

STUCTION REGULATION

1. Access to the structure

It is mandatory to notify the Directorate of the entry and departure of people, for legal registrations. Those who are not regular commit an expected crime and punished by law. Visitors are required to request permission to access the facility. It is also mandatory to communicate arrival and departure times for delivery and return of the keys.

2. Rules of behavior in the community

In a collective residence such as the NOVA RELAIS Guest House, the behavior of the individual guest must be marked, in relationships with other guests and staff officer, to the observance of those fundamental rules of tolerance, respect and collaboration that guarantee daily coexistence.

The guest has to maintain order and the protection of the environment in common areas. You must respect for silence at night time (time 22.00 - 08.00) and during the afternoon rest (time 13 00 – 16.00). Use of the TV is allowed only at low volume.

It's forbidden to:

1. Allocate to any particular use any part of the common areas, occupy them with furniture, tools and other objects or, in any case, prevent their use by others;
2. Keep animals;
3. Disturb other guests;
4. Attend the premises for common use in pyjamas, or in any case, with indiscreet clothes, not suited to the dignity of the guests and of the House;
5. Keep flammable materials, harmful substances, radioactive substances in the common spaces and inside the rooms;
6. Throw or deposit garbage or waste outside from the special containers;
7. Dispose of materials in the exhaust ducts that could block the pipes;
8. Make changes to the place and furniture;
9. Tamper with the systems: electric, hydraulic, air conditioning, heating;
10. Use stoves, stoves of any kind to prepare food or drinks, heat-producing appliances beyond the available equipment;

11. Smoke inside the rooms and spaces common;
12. Hold weapons of any type or type;
13. Store and/or use drugs;
14. Light fires.

3. Damages, daub, loss / no keys collection

In case of damage or smearing of the building, the furniture, objects or appliances supplied and loss or non-delivery of the keys before departure, the damage caused is paid by the person who procured it. Payments of this type must be made immediately and in cash.

NOTE: the loss of the key entails a penalty of 30 euros.

In case of damage, theft and violation of the above-listed rules the estimate of damage incidents will be calculated based on the extent of the damage.

4. Legal responsibilities

Whoever damages the building, the furniture, the objects and the household appliances supplied is held legally responsible under the current regulations. Theft and intentional damage are immediately reported.

NOVA RELAIS Guest House doesn't take any responsibility for values (money, jewels, etc.) stored in guest rooms or in common areas.

5. Arrivals and departures

Guest House NOVA RELAIS doesn't offer 24-hour reception service; in order therefore to organise the check-in, the guests are required to inform the management in advance about the time they will arrive in the structure, if this doesn't happen all the possible inconveniences that may arise for the customer are attributable to him.

The room must be left free of things and people within 10.30 am of the day of departure, unless specifically authorised by the structure.

The person who leaves after this time will pay another day of stay without having the right to use the room he is occupying. If the non-compliance with the time indicated above makes it impossible for the new guests who have booked the room to access the same or the impossibility for the service personnel to carry out the routine cleaning, the consequent damages both economic and of image for the structure will be completely attributable to those who do not respect this rule.

6. Prices for stays

For room prices refer to minimum and maximum rates shown on the form situated inside the structure.

7. Conditions of stays

Reservations and cancellations - to confirm the booking for a stay at our guesthouse, the clients are invited to pay as a penitential deposit a sum that will be established and communicated via email from time to time by the booking office.

Payments (Advances and balances) - Upon booking, a deposit must be paid in the manner indicated by the booking office. The balance of the stay must be paid upon arrival.

8. Services

The property offers to guests the following services:

1. Guest reception service;
2. Supply and change of linen, including that of the bathroom, at least once a week and, in any case, at every change of guest;
3. Daily cleaning of the rooms and common areas

9. Safety Rules

If you move away from your room, for safety reasons, it's strictly forbidden to leave on: air conditioning, room lights, TV, fan and any other electrical device unless you don't have the authorisation by our structure.

In order to guarantee a peaceful stay for all, the management is authorised to throw out who doesn't respect the rules of the regulation indicated above.

For any complaints and/or information, contact or call the management at +39 3929836874 (Roberta)

ANTI COVID-19 REGULATION

The Nova Relais adopts the following preventive measures in order to reduce the risk of transmission of the infection from Covid-19, with the aim of protecting the health of guests and collaborators..

YOU ALSO RESPECT SIMPLE RULES TO SAFEGUARD YOUR AND ALL HEALTH

1. Keep the interpersonal distance of at least 1 meter in all common areas.
2. The use of masks in all common areas is mandatory and / or where it is not possible to guarantee the interpersonal distance of at least 1 meter . Guests are advised to cough or sneeze into the elbow or in a disposable handkerchief.
3. Use of disposable gloves in all common areas and / or in any case frequently sanitize hands with personal gel or hydro-alcoholic solutions or with those provided by the facility.

Our structure, in particular our rooms, all enjoy excellent natural ventilation, so guests are kindly asked to encourage the exchange of natural air to that of mechanical ventilation. It will be our daily task to guarantee cleanliness and environmental hygiene. Sarà nostro compito giornaliero garantire la pulizia ed igiene ambientale.

In order to avoid gatherings and to reduce the time spent in the reception area, taking into account the guiding criteria of the anti-diffusion security protocol COVID-19, just DPGR n. 51 of 24 May 2020 - Annex 1, the Nova Relais carries out the following:

- Guests will be asked to send all information necessary for registration to the Nova Relais before arrival, as well as a copy of the identity document that will be presented upon arrival. In the case of multiple bookings (groups, family groups, etc.), a group leader will be appointed to whom all necessary information will be provided. He will act as sole agent for the check-in / check-out procedure and for all other direct contact needs at the reception. We also recommend making electronic payment.
- Upon arrival at the facility, before check-in, the body temperature will be detected. Access will be prevented for all those who will have a temperature higher than 37.5 ° C.
- In the event that a guest experiences fever and respiratory symptoms (dry cough, sore throat, breathing difficulties) while staying inside the facility or service, he must promptly communicate this to the staff, possibly without coming into direct contact. The structure, in turn, will promptly communicate to the Municipality and to the competent ASL, without prejudice to situations of particular criticality, for example dyspnea or severe breathing difficulties, in which the intervention of 118 will be requested.

In order to minimize the risk of contagion, pending the health opinion:

- The customer is obliged to wear a surgical mask;
- Minimize contact with other people. The guest will be moved to an isolated environment with adequate natural ventilation.

