

# REGULATION OF “RESIDENZA DERGANO”

Via Giacinto Collegno, 7 – Milan

## 1) NUMBER OF GUESTS

The number of people can not be higher than that stated at the time of booking. Any occasional guests should be reported to the Reception.

The number of people higher than that stated causes the termination of the contract, resulting in the loss of the amount already paid and free of charge for compensation.

The owner may refuse entry to the people in excess. Customers are still responsible for the behavior of their guests.

## 2) EQUIPMENT OF HOUSING

The rooms are equipped with sufficient equipment and accessories adequate to the number of people they can accommodate. Guests, at the time of delivery of the house, must check all equipment and report any malfunctions or deficiencies within 24 hours after delivery of the house.

Any complaint, received at the end of stay will not be taken into account and any damages or deficiencies in the equipment will be charged to the guest.

Guests can not move around the furniture in the house. If authorized by the Management to move around the furniture, upon return of the property, they will have the obligation to resettle into their original place the furniture they have eventually moved around during their stay.

At the end of the contract, all accessories of the rooms (plates, dishes, etc. ..) used during the stay, must be resettled into their place.

## 3) CLEANING AND MAINTENANCE

All rooms are delivered clean and properly functional.

Guests must provide to the daily tidiness of the property and will be responsible for its integrity.

The owner, or his representative, shall have free access to the rooms, prior notice given to the customer if there is no urgency, in order to do the necessary maintenance and to check the status of the accommodation. The poor state of the accommodation (for dirt, negligence, or otherwise), causes the termination of the contract, resulting in the loss of the amount already paid and free of charge for compensation.

## 4) RESPONSIBILITY

Guests are obliged to immediately notify the owner in case of breakage/damage reported at the time of taking possession of the property and/or detected/caused during their stay.

Guests are obliged to maintain the accommodation and the movable assets present in it in perfect conditions and to repair or replace whatever has been removed or damaged during their stay in the house.

## 5) BEHAVIOUR

Guests undertake to occupy the rooms respecting the rules of good neighborhood. They must, among other things, avoid any irritating noise, in the common areas as well as in the exclusive ones, and they must not leave items in the common areas or on balconies and window sills.

In addition, guests must follow the following rules:

- No smoking neither in the hallways nor in the apartments;
- Do not leave taps running;
- Do not throw anything out of the windows;
- Do not damage walls;
- Do not put anything in the toilet that may block the drain pipes in order to avoid clogging and damage;
- Do not leave any kind of waste in the common areas;
- To observe the municipal rules regarding the separate waste collection, remaining the EACH Guest sanctionable for each violation of these rules of which he is responsible;
- They are obliged to keep and leave the accommodation in decent hygienic conditions even in the event that the final cleaning is carried out at the owner's expense. A careful cleaning of the kitchen and bathroom is particularly required. Guests can be sent away if during their stay they behave contrary to the most elementary rules of civil education, or in violation of the present Regulation.

The immediate removal will result in the loss by the renter of the amount already paid, without prejudice to further claims for damages.