

Dear guests,

Here you'll find some "house's rules" to make your stay at Cà 'd Langa pleasant and comfortable as much as possible. We'd like you to read some simple rules you will have to follow during your holiday.

▪ **Booking methods**

Despite our presence on the common web-based portals of reservations we are firm supporter of the more informal direct contact between guest and host: so that we would invite you to book your rooms by phone, fax or email containing check-in, check-out dates, the names of the guests, the address of your residence and your phone number. Your booking will be considered correctly accepted on receipt of our written confirmation sent by email.

▪ **Booking management: changes or deletes of your reservations**

After booking, an eventual change the date of your arrival or departure doesn't imply any additional fee but, in the meantime, we can't assure you that your request will be partially/fully accepted: the earlier we will get your request (by phone or email), the better it will be accepted.

Reservations don't require any payment in advance.

You can cancel your booking within 7 days before the date of the arrival without any fee. In case of cancellation among seven to two days before the check-in (e.g., cancellation within Friday for an arrival planned on Sunday) 50% of the total amount will be charged. After this date, the full due amount will be charged.

▪ **Check-in, check-out**

You will find the check-in and check-out hours timetable on our website www.cadlanga.it.

To allow the best accommodation of the B&B for our guests, we kindly invite you to have a look at the already mentioned timetable and to communicate/arrange in advance (by phone or email) all possible changes or specific needs. We will be glad to meet your needs.

In case of early arrival or late departure, we offer for free, a left luggage room. Anyway, in these cases the rooms will not be available until the moment of your check-in and not beyond your check-out.

It is also available the "late check-out" option. In this case you will be allowed to bring back the keys of the apartment within 14:00 of the departure day by the additional fee of 30 Euro.

The prolonged stay over 14:00 requires the charge of an additional night.

At the check-in, the registration of all guests will be required. They must exhibit a valid document of identification (such as passport or identity card).

▪ **Access and conduit's recommendations**

In front of the B&B you'll find a large parking lot where you can leave, with no problems, your vehicles. Since the B&B faces a common courtyard, we kindly ask you to pay attention that your parking will not create any difficulty for other people to come in... for instance for your/our neighbours! Moreover, despite the area is extremely safe, it is still recommended not to leave in your vehicles any unattended valuable objects.

The access to the B&B is reserved to our guests only.

The registration is required for all people who have never been before in our B&B (personal data showed by identity card or passport).

After receiving the entrance key, you'll become responsible for the apartment.

We kindly ask you to pay attention when using the available appliances to make your holiday as pleasant and comfortable as possible. The objects that you'll leave in the apartment are under your custody and responsibility.

We also ask to respect the quiet especially during the night (23:00 - 8:00) avoiding any loud noise.

▪ **Accessories usage**

We do our best to offer you the best accommodation. We invite you to report immediately any sort of unexpected, even trivial, problem you might have when you'll get in the rooms.

If involuntarily you damage something during your staying, as the common sense suggests, you'll be kindly asked to refund it. Anyway, don't worry so much about it, however what is particularly important, if something happens, is be informed on time to repair things for the next guests.

Inside our B&B the Wi-Fi internet connection is available for free. The access credentials are indicated inside. Of course, there could be a slowing down or even some disruptions in your line if too many connections at the same time are being activated. These events are not under our responsibility.

Of course, the B&B is equipped with thermoregulated heating, anyway we know the fireplace is a catchy piece of furniture. We are extremely glad if, when it's colder, you would use it with the wood we'll provide you. However, we would recommend keeping some precautions just avoiding burning in the fireplace any inflammable material that could produce sudden flames with risks for your safety.

In case of doubts as for the use of other accessories we are at your disposal also for any other need of yours.

▪ **Breakfast, change of linen, cleanings**

The booking always includes breakfast. Every morning around 8 'o clock we are going to provide a basket with fresh bread and other typical local food to prepare it by your own at the more suitable time.

According to the common policy for the B&Bs, the room makeover is not due. A complete set of linen (bathroom, bedroom) is at the disposal of the guests and, in case of bookings longer than a week, the full change is planned at around the middle of your stay.

The final cleaning and the freshen up of the apartment are included on the fee.

▪ **No smoking policy**

We agree with the No smoking policy. Of course, it doesn't mean smokers are not welcomed! more simply we kindly ask you to avoid smoking inside the rooms.

▪ **Payment methods**

The payment is required at the check-in. The most common credit cards (such as VISA, AmericanExpress, MasterCard), debit cards (Pagobancomat, Maestro) or cash (Euro) are accepted.

We would add that among the items listed in the bill of payment, you'll find the visitor tax. This additional fee, according to the current law, will be paid to the Treiso administration to sustain our beautiful places. The payment of taxes isn't pleasant, but we are confident that if you know the purpose it may be more acceptable. Thank you!