

Happy Home Bergamo

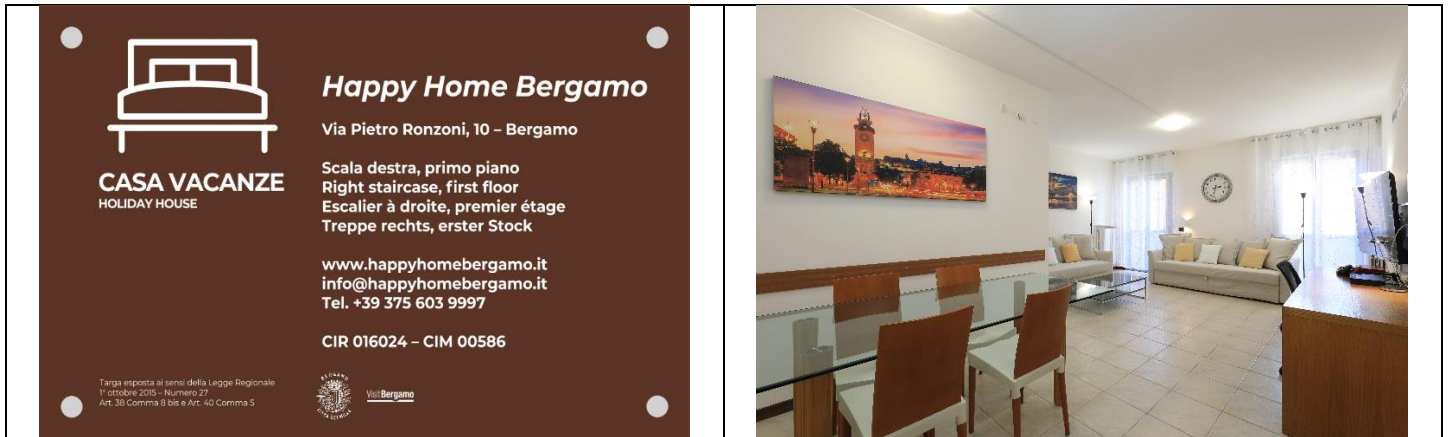


House rules – English

Via Pietro Ronzoni, 10 – 24128 – Bergamo – BG – Italia

Host: +39 375 603 9997 (Backup: +39 347 273 8291 / +39 347 988 8698)

www.happyhomebergamo.it – info@happyhomebergamo.it



The "Happy Home Bergamo" apartment, a spacious Holiday Home newly opened in April 2023 in the Superior category with all comforts, with terrace and garage in the city center of Bergamo, welcomes you!

Our guests must accept and respect these rules:

**The registrant, group leader or head of the family is responsible for the actions of his guests and minors, and for any problem, damage, breakage, lack or theft of any object.
Any damages must be reimbursed immediately.**

By Italian law, all guests must register their data and send photos of their documents before Check-In: Identity Card for EU (European Union) or Passport for non-EU.

The driving license is not considered a valid document for registration.

Guests will receive by email (from our automatic **Vikey** service) a registration form to be filled in easily online; in case of difficulty contact Host who will help you with the registration.

According to Italian law, without registration, customers will not be allowed to enter the house.

It is allowed to receive short visits from friends, but only registered people can stay overnight.

It is mandatory to take the utmost care of the house and its contents, and to keep it clean.

For stays of several days you can ask the Host for house cleaning (10 Euro/h) and bed linen change (10 Euro/bed), while the change of towels is free (every 4 days).

It is mandatory by law to separate waste collection in the apartment and then dispose of it on the ground floor as per the instructions provided.

The apartment has independent heating for the winter period, with an easy-to-adjust thermostat in the living room.

Temperature to be kept by law when guests are present in the house: between 19° and max 21° Centigrade.

When guests are not at home, heating, fans, air conditioning and all lights must be turned off.

In the winter period, the Municipality of Bergamo may indicate limits on the dates for switching on, usually from mid-October to mid-April.

Please note that for technical reasons the apartment does not have air conditioning throughout the whole house, which is normally not necessary, however we provide tower fans in every room.

Only in the living room will you find a portable air conditioner, which however requires manual drainage of the water on the terrace every few days. Ask Host for instructions for use.

However, if you think air conditioning throughout the whole house is essential for you, please choose another apartment, selecting the AIR CONDITIONING option in the Airbnb search filter, even if their price will probably be much more expensive than ours.

If instead you choose our apartment for all its characteristics and positive reviews that describe it well, you must be aware that the air conditioning is not present in all the rooms, but only in the living room.

It is forbidden to bring animals of any kind into the house (Host and co-Host are allergic).

Normal and electronic smoking is prohibited in the house (Host and co-Host are allergic).

Smoking is allowed outside on the terrace, using the ashtray.

On the terrace it is allowed to use only the plastic chairs provided and not the wooden chairs of the living room. If used, the terrace awning must be closed after each use.

It is forbidden to organize parties or events, introduce illegal substances or carry out illegal activities in the house.

It is forbidden to light fires or candles of any kind in the house (except for gas in the kitchen for cooking food).

It is forbidden to disturb the other inhabitants of the condominium with behaviour, noise or too high TV volume (especially at night).

The tap water is drinkable, but we offer some bottles of mineral water, coffee and tea for free.

If you have small children, upon request you can have a cot (120 x 60 cm, bed linen not provided), a high chair (usable only in the kitchen), a changing table (baby nest), and a small bathtub free of charge.

All keys must be returned at the end of the stay.

Currently we do not offer electronic self Check-In, but we prefer to welcome our guests in person to show them the apartment with all its contents.

Check-In after 15.00 and Check-Out before 11.00, in presence with the Hosts, call them first to make an appointment.

If necessary, you can ask Host for different times (if possible), or if you need a free transfer by car from the airport or train or bus station in Bergamo (if possible).

For any need, call the Host, who will give you all possible assistance, including advice for your sightseeing, if you want to hire a car, etc.

Hosts cannot be held responsible for external events beyond their control, and for weather conditions: heat, cold, sun, rain, wind, snow (very rare), etc.

We are at the complete disposal of guests for any need, and you can contact us even before booking for any information.

We want to offer you the best 5 stars possible stay, and we will do our best to do so.

Thanks from Chiara (Host) and Guido (husband co-Host).

We speak Italian, English and French (not Spanish and not German).