

## HOTEL POLICY/ HOTEL RULES

We strive to provide our guest with an exceptionally clean, safe and friendly hotel experience. These Hotel Policy/ House rules are considered a part of our reservation agreement with you. As our hotel guest, and as upon your check in, you are agreeing to all of our Hotel Policy/House Rules, terms and conditions, and procedures. These Hotel Policy/ House Rules are presents here to help promote our guests' safety and enjoyment and to ensure that each guest is aware of the understanding between Prestige Hotel and the guest. Our Hotel Policy/ House Rules may change from time to time.

### Damage Policy

**DAMAGE AND/OR THEFT OF HOTEL PROPERTY:** You are liable for any damage caused by you or any person in your party during your stay (whether by deliberant, negligent or reckless act) – to the room (s), hotel's premises or property. The Prestige Hotel reserves the right to retain your credit card and/or debit card details as presented at registration and charge the credit/debit card in such amounts as it shall in its sole discretion deem necessary to compensate or make good the cost or expenses incurred or suffered by the Hotel Prestige as a result of the aforesaid. Should this damage came to light after the guest has departed, we reserve the right and you hereby authorize us to charge your credit or debit card for any damage incurred to your room or the Hotel property during your stay, including and without limitation for all property damage, missing or damaged items, smoking fee, cleaning fee, guest compensation, etc. We will make every effort to rectify any damage internally prior to contracting specialist to make the repairs, and therefore will make every effort to keep any cost that the guest would incur to a minimum.

**DAMAGE DISCOVERED AFTER CHECK OUT:** Guest Room found with waste scattered around, in complete disorder, and/or "trashed" will be subject to a fee from €250 to €500 as maintenance deep cleaning fee, administration fee and/or third party fees, in addition to damages.

**DAMAGE TO ROOM:** Damage to rooms, fixtures, furnishing and equipment including the removal of electronic equipment, towels, artwork, etc. will be charged at 150% of full and new replacement value plus any shipping, handling and incidental charges. Any damages to hotel property, whether accidental or willful, is the responsibility of the registered guest for each particular room. Any costs associated with repairs and/or replacement will be charged to the credit card of the registered guest. In extreme cases, criminal charges will be pursued.

**DAMAGE TO MATTRESSES AND BEDDING:** Damage to mattresses and linen including: towels, mattress pads, sheets, bedspreads, blankets resulting from the use of body oils, make-up, shoes polish, etc. will result in a charge for the special cleaning, repair or replacement of the damaged article.

**DAMAGE OR TEMPERING WITH FIRE DETENTION SYSTEM/FIRE-FIGHTING EQUIPMENT:** The Prestige Hotel reserve the right to take action against any guest or visitor found to have tampered or interfered with any detection equipment throughout the hotel, including detector heads in public areas, guest rooms, break glass points and fire extinguishers. Guest or visitors found to have tampered with any fire detection or fire-fighting equipment will be charged with any costs incurred by the hotel due to their actions and will be evicted from the Hotel. Depending on the severity of the guest actions, law enforcement may become involved at the hotel's discretion. Should the fact that fire-fighting or detection equipment had been tampered with come to light after the guest has departed, we reserve the right and you hereby authorize us to charge your credit or debit card for any damage incurred to your room or the Hotel property during your stay, including and without limitation for all property damage, missing or damaged items, smoking fee, cleaning fee, guest compensation, etc.

## SAFETY POLICY

**CANDLES, INCENSE, ESSENTIAL OILS:** Candles, incense, essential oils (diffusing, vaporizing, etc.) are prohibited (with exception of the use authorized by the hotel). These items and activities will be treated as smoking, a fine assessed, and the guest may be evicted with no refunds. A €250,00 cleaning fee will be charged to any guest who violates this policy.

**NO-COOKING, COOKING APPLIANCES, COMBUSTIBLES, OR FIREWORKS:** The safety of our guest, staff, and this facility is extremely important to us. Except for refrigerator units that the hotel provides, preparation of food in guest room by any type of cooking appliances is prohibited. A minimum fee of €300,00 will be charged for cooking in a room, including, but not limited to coffee makers, hot plates, toaster ovens, water heaters, rice cookers, combustible, open flame, barbecue grill, burners, heating, appliance or any other item intended for cooking. Open fires, flames or cooking grills, either charcoal or gas, and fireworks are not allowed anywhere on hotel property. All these items will immediately be removed by our staff.

**FIREARMS AND WEAPONS:** The safety and security of our guest and staff is extremely important to us. Our Firearms and Weapons Policy is designed for the protection of our guests, vendors, staff and owners, and pertains to the presence of firearms and weapons on hotel premises. Guest and vendors who fail to abide by our policy may be asked to leave the hotel premises, are subject to trespass and may be subject to further legal action. Exempted from this policy are law enforcement officers and designated military personnel who are on-duty and required to carry firearms in the performance of their duties. No exemption to this policy is allowed for private persons, even those licensed and permitted to carry a firearm openly or concealed under local, state, or federal law, are exempt from this policy. It is our policy to promptly turn over any firearms left on the property to the Police Office if we are unable to contact the owner.

**ILLNESS AND EPIDEMICS:** The Hotel Prestige reserves the right to refuse accommodations to a guest arriving with a contagious disease. In case where sickness occurs during the stay, please notify the Front Desk staff. In case of serious sickness, you may be requested to receive appropriate health care from a nearby healthcare facility. During epidemics we are entitled to employ precautionary measures within our judgment or as required by local authorities. We may charge you a room cleaning fee as we deem appropriate under the circumstances.

**ENFORCEMENT:** All staff is trained and required to respond to potential violations of our Hotel Policy. Guests who refuse to abide by the reasonable standards and policies established by the Hotel Prestige for safety of all guests, staff, owners, property, and the operation and management of the hotel will be evicted, with no refund. In addition to the room charge, a minimum €300,00 cleaning fee per room will be charged for infraction(s) of our Hotel Policy.

## FIRE SAFETY POLICY

**LIGHTING AND ELECTRICAL APPLIANCES:** Please be aware that is dangerous to cover lamps or other electrical appliances. This might cause overheating and start a fire. Therefore it is not allowed to cover lamps, tv's, water boilers, ..using towels, wigs, clothing or any other items.

## CHECK-IN \ CHECK-OUT POLICY

**CHECK-IN TIME:** from 2:00 p.m.

**EARLY CHECK-IN/PRE-REGISTRATION:** Early check-in is offered based on availability.

**CHECK-IN REQUIREMENTS:** In the interests of security and to prevent fraud, guests are required to confirm their identity by providing their valid government issued photo identification (State driver's license, passport, etc.) at check-in. A valid and signed credit card in the name of the guest registration is also required. It is your responsibility to fully understand the manner in which your bank processes charges to your credit\debit card.

**GUEST REGISTRATIONS:** we require valid contact information from the guests making the reservations including first and last name, address, phone number and signature. The names of all guests occupying the room must be registered.

**GUARANTEED RESERVATIONS:** All reservations must be guaranteed with a valid major credit card. We accept Visa, MasterCard, AmericanExpress, MonetaVC. We are allowed to charge your credit card in case of No Show or early departure or damage. Please make sure to receive a reservation confirmation number when you make a reservation.

**CHECK-OUT TIME:** 11:00 p.m.

**RATES:** All rates are quoted in euro currency. Rates as advertised on the Hotel Prestige website or any other website or promotional material are subject to change at any time and may increase or decrease at the hotel's discretion.

**RIGHT TO REFUSE SERVICE:** The Hotel Prestige is privately owned and operated. The Hotel Prestige has zero tolerance policy, in which we will refuse service or accommodation in our hotel or many remove a person, without refund, who refuses to abide by the reasonable standards and policies established by Italian Law and owner for the operation and management of the Hotel. The Hotel Prestige will refuse service or evict a guest: for refusal or failure to pay for accommodations, is under the influence of alcohol, drugs, or any other intoxicating substance and acts in a disorderly fashion as to disturb the peace of other guests or is not in compliance with state liquor laws; is unable to properly supervise their children at all times, seeks to use the hotel for an unlawful purpose; seek to bring into the hotel an unlawfully possessed firearm or something, including an explosive or hazardous or toxic substance, that is unlawful to possess and that may be dangerous to other persons; destroy, damages, defaces, or threatens harm to hotel property or guests; causes or permits person to exceed the maximum allowable occupancy of room; refuses to abide by reasonable standards or policies established by The Hotel Prestige for the operation and management of our Hotel.

**CANCELLATION:** The Hotel Prestige is not responsible for weather conditions, personal emergencies, or schedule changes after the terms of cancellation are over.

**NO SHOW:** Failure to check in on the scheduled arrival date for a reservation guaranteed with a credit card will result in a No-Show fee being charged to your credit card: 100% of the original stay will be charged.

**LOST & FOUND POLICY:** The Hotel Prestige assumes no liability for lost, misplaced, stolen, or damaged values or belongings. If you discover that you have left behind something of value to you, please call us immediately and we will try to assist you in locating your lost item.

**FOUND ITEMS:** The Hotel Prestige is not responsible for any item left behind by a guest. However, any item, with the exception of perishable items, left behind by our guests and found after departure by Housekeeping will be collected, logged in, and kept in a secure location for collection by the owner for up to fourteen (14) days.

**RETURN:** We would be happy to return your lost item(s) to you if you organize a delivery service. The Hotel Prestige is not responsible for any item lost or misdirected during shipment by the Postal Service and wouldn't pay for any shipment.

## CODE OF CONDUCT

**ROOMS ARE 100% SMOKE-FREE:** The Hotel Prestige is a Smoke-Free Hotel. For safety and to assure that our facility is not exposed to items or actions that create an odor which is unhealthy and objectionable to our guests and staff, and that is difficult to remove from the air, carpet, walls, and furniture we do not permit smoking tobacco, marijuana, illegal drugs, e-cigarettes, vape pens, vaping, cartridges containing the liquid of nicotine, hookahs, incense, cooking, cigars, candle burning, the use or diffusion of patchouli oil or other strong-smelling plant-based essential oils or synthetic products in our facility.

Guests are encouraged to notify Front Desk staff immediately if they smell cigarette, marijuana, or other objectionable odors. This policy is not intended to stop people from smoking, but to regulate where they smoke and how it affects others. Marijuana is prohibited at all times.

A €250.00 cleaning fee will be charged to any guest who violates the smoking policy.

Exception on above policy applies to the rooms with terrace. In this room type smoking is allowed on the terrace. Please note: tobacco or any other smoking products should never be left unattended and may only be put out in the ashtray.

**ROOM:** It is not allowed to move or to remove furniture. Not in the room, or between rooms, it is also not allowed to move or remove the decoration or electrical appliance, or use them for personal purposes, other than for which they are intended. Our staff will put everything back in its original place, and possible damage will be charged on your credit card.

**CHILDREN:** Well behaved children of all ages are welcomed. Children aged 3 and under stay for free sharing the bed pre-existent or even in a crib. A child of age between 3 and 6 pays 15€ for night sleeping in present beds. A child of age between 3 and 13 pays 35€ for night sleeping in an additional bed. Any child over 13 will be considered an adult and pays 45€ and is obligatory the additional bed. As the parents, guardians or chaperones of children you are personally and legally responsible for and must supervise them at all times. For safety reasons, please do not leave children unattended in guest rooms or allow them to roam the hotel property unsupervised.

**QUIET HOURS:** From 10:00 p.m. to 9:00 am and from 3:00 pm to 5:00 pm. If you become aware of a disruptive guest, please contact Front Desk staff immediately by room phone or in person. Televisions, voices, or other devices must be kept at a respectful low level at all times. Doors should be opened and closed quietly. No congregating or running in halls or lobby.

**DO-NOT DISTURB AND ACCESS TO ROOMS:** To provide all of our guest with an exceptionally clean and safe hotel experience, we reserve the right to enter your guestroom for reasonable purposes, such as for housekeeping, maintenance, verify that the room, its furnishings, and mechanical equipment are intact, or to address or prevent a violation of our Hotel Policy/House Rules. Hotel staff will normally knock and announce themselves before entering your guestroom, unless we believe that exigent circumstances exist. Please contact Front Desk if you are a "day Sleeper" or you are staying in the room due to illness. Management reserves the right to enter a room with a known status of "Do Not Disturb" in the event of an emergency, suspected illegal activity taking place, disturbing other guests, or damage being done to the hotel property. In the event of suspected illegal activity, management reserves the right to summon law enforcement to aid in eviction. The right to privacy ends when a Hotel Policy/House Rule is broken. Law enforcement will be granted immediate access.

**DOGS NOT ALLOWED:** Unfortunately dogs are not allowed in the hotel. In case of violation, we reserve the right to charge a surcharge of €250,00. You will also be asked to remove your pet from our hotel.

**ADDITIONAL BEDDING:** A limited number of extra beds and baby cribs are available upon request. Extra charges apply. Maximum capacity of baby crib or extra beds can be asked at time of booking.

**NO IN\_ROOM PARTY:** The Prestige Hotel enforces a No In-Room party to ensure we can protect the hotel and our guests at all times. No parties, loud disturbances and/or noise-nuisance are allowed or tolerated on these premises. In the event of a disturbance, one polite request (warning) will be given to reduce the noise. If our request is not followed, the guest will be asked to leave the hotel without refund. Registered guests is responsible for all persons visiting.

**LINEN CHANGING:** Your comfort is very important to us. For guests staying multiple nights, beds linen is changed every 3 days. Used towels are exchanged for fresh towels daily, if the guests leave them used on the floor. Please contact our Front Desk staff if you have any additional questions or concerns.