

REGULATION RESIDENCE ASPEN

1. DURATION AND PRICE TO LEASE

The stay at the Residence Aspen is weekly commencing Saturday or Sunday. The rental price is established at the time of reservation according to domestic rates at the Residence, which may change according to season and availability. It is exception of prices for leases for periods of less than a week (2-3-4-5-6 days), in which case the price may include extra costs., in that case the price may include extra costs. The price includes: initial cleaning, electricity, water, heating, domestic utensils and full supply of linen kitchen, bedroom and bathroom.

2. DEPOSIT

At the moment arrival at the residence, the customer shall pay a security deposit of € 500.00 which will be refunded on departure, less any damages caused (checked on return of keys with the customer). In the case where the deposit is not enough will be request the integration.

3. NUMBER OF CUSTOMERS

A number of customers that exceed the number of beds is cause for termination of the reservation with the consequent loss of the amounts already paid, as a penalty. In this regard, customers are the only ones responsible for the statements made.

4. DELIVERY AND RELEASE OF THE APARTAMENT

The arrival times, check-in, are established between 15.00 and 18.00. Short delays will be tolerated if announced in time, otherwise in the event of omitted notice by the customer will be charged the amount of € 50.00. The return, check-out, must take place no later than 10.00 am on the day of departure. Any delivery or release of the apartment at different times from those indicated shall be previously subject to acceptance by the person in charge of the Residence.

5. EQUIPMENT

The apartments are provided with equipment and accessories. Is attached to this "Annex A", a list of all the furniture, accessories and kitchen linen.

6. CLEANING OF THE PROPERTY

The building is equipped with accessories (besom, shovel, bucket and mop, vacuum cleaner, no products) that are located in the laundry room. These objects should be stored in the laundry within 2 hours of their use. At departure you must leave the kitchen clean with all the dishes and empty fridge and clean; the garbage must be removed from the house and deposited in the appropriate containers outside, considering the criterion of recycling. Otherwise you will be charged the amount of € 50.00.

7. WASTE COLLECTION

The residence Aspen adheres to the obligation of the municipality of Livinallongo del Col di Lana to recycling. Is attached to these "Annex B", use and recycling rules. Each apartment is equipped with 5 baskets (paper, glass, plastic, dry and wet) for recycling. Otherwise you will be charged a penalty of € 100.00.

8. SAFE

The apartments are equipped with safe, with instructions inside. The use is free and at departure it should be left open.

9. LAUDRY ROOM

The guests can use the washing machine and dryer in the laundry room; which must be left in perfect order after use.

10. GARAGE

The indoor parking of the residence is unattended, therefore the direction does not assume any responsibility for any damage or theft in vehicles.

11. ARRIVAL OF THE CUSTOMER

On arrival, the client must have already made the balance of the property. Will have to make the payment of the deposit referred to in point 3 and present an identity document of all persons to whom the booking was made, in order to allow registration with the competent authorities. It is forbidden to stay in the apartment in a number of people higher than allowed, this leads to the resolution of the reservation for the purpose of the rules of public safety and to those regional for Istat detection.

12. REFUSAL OR REMOVAL OF CUSTOMER

- a. Will be refused access to the property to the customer in the following cases:
- b. Lack of identification;
- c. Substitution or increase in the number of people;
- d. Non-payment of the balance and the security deposit;
- e. Conduct contrary the fundamental rules of civil education.
- f. The immediate removal will result in the loss by the customer of the sums already paid.

13. COMPLAINTS

The faults caused by the customer, such as clogging toilets and sinks, detachments sockets, graffiti, damage to furniture and fixtures, etc., etc., will be charged to the customer. All failures or problems must be reported within 24 hours of taking possession of the apartment, which will be rectified soon. Customers who leave the building, on its own initiative, loses its rights or any refund of rent not enjoyed. All complaints registered at the end or after departure will not be taken into account. The Aspen S.r.l. is not in any way responsible for any theft or damage of goods / values of the customer only because it happened inside the rented accommodation or in relevant fields the same.

14. PROHIBITION

All guests are invited to use the facilities of the common areas of the residence in an appropriate and polite way, not harmful to others.

During the night, from 22:00 to 8:00, all guests, both inside and outside the apartments, are obliged to respect the quiet of others.

Within your apartment you will find comfortable slippers, We kindly ask you to use them in respect of the other guest.

Throughout the residence is forbidden to smoke. The apartments are equipped with sprinkler and smoke detection systems. In case of default of this prohibition will be charged a penalty of € 100.00; is absolutely forbidden to throw cigarette butts from the windows or balconies, otherwise you will be charged a penalty of € 100.00.

Is forbidden to circulate with boots inside the residence. The boots must be deposited in the local Ski-room, accessible from outside. In case of default of this prohibition will be charged a penalty of € 50.00 each time it is not observed.

The entire residence is equipped with video surveillance with recording system that can be used as evidence of the prohibitions overwritten.

The guests when they come out from the residence must close the doors and the windows.

15. PETS

Pets are not allowed. Their presence will give immediately the right to the recession of contract without any refund.

16. REGULATION SPA

- a. Access to the spa is forbidden for children under 16 years.
- b. The spa is an area dedicated to relaxation and resting, so guests are invited to maintain a moderate and calm tone of voice. **It is absolutely forbidden the use of phone and tablet.**
- c. Please do not access to the spa if you suffering from skin diseases, infectious or contagious disease, or with wounds not completely healed, with bandages or plasters. In the case of allergies, particular health conditions or pregnant (including circulatory problems or heart or blood pressure), please refrain from the use of saunas and cabins humid.
- d. In your room you will find at your disposal bathrobes, towels and slippers
- e. **It is forbidden naked throughout the Spa. It is compulsory to wear a bathing suit in all areas of the Spa.**
- f. It is not allowed to use any type of product for personal care (peeling, depilatory creams, oils, masks, etc.) and the use of soaps in saunas and cabins humid.
- g. Before accessing the saunas or cabins humid is essential to remove jewelry, watches, etc. and take a shower.
- h. Into the sauna and turkish bath is mandatory to enter without slippers.
- i. Before and after the sauna you remember to rehydrate the body by drinking water or herbal teas.
- j. Please use Jacuzzi, sauna, turkish bath and massage chairs for a period not exceeding 15 minutes so that all guests can use them.
- k. In the relaxation zones can not occupy the sunbeds with towels or bathrobes if you move away.
- l. It is mandatory to use bath towel or bathrobe for massage chairs.

Aspen Srl

Signature of the costumer for acceptance