



## **REGULATIONS OF RESIDENCE CAMPO SMITH**

1. The Residence Campo Smith is composed of various types of apartments for tourist use, with the possibility of a service hotel (bed & breakfast, half board, full board) . The allocation of housing units is subject to availability and any preferences will be satisfied wherever possible. The request of a specific apartment (number, floor, orientation) will be considered but cannot be guaranteed.
2. Booking will be confirmed after an agreement with management on the rate and following the payment of the deposit (according to art. 1382 cc, 30% of the amount of the full stay ) to be received , by bank transfer or preferably credit card , within 5 days from accepting the request. The balance is to be paid 7 days before arrival.
3. The price of the lease is determined at the time of reservation based on seasonal price list (published [www.residencecamposmith.com](http://www.residencecamposmith.com)). Some rates may vary according to the period, the availability or to any offers and promotional activities.
4. If the customer, for any reason, intends to withdraw from the contract, the following penalties will apply: cancellation before 30 days = full refund of the deposit ; cancellation from 29 to 21 days before arrival date = 10% refund of the deposit ; cancellation from 20 to 14 days before arrival date = will be deducted the entire amount of the deposit ; from 13 to 7 days = will keep 50 % of the total cost of the stay ; from 6 days before the "no show " = will be deducted the full amount.
5. The time for delivery of the apartment (check-in) shall be from 17.00 until 22.00 the day of arrival. If the customer is unable to occupy the apartment on the date, within the time provided in the contract, they are required to report it to management and agree on new ways to check-in. The apartment will be available to the customer until 10.00 am on departure day, to allow staff to carry out the checks and restore operations. Any delay in the delivery of the keys, means an extra day of stay by holding it from the deposit or, alternatively, from the credit card as guarantee.
6. The apartment can not be occupied by a number of people (including infants) above that specified and agreed upon booking. The customer is responsible booker of the statements on the occupants of the apartment, what the purpose of the rules of the Public Safety and those relating to regional ISTAT. Should be notified promptly upon receipt, any changes in attendance, arriving or departing, providing the generality of the host and the related identity documents valid.
7. At check -in the customer is required to pay a deposit of €150,00. This fund will be refunded after deduction of any damage caused to the property, furniture or equipment. Alternatively a credit card is required by authorizing the Department to carry out a pre - authorization to check their availability.
8. The apartment is delivered clean and tidy, with all accessories and comfort, according to the type booked. Inside the kitchen is available for a full inventory of equipment and utensils. The customer, within 24 hours of arrival, is required to report any missing or compromised, filling out the form, after which you intend accepted. It is not allowed to take the apartment items outside the room. At the end of your stay, you must leave the kitchen clean with all the dishes; the garbage must be removed from the apartment and deposited in the appropriate containers outside, considering the recycling. If the apartment was returned the unit properly to the state of delivery or with missing equipment will be charged to the customer the amount equal to the reset value.



9. Smoking is not allowed inside the apartments and / or throw the butts from the windows and balconies. This rule stems from the need to protect those who do not smoke and who will occupy the apartment after, as well as for the prevention of possible fires.
10. Pets (if in compliance with the regulations provided hygiene) are welcome and the presence must be reported at time of booking. During the stay they should always be kept on a leash and muzzled. For no reason can be left alone in the apartment, in order to prevent them to do damage to the furniture or annoy your neighbors. It should always be provided with the appropriate bags and collect the droppings in public areas and on the ski slopes. And it's forbidden the use of linen supplied for cleaning or the bed of the dog. If the animal is accustomed to getting on beds and couches must first obtain personal towels or bedding, to avoid soiling the surfaces with hairs or other.
11. The apartments are equipped with a safe, which has instructions inside. The use is free and on departure should be left open .
12. The covered parking area of the residence is unattended, therefore the direction assumes no responsibility for any damage or theft in the media.
13. The Management is not responsible in any way for values , money and items left unattended in the building.
14. It is required by all to conduct activities suited to the mountain environment and energy saving. It is requested, whenever you leave the apartment, removing the card that allows automatic shutdown of the lights (the refrigerator is always connected to the mains).