

REGULATION

B&B Casa de Fiemme

As B&Bs are small, family-run businesses, there is no reception service available at all hours of the day as there is in hotels, so guests are required to inform the owner of the property by telephone of their estimated time of arrival. Arriving at the property without prior notice of your arrival time can cause long waits. This inconvenience cannot be a reason for complaints or claims for reimbursement. B&B Casa de Fiemme in order to offer a pleasant stay to all its guests asks for their cooperation in following the house rules:

Our rates:

Type of room	weekdays	weekends
Double used as single	€70	€90
Double	€100	€110
Triple	€150	€180
Quad	€200	€240

Rates are per room per night. Rates do not apply on days related to the following holidays and bank holiday weekends (high season): Christmas, New Year, Easter, August, Carnival ... and can always change.

Tourist tax ValleVViva forever - €2 per person per night must be added to the room rate for stays from 1 to 10 nights (excluding children up to 14 years old).

Rates include overnight stay, breakfast, daily cleaning, change of bed linen and towels every 4 nights or on request. Bed linen and towels are changed every time the guest changes. The B&B accepts credit and debit cards or cash. Cheques are not accepted.

Room cleaning:

The manager may enter the rooms, if they are vacant, for daily cleaning (9:00-13:00) If the rooms are occupied at the time of cleaning, there will be no daily room cleaning.

Reservations:

Reservation requests can be made by phone, email, website or WhatsApp.

Please always confirm rates and availability with the staff. Once the room is available, for desired stays, a deposit is not required for the moment. Reservations must be always confirmed by the staff.

Methods of payment:

The balance for the entire duration of the stay must be paid by credit card/debit card or by cash when the keys are handed over. In the event of a cancellation please inform the property as soon as possible, thank you! If the guest does not take possession of the accommodation on the scheduled day without informing us of the delay, the reservation will be considered cancelled. If the manager of the B&B is forced to cancel the reservation, he/she will immediately inform the guest and if possible propose an alternative accommodation.

No responsibility will be taken for cancellations made due to force majeure.

Check-in and check-out:

Rooms are available after 2 p.m. if previously occupied and must be vacated by 10 a.m. on the day following the last overnight stay. This time can be extended by the staff until 12:00 if there are no new arrivals on the same day. Check-in must be before 21:00. It is advisable to communicate your arrival time to avoid long waits in front of the hotel.

How to check in:

On arrival, guests are required to show a valid identity document for registration in accordance with the law. Treatment of registration data: The data provided will be treated in compliance with the obligations of confidentiality and security regulated by current legislation will be used exclusively for purposes relating to the activity and will not be disseminated.

Number of people:

It is not permitted to bring into the B&B people whose identity document has not been registered or without the consent of the owner.

Pets:

No pets are allowed in our B&B.

Breakfast:

Breakfast is served at the time agreed on the previous day; in any case between 8:00 and 10:00 a.m. (in case of special needs, the time must be agreed with the manager in advance). Outside these hours it is possible to use the breakfast room, the kitchen and the entire living area for meals.

If you have any special requests/needs (e.g. intolerances and allergies), please inform our staff in advance.

Bans:

It is forbidden to smoke inside the B&B both in the rooms and in all the rooms available to the guests (terraces excluded).

It is forbidden to allow children to use electrical appliances in the kitchen and in the rooms.

It is forbidden to flush nappies and anything else that could obstruct the pipes.

It is forbidden to climb on the terrace railing.

Children of 6 years and older are welcome.

Cots and extra beds cannot be added.

Obligations of the guests:

The guest is obliged to compensate for any damage caused to the B&B and for the improper use of the additional equipment.

Guests are invited to respect the hours of silence from 10 pm to 8 am.

In any case, a well-mannered behaviour must be maintained that in no moment of the day and in no way damages the tranquillity of others.

Guests are obliged to turn off the lights, TV and other equipment when leaving the B&B.

Recommendations:

For any questions or needs (blankets, heating, TV, electrical sockets, hairdryer, towels, etc.) please ask the staff.

Free wireless service is available 24 hours a day.

Parking is free without reservation.

Before leaving the rooms please check that you have not forgotten any personal items.

Guests are asked to take care of their belongings as the owners of the B&B are not responsible for their safekeeping.

Guests are requested to lock their room door and the entrance door and to take care of the keys.

Do not leave the keys in the lock.

Guests must return the keys before departure.

Any loss of keys will result in a corresponding charge for changing the lock and the entire set of keys.