

#### Check-in:

It is possible to check in from 2.00 pm to 4.00 pm. If you arrive outside these hours, please inform us in time. Otherwise we can't guarantee you that the reception is busy.

For arrivals after 8.00 pm an additional fee of 20 EUR is charged. It's possible to check-in earlier if you inform us in time l. In this case it is possible to deposit your bags and obtain the electronic key card immediately as soon as the check-in is completed.

#### Check -out:

On the day of the scheduled departure, rooms must be vacated by 11:00 in the morning. If you want to check-out later, the room may, in **arrangement** with the reception and if not needed otherwise be used up to a desired time. After 1.00 pm, however, a fee (50 % of the room price) is required. If you request, we can keep luggage for you. In this case a fee of 3 euro is charged.

#### Security:

To guarantee our customers security all common areas are under video surveillance.

#### Electronic key

Electronic key card that you receive at check-in opens the two doors on the **main** entrance, the front door and the door to your room. To open you must hold the card near the reader. After opening your room, you can activate power, inserting the card in the box next to the door. The electronic key card is disabled on the day of departure by 11 o'clock. You can't no longer open the doors. In case of earlier or later check- outs, we kindly request you to leave the card in your room.

#### Safe:

There is a safe in each room. The key can be requested upon check-in and must be handed back at check-out. If you lose or damage the key a fee of 50 EUR will be charged.

#### Damages:

We inform our guests that they have to pay for damages when they check out. We kindly request them to inform us immediately of damages or damage discovered.

#### Reservation:

To guarantee a reservation we need your credit card. It's possible we control that your credit card is valid. If the card is not valid or hasn't enough coverage, to ensure the payment of the first night of your stay, we will request you a new security. Otherwise the reservation can't be maintained.

To complete reservation we need an advance payment. We need your permission to charge your credit card and we need a copy of your identity card or passport. However, you can afford the advance payment by a transfer from the bank or post office.

#### Payment options:

You can pay the room at check- in by cash or credit card. Otherwise the amount is automatically deducted from the credit card that you have left us as guarantee.

Not mentioned damages that our staff will **discover** after your departure are also settled in this way, such as stolen remote controls, keys and a necessary extra cleaning of mattresses, curtains and upholstery.

#### Cancel a reservation:

For stays until three nights:

There is no fee if the reservation is canceled (up to 12 o'clock) three days before the arrival date. If it is cancelled later, the first night will be charged (either by debiting the credit card or considering the advance payment).

For stays over three nights:

There is no fee if you cancel the reservation (up to 12 o' clock) seven days before the designated arrival. In case the reservation is cancelled later, a fee of 50 % of the price calculated for the planned journey is charged (either by debiting the credit card or advance payment).

Any cancellation must be sent by email to the address [info@hotelpiccolo.it](mailto:info@hotelpiccolo.it) or by fax to the number 0696708990. Cancellations after 3.00 pm are considered from the following day.

No show:

In case of no show a penalty fee of 50 Euros and the amount for the first night will be charged to the credit card that was given at time of booking as security.

Animals:

In our hotel animals are not permitted.

Children:

Children up to the age of three are our guests and stay with us for free.