



## B&B REGULATION AND INFORMATION TAKE IT EASY ROMA B&B

### OPENING HOURS:

- **CHECK-IN**

Arrival time must be notified within the 48 hours before the foreseen check-in. The lack of such communication or a significant delay without notice (over 30 minutes) does not guarantee the presence of the staff for check-in procedures.

**Rooms are available from 13:00 until 22:00.** For arrivals after 22:00 until 24:00 there will be an additional cost for the late check-in service, and the availability of the staff must be confirmed when booking and agreed with the Host. After 24.00, check-in is not guaranteed, but can still be required to the Host while booking.

**In case of delayed arrival, it is guests' responsibility to get in touch with the Host about check-in time. The staff does not guarantee availability, according to the rules above.**

- **CHECK-OUT**

**The day of departure, rooms must be left by 11:00.** Failure to comply with this rule will result in a charge of the room rate to the extent of 10€ per hour, from 12:00 on, depending on room availability and at the discretion of the Host.

- **BREAKFAST**

**A continental breakfast buffet will be served in the living room of the B&B from 08:30 until 10:30.** For special requirements concerning breakfast timing, they can be arranged with the Staff, which reserves the right to accept or not the proposed time, in accordance with the quiet granted to the other guests.

The Staff will serve coffee, cappuccino and chocolate, or provide guests with a thermos of hot coffee and milk available in the fridge.

**Special breakfast, such as GLUTEN FREE, VEGAN or MILK FREE, can and must be requested while booking, and will be available to guests depending upon availability.**

Not having breakfast during the dedicated hours does not imply access to the buffet in other circumstances. **Not having breakfast does not imply any kind of refund, or the opportunity to enjoy the products of the buffet at a different time during the day.**

Access to the products of the buffet is allowed during the breakfast. **It is not allowed for guests, under any circumstances and without exception, to have access to the breakfast products before and after the scheduled time,** except if agreed with the Host. In case of violation to this rule, the Staff can and will apply an extra fee of 5,00 € per person, as a refund for accessing the buffet without permission and overtime.



- **IN & OUT**

During check-in, the Host will provide to guests the keys of the room, the apartment door and the door downstairs, thus leaving guests free to come and go without time limits.

It is guests' responsibility to maintain a good behavior during their stay. Behaviors which may directly or indirectly cause damages to the structure and/or disturb other guests, including the Staff, may imply action on behalf of the Host.

Each guest is required to refund for any damage to the property or other guests.

**Before 7:00 am and after 23:00 please keep as modest as possible the noises inside the B&B and the rooms.**

- **AVAILABILITY**

The Staff guarantees availability h24. **From 22:00 to 8:30 availability is granted only for emergencies.** Therefore we kindly ask you to limitate night calls or messages.

#### **IDENTITY CARD OR SIMILAR:**

- **CHECK-IN**

Upon arrival, guests including children will be asked for a valid ID.

**It is not allowed, without exceptions, for anyone to access and stay at the b&b without being registered by the authorized personnel.**

Personal data will be treated in compliance with the obligations regulated by the Privacy Law no.196 / 03i.

#### **PAYMENT:**

- **DEPOSIT**

**The reservation is confirmed when the Host receives by the guest the deposit payment.**

The down payment corresponds to the 30% of the cost of the stay (without including the City Tax due to the Municipality of Rome).

In case such 30% does not cover the cost for the first night, the Host will consider the payment of the total cost for the first night of the stay.

**The deposit can be paid by bank transfer or with a valid credit card.**

If the check-in date is very close, the Host may decide not to ask for a down payment. In that case, guests may be simply asked for credit card details as a guarantee for the reservation. **In any case, without exception, guests must follow the conditions of cancellation provided in the Regulation of the B&B.**

All reservations (even with short notice and / or with no request for a deposit), imply in all cases the payment of the total cost of the stay in case of cancellation outside the terms of the Regulation of the B&B.

TAKE IT EASY ROMA B&B di Martina Zipoli

Via Padre Reginaldo Giuliani,12 – 00154 – Roma (RM) – Italia - C.F. ZPLMTN86C71H501I

www.takeiteasyroma.com - +39.345.606.1200 – info@takeiteasyroma.com



- **PAYMENT AT THE B&B**

The stay is paid by guests upon arrival at the check-in. All extra will be instead paid at the check-out (beverages, extra services, extra cleanings, etc). **The payment can be made by cash or by credit card**, for a maximum of 999.00 €. **Cheques are not accepted.**

- **EARLY DEPARTURES**

In case of early departures, the cost of the stay will be paid taking into consideration the entire duration of the stay as agreed at the time of booking.

- **DEALS**

Access to dedicated rates for Associates and Partners is granted only at the time of booking and confirmed during the check-in.

Host may request cards, badges or any other proof to demonstrate the right to access to the dedicated rates.

Discounts and benefits are valid only on direct reservations with the Host and they cannot be used together with other offers.

- **CANCELLATIONS \*\***

**Cancellations must always, in every case, without exception, be submitted to the Host in writing, by mail, to our e-mail address: [takeiteasyroma@gmail.com](mailto:takeiteasyroma@gmail.com).**

For cancellations communicated 10 days before the date of check-in (not included), guests will be refunded for the total cost of the stay (excluding bank charges). The refund will be paid to the guests within one month from the date of notification of the cancellation. It is guests' responsibility to communicate to the Host the details for the bank transfer.

From the 9th day before check-in time, there is no refund granted and indeed the guest is asked to pay the entire cost of the stay \*.

If the payment does not arrive within 60 days from the expected date of check-in, the Host may decide to carry on a legal action. All costs associated with such action will be entirely added to the amount due by the guest.

\* If the Host manages to book again the cancelled room, the Host will partially or totally refund the guest (excluding bank charges) within 30 days from the date of check-in.

\*\* In very high season, i.e. periods such as New Year, Easter and Christmas, there will be no refund in case of cancellation.



## PERSONAL ITEMS:

- **ITEMS LEFT UNATTENDED**

**The management is not responsible for goods left unattended in the shared areas.**

The Host always recommend guests to store their belongings in the room and do not leave them unattended.

- **BAGGAGE DROP**

It is possible to store luggages at the B&B at the moment of the check-out, after informing the Staff and according to the availability of the Host.

The cost for the baggage drop is 3.00 € per person per day. The Host has no responsibility for damages to fragile goods inside the baggage, if these goods were not previously protected by packaging material by the guest himself.

Baggage drop implies the return of the keys. The time for the withdrawal of the baggage must be agreed with the Host.

## ANIMALS:

- **DOGS:**

Small and medium size dogs are allowed in the B&B, kept only in the room.

**The fee for the dog is € 6.00 per day.**

The dog owner has the responsibility of keeping the dog inside his room, take the dog out of the property on a leash and, where necessary, under the terms of the law, with a muzzle.

The Host is not responsible for any damage caused by the dog to the B&B or to other guests, and has the right to quantify a fine in case damages occur.

Host has the discretion of accepting or not pets in the apartment.

The presence of allergic guests will cancel the reservation for the animals, with a minimum of 10 days notice before the time of check-in.

**It is absolutely forbidden to wash the animals in the property, or use the towels/bed linen of the Take It Easy Roma B&B for drying the pet or for other dog's needs.**

- **CATS:**

Cats are allowed in the B&B, only if agreed by the Host.

**The fee for the cat is € 6.00 per day.**

The cat owner has the responsibility of keeping the dog inside his room, take the dog out of the property on a leash and, where necessary, under the terms of the law, with a muzzle.

The Host is not responsible for any damage caused by the cat to the B&B or to other guests, and has the right to quantify a fine in case damages occur.

Host has the discretion of accepting or not pets in the apartment.

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The presence of pregnant women or guests with severe allergies may result in the cancellation of the reservation for the pet, with a minimum of 10 days notice before the time of check-in.

It is absolutely forbidden to wash the animals in the property, or use the towels/bed linen of the Take It Easy Roma B&B for drying the pet or for other cat's needs.

- **OTHER:**

The only pets allowed are dogs of small and medium size and cats, other animals are not allowed.

### **TOWELS AND BED LINEN:**

Towels and bed linen are changed every three days. For special needs, please ask the Staff. Extra towels or linen, or daily laundry change, may have additional costs.

It is absolutely forbidden to take towels and bed linen out of the B&B. In case of missing items the Host will charge them to the guest in addition to the room rate.

### **LAUNDRY SERVICE:**

Laundry service is available to all guests at a nearby laundry shop.

The cost is € 4.00 per kg.

The return is within 48h. The express service in 24 hours may have an additional cost.

### **SHARED AREAS:**

- **SMOKING AREA:**

It is absolutely forbidden to smoke in the rooms and in any area inside the apartment.

Take It Easy Roma B&B has a smoking area. The smoking area is located in the balcony, easily accessible to all guests from the living room.

Guests are required to maintain a good behavior especially at night, avoiding noises and using the ashtray.

The rooms are equipped with smoke detectors. If smoking in the rooms, the offenders will be charged a fine, as stated on the sign in the room.

- **LIVING ROOM:**

The living room is accessible to all guests and has WI-FI connection.

The living room is at guests' disposal at any time during the stay, with the exception of the time dedicated to breakfast.

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**Guests are required to maintain a good behavior especially at night, avoiding noises and keeping clean the common areas.**

In the living room there are a kettle, a microwave and a small refrigerator at disposal of all guests. The breakfast buffet is accessible only during the hours dedicated to breakfast.

**It is forbidden to eat or take breakfast products before and after breakfast time.**

Guests can use the living room to enjoy meals. The Host will, with the adequate notice and upon availability, provide cutlery, napkins, plates and glasses.

#### **ELECTRICAL DEVICES:**

**It is forbidden to use electric stoves, food warmers, etc in the rooms.**

For any need please contact the Staff, we will be happy to help.

#### **HANDICAPPED:**

Access for disabled is limited by the lack of adequate infrastructures: the elevator does not have the technical features for the use of wheelchairs, and the toilets are not well equipped.

#### **DAMAGES TO THE BED & BREAKFAST INFRASTRUCTURE:**

In case of damages to the house, the furniture and equipments, or in the case of keys' loss, guests will be asked to pay a fee, charged in addition to the cost of the stay. Such refund shall be calculated based on the entity of the damage occurred.

- **BATHROOMS:**

**It is absolutely forbidden to throw waste into the WC of the bathrooms.**

**The only waste allowed is toilet paper.** For any other type of waste (cotton tip, dental floss, tampons, condoms, intimate and make-up wipes, etc.) please use the baskets placed in every bathroom.

**Violators will be charged a fine of € 100.00 at the check-out.**

**The Host may ask guests for the details of a valid credit card, as a guarantee, to block and eventually withdrew the amount due for the damage occurred.**



## **PICK UP/DROP OFF SERVICE:**

The pick-up / drop-off service is the possibility of transportation to and from airports, stations, etc. to and from the B&B, for a number of people that varies from 1 to 3.

The pick-up / drop-off is offered to all our guests.

It must be requested when booking and confirmed on time.

The pick-up / drop-off service is subject to the same conditions of booking and cancellation defined for the rooms (see. Section "PAYMENTS" of this Regulation).

The Host is not responsible for delays due to cancellation, change of routes, traffic, strikes and all cases where the responsibility for delays is not directly accountable to the Host himself.

All delays, due to personal reasons or transportation, must be notified asap and within the foreseen departure of the guests. If the Host does not receive such notice, the waiting time at the airport, train station or port, will not exceed two hours.

Waiting for more than two hours implies for guests to be charged the cost of parking in addition to the cost of the pick-up service.

The Host is not responsible for delays due to baggage claim.

- The pick-up time is 30 minutes after the estimated time of arrival. The meeting point will be announced at the time of the booking. The Host declines any responsibility in case guests do not show up at the meeting place. It is guests' responsibility to call the driver upon arrival or the Staff of Take It Easy Roma B&B.
- The time of drop-off is 2 hours and 45 minutes before the scheduled departure time (except for intercontinental flights when it is 3 hours and 45 minutes before the scheduled departure time).

The schedule for pick-up and drop-off may vary depending on each case.

The Host is not responsible for delays due to the traffic.

It is guests' responsibility to foresees delays or exceptions, and confirm to the Host the departure time from the B&B in case of drop-off service.

**The cost for the ride from the airports of Rome Ciampino "GB Pastine - International Airport" and Rome Fiumicino "Leonardo da Vinci - International Airport" is 30,00 €.**

**The cost for the main railway stations of Rome is 15.00 €.**

**The cost for the ride to the harbour of Civitavecchia is 90.00 €.**

The cost for the ride to any other destination must be agreed with the Host while booking.

The Host will ask guests for travel information, phone number and photos of passengers, if necessary, to ensure the best possible service.





### **HOUSE REGULATION:**

A copy of this Regulation is present in every room in a shorter version, and published on the website [www.takeiteasyroma.com](http://www.takeiteasyroma.com).

Take It Easy Roma B&B has the right to modify these rules due to changing circumstances and needs, and will immediately publish the new Regulation online and provide an hard copy at the info point in the living room.

The staff is at guests' disposal for every need, to make the stay as pleasant as possible.

### **PRIVACY POLICY:**

In accordance with the Legislative Decree No. 193/2003 and its subsequent amendments, we provide some information on the use of personal data.

- Data will be used solely for the purpose of providing the service of accommodation. Without them, our work and service can not be realized.
- You consent to the use and process of personal data by Take It Easy Roma B&B, and its associates, for the only purpose of providing a service.
- The use of personal data will be achieved by ICT tools.
- Data will not be disclosed or accessible to third parties without your consent, except when foreseen by law.
- You are granted all right according to the Article 7 of Decree No 193/2003, some of which are briefly summarized below.
- Please do not proceed with the insertion of your sensitive data, data suitable to detect racial and ethnic origins, religious, philosophical or other beliefs, political opinions, membership of parties, unions, associations or religious organizations, philosophical organizations, political organizations or trade union, and suitable for determining state of health and sex life, as Take It Easy Rome B&B is without the necessary authorization according to Article 22 of Legislative Decree No 193/2003.

### **PERSONAL DATA:**

The Decree No 193/2003 (hereinafter referred to as "Act") rules the processing of personal data. Personal data means any information concerning a natural or legal person, entity or association (hereinafter referred to as "he") allowing the unambiguous identification, whether direct or indirect, of the person. For treatment of personal data we mean:

- collection, recording, organization and storage;
- processing, selection, extraction and comparison;
- modification, blocking, erasure and destruction.

Take It Easy Rome B&B, represented by its legal representative and his collaborators, has the responsibility for the use of personal data. For the cancelation of the personal data held by Take It Easy Roma B&B, you must write to the following e-mail: [info@takeiteasyroma.com](mailto:info@takeiteasyroma.com), specifying the request for cancellation of data.

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