **RECEPTION POINT:** the reception point on arrival is at the reception of the facility, unless otherwise agreed in advance.
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- **ROOM CHECK:** guests are asked to immediately report any damage or inefficiencies or malfunctions that may be encountered when staying in the room. Responsibility for any damage found subsequently will be attributed to the last guests in chronological order who stayed in the accommodation.

7) DEPARTURE (check-out)

- **ROOM RETURNS:** rooms MUST be returned by 09:30 (GMT+1), unless otherwise agreed. Agree on the expected departure time when booking. Unauthorized extensions beyond this time will be considered as an extension of the stay and will be charged. The room keys must be handed over at the Reception to the staff in charge who will check what has been given for use (to avoid disputes, we invite you to report any losses, etc.).
- **PENALTY FOR LATE DEPARTURE:** after 11:00 am (GMT+1) (time to make up the room), the customer will be charged the total cost of the room for an entire day, unless otherwise agreed previously.
- **EARLY DEPARTURE:** in case of early departure compared to the booking period, the customer will have to pay in full the sum agreed upon at the time of booking. If, on the day of departure (check out), you plan to leave earlier, please kindly let us know the day before.
- **ACCOUNT BALANCE:** the bill must possibly be requested and, in case of departure before the reception opening hours, paid the day before departure.
- **RETURN OF OBJECTS:** before departure guests are required to return to the Reception staff any cards or other equipment provided by Orsolina28 (e.g. electrical adapters, battery chargers, etc.).
- **LUGGAGE STORAGE:** on the day of departure it is possible to leave your luggage for safekeeping at the Reception.

8) RULES OF CONDUCT DURING YOUR STAY

- **CLEANING AND AVAILABILITY OF THE ROOM:** the customer has the right to take possession of the room starting from 4.00 pm on the agreed day (day of arrival). During the period of stay the room will be at the complete disposal of guests except for the 30 minutes necessary to allow cleaning when scheduled: Orsolina28 provides for a general cleaning and towel change on the 3rd day of the stay, while complete cleaning is scheduled for the 7th day. The guest loses the right to complete cleaning (included) of the room if he/she does not wish to use the service on the scheduled day.
- **STAFF ACCESS TO OCCUPIED ROOMS:** Orsolina28 undertakes to inform guests in the event that it is necessary for staff to access the occupied room for maintenance reasons or in the event of significant changes to cleaning times.

- Rubbish must be collected in the appropriate collection bags located in the rooms, in the bathrooms of the rooms and in the bins located in the common areas. It is not allowed to leave waste or anything else in the common areas.
- LINEN CHANGE: linen is changed every 7 days. More frequent changes, expressly requested by the customer at the Reception Orsolina28, will be considered as supplements.
- USE OF THE ROOMS AND BATHROOMS:
 - ❖ Any damage caused to furniture, furnishings or equipment will be adequately assessed with the owners of the business for the relevant reimbursement.
 - ❖ Please do not slam the doors but accompany them. If you return to your room late, please close your room gently so as not to disturb other guests.
 - ❖ The rooms are equipped with all the necessary linen (sheets, blankets, pillows, towels and pool towels) and the bathrooms with body and hair cleansers and hair dryers. It is forbidden to bring anything found in the bedrooms, bathrooms or internal rooms outside, with the exception of the pool and spa towel (when provided).
 - ❖ In case of loss of personal effects or discovery of objects of various kinds, please inform the Reception.
 - ❖ Furthermore, every time you leave the room, please close the entrance and check that everything is well closed, to avoid any theft of valuables from the rooms.
 - ❖ THE MANAGEMENT IS NOT RESPONSIBLE IN ANY WAY FOR GUESTS' OBJECTS LEFT UNATTENDED IN THE ROOMS. Please do not leave valuables unattended inside. Lockers with code locks are available to guests at the reception or inside the changing rooms.

- NOTICES, RULES AND PROHIBITIONS: SILENCE, ORDER, CONTOUR AND BEHAVIOR INSIDE ORSOLINA28.

It is forbidden inside the premises:

- ❖ to smoke,
- ❖ to use any illegal drug,
- ❖ to enter areas reserved for staff Orsolina28,
- ❖ to throw papers and waste out of the designated bins,
- ❖ to enter with weapons, knives, sticks or instruments considered blunt,
- ❖ to speak loudly and shout,

It is also mandatory:

- ❖ to respect the vegetation, the soil, the hygiene and cleanliness of all spaces,
- ❖ to moderate the acoustic volume in all rooms starting from 10pm. Please maintain silent behavior even in common areas.

Tobacco consumption is regulated in compliance with Italian legislation. In any case, in areas where smoking is permitted, respect and due consideration will always be given to non-smokers or minors present.

- Our structure does not have a night doorman. However, a night-time telephone service is guaranteed for emergencies.

9) ANIMALS: DOGS, CATS, RABBITS AND OTHER ANIMALS

- Orsolina28 accepts small and medium-sized pets, upon request and confirmation. For hygienic reasons and for possible allergies on the part of other customers, animals are only allowed in certain rooms and only in some areas. The management reserves the right to accept the animal at its own discretion and if it does not comply with what was declared by the guest.
- The cost of the animal's stay is free but an amount of €50.00 is charged at the end of the stay due to the need for more thorough cleaning of the room and with adequate specific detergents and sanitizers.

- The presence of the animal must be communicated at the time of booking.
- Animals must always remain on a leash both inside Orsolina28 and in the relevant external areas.
- The customer must be adequately equipped for the well-being of their animal. Any use of bed and bath linens for the animal (grooming, bedding or otherwise) is prohibited.
- It is absolutely forbidden to let the animal climb onto beds, armchairs, chairs, tables etc.
- It is absolutely forbidden to leave animals alone in the rooms for the entire stay (day and night).
- It is mandatory to comply with the vaccinations required by national and regional laws and with the mandatory marking (medal, tattoo and/or chip).
- The animal's behavior must be managed by the owner so as not to disturb other guests. An animal that disturbs any of the customers or other people at Orsolina28 must, upon request, be calmed or removed. Pet owners accept full responsibility for harm that may result from pets. All operations necessary to restore environmental hygiene in the rooms occupied by the animal are entirely the responsibility of the customer. If traces (hair, excrement or other) are found on the beds or linen, the value of the contaminated item will be charged to the Customer.
- The management reserves the right to terminate the accommodation contract at any time and without notice to anyone who does not comply with the instructions indicated above.

10) WIFI

All areas and rooms of Orsolina28 are covered by Wi Fi service, access to which is regulated upon first connection to the network.

11) TIMES

- Please respect the times displayed to use the services.
- Upon arrival, room assignment takes place between 4:00 pm and 8:00 pm.
- Upon departure, the rooms must be returned by 9.30 am.
- Please communicate well in advance any time requirements different from those indicated here.
- SERVICES: please adhere to the times displayed. The structure is not obliged to provide services outside these hours nor to reimburse services not used due to negligence or delay of the customer, including breakfast and lunch and dinner meals.
- ORSOLINA28 SERVICE HOURS: unless otherwise displayed on the notices at the entrance to the restaurant area and at the reception and, unless previously agreed in writing, the times are as follows:

Breakfast: 08:30 - 09:30

Lunch: 13:00 - 14:00

Cena: 19:30 - 21:00

12) ELECTRICAL EQUIPMENT

- Orsolina28's current is 220 volt alternating current: guests are required to check that the electronic devices they use are suitable for this type of current.
- The electrical sockets are Italian type. Guests are asked to provide themselves with compatible adapters in case the appliances they use are equipped with plugs with a different system.

- Orsolina28 does not assume responsibility for any damage to the equipment due to force majeure (sudden blackouts, power surges, etc.).

13) SMOKING, FIRE AND OPEN FLAMES

- ORSOLINA28 DOES NOT HAVE SMOKING ROOMS, THEREFORE SMOKING IS STRICTLY FORBIDDEN IN ALL UNITS AND ESPECIALLY IN THE ROOMS.
- Smoking, burning and lighting candles are NOT permitted in the rooms, corridors and other environments unless expressly authorized.
- It is mandatory to inform yourself and read the fire prevention provisions, the equipment and the behavior to be followed in the event of a fire.
- It is absolutely forbidden to light any stove inside the rooms.
- The use of open flame equipment is prohibited throughout the entire facility, including rooms, regardless of the fuel used (stoves, heaters, lamps, etc).

14) MEALS, HYGIENE AND SAFETY

- For hygiene and safety reasons it is NOT permitted to prepare meals in the rooms.
- To avoid attracting pests, Orsolina28 guests are advised not to bring food to places other than the designated service rooms (in the room or outside the facility).

15) RESPONSIBILITIES

The Management of Orsolina28 is not responsible for missing objects and/or valuables of the guests (each Guest is required to take care of the care of the objects of his property), for damages resulting from events of force majeure and the nature of the thing (atmospheric events, natural disasters, epidemics, diseases, falling trees or branches or products that fall within the nature of plants, gusts of wind, damage or theft of cars in the parking area and in the area of the structure). For no reason will discounts be granted upon departure to cover any or presumed disservices that may occur following the events described above.

Orsolina28 is committed to providing its services with sustainability criteria. For this reason it develops activities in favor of environmental conservation and cultural promotion, promoting the participation of its guests, suppliers, collaborators and the community in general. All of the above, respecting current regulations and rejecting any exploitative activity and discriminatory practices in all its forms.

We invite you to join our sustainability policy by taking into account the following recommendations:

- Enjoy and respect your chosen destination: remember that this is a unique place.
- Be tolerant and respect diversity: respect local social and cultural traditions and practices.
- Respect human rights: our laws ensure penal payments inside and outside the country.
- Respect cultural resources: your activities should be practical in respecting artistic and cultural heritage and do not be tempted to take away plants or other natural assets that are not yours. It is clarified that any practice relating to the use, theft or deterioration of goods will be financially and criminally sanctioned in accordance with the legislation of the country.
- Carry out your activities in harmony with the environment: observe the flora and fauna without disturbing its habitat. Allow yourself to listen to their sounds and enhance the environment.
- Adapt your travel behavior to climate change: save water, electricity and material consumption efficiently. Turn off unnecessary lights and electrical appliances, do not use the air conditioner or heater if it is not necessary. Use natural light: the infrastructure allows you to enjoy natural light and ventilation.

ORSOLINA 28

Enjoy your stay!

The Management