

VILLA IDEA18 HOUSE RULES & REGULATIONS

To ensure your stay at our Villa is as pleasant as possible, we kindly ask you to carefully read the established regulations and codes of conduct. Upon confirmation of the booking, these rules are considered tacitly accepted.

We welcome you once again, thank you for choosing us, and wish you a delightful and relaxing stay.

INTERNAL REGULATIONS

Guests are invited to observe the following rules to ensure a pleasant stay for themselves and others:

1. Booking

The reservation is considered confirmed upon payment of a 50% deposit (via bank transfer).

Standard Cancellation Policy:

- No penalties apply if the cancellation is made by 12:00 PM (noon) three days prior to arrival (Villa local time).
- For cancellations made after this deadline, or in the event of a no-show, a penalty equal to the cost of the first night (VAT included) will be charged to the credit card provided at the time of booking.

Group Payment Terms:

- A non-refundable confirming deposit equal to 50% of the total amount (including taxes) is due upon confirmation.
- The remaining balance must be settled before the group's arrival.
- Should the Villa cancel the booking (for any reason) within 24 hours of the client's arrival date, only the deposit amount will be refunded (not double the amount).

2. Management Office & Accounts

The office (also for the settlement of receipts/invoices) is open from 08:30 AM to 12:00 PM. Outside of these hours, staff will be exclusively dedicated to the monitoring and security of the Villa. In case of necessity, the office can be reached 24/7 at (+39) 327 3888650.

3. Day of Arrival (CHECK-IN)

Suites will be available from 02:00 PM to 10:00 PM (we recommend communicating your estimated arrival time during booking). The balance for the stay is due upon arrival. Upon checkout, any extras, bar consumption, or tourist taxes will be settled.

4. Day of Departure (CHECK-OUT)

Suites must be vacated no later than 11:00 AM. Guests wishing to keep the room beyond the established time (and no later than 05:30 PM) may do so only subject to availability and prior authorization from Management; a charge of 50% of the daily rate will apply.

4a. Early Departure: Guests departing before the scheduled date are required to pay for the remaining days of the reservation in accordance with Art. 1385-1386 of the Italian Civil Code.

4b. Early Morning Departure: Guests intending to depart during the night or before 08:30 AM must complete the checkout process and settle all extras and taxes the evening before departure.

5. Access Restrictions

Access is strictly reserved for registered guests. Visits from family or friends must be authorized by Management. Visitors must leave a valid ID at the office, to be collected upon departure.

5a. Overnight Guests: Any overnight stay by relatives or friends in the same suite as the registered guests must be authorized in advance by Management. Standard rates will apply. Unauthorized persons found within the property will be reported to the local authorities.

6. Parking

Parking is reserved exclusively for Villa guests. The internal parking area is outdoors and unattended. Management is not liable for any damage or theft concerning vehicles. *Summer season:* Gates are closed from 01:30 AM to 07:30 AM. *Winter season:* Gates are closed from 12:00 AM to 07:30 AM.

6a. Speed Limit: Vehicle speed within the Villa grounds must not exceed 10 km/h.

7. Utility Interruptions

Management declines all responsibility and is not liable for refunds in the event of power or water supply interruptions caused by external providers (Enel/Acquedotto) or other force majeure events.

8. Respect for Nature & Property

It is mandatory to respect the vegetation, the grounds, and the general cleanliness of the Villa. Any damage will be charged to the responsible party.

9. Pet Policy

The access of small dogs must be authorized in advance by Management and incurs a surcharge. Pets must be kept on a leash. Owners must provide their own pet beds/litter and are strictly required to use bags and scoops to collect waste, which must be disposed of in the designated bins.

10. Quiet Hours

All guests are required to respect the quiet hours from 02:30 PM to 05:00 PM and from 12:00 AM until 08:00 AM the following morning.

11. Fire Safety & Prohibitions

The use of stoves, burners, or lighters is strictly prohibited inside the suites.

11a. Hygiene: Do not dispose of waste in the toilets; please use the provided bins.

12. Dress Code

Appropriate and respectful attire is requested in common areas, particularly in the Dining Hall.

13. Parental Responsibility

Parents (or legal guardians) are solely responsible for the actions of their minors within the Villa. They must supervise them to ensure polite and respectful behavior toward others, specifically regarding quiet hours, the proper use of bathrooms (which are not play areas), and the respectful use of facilities. Any activity that disturbs other guests is prohibited.

14. Liability

Management declines all responsibility for any accidents involving adults or minors; children must be accompanied by parents or guardians at all times.

15. Meal Times

- Breakfast: 08:00 AM to 10:30 AM
- Dinner: 07:30 PM to 09:30 PM

16. Security & Valuables

Management is not responsible for the theft, loss, or damage of valuables or personal items. Each suite is equipped with a private safe.

17. Housekeeping

Suites and bathrooms are cleaned daily, with a fresh change of towels. Bed linens are changed every two days.

18. First Aid

A basic first-aid kit (bandages, antiseptic, gauze, etc.) is located at the Management office. For more serious medical issues, guests may contact the medical guard in Alba Adriatica or proceed to the S. Omero (TE) hospital, located approximately 10 km away.

19. Compliance & Eviction

At the sole discretion of Management, repeated failure to observe these rules or conduct that seriously damages the harmony and spirit of the Villa may result in eviction. In such cases, the guest will not be entitled to any refund. Management reserves the right to claim compensation for damages. Signing these regulations implies total acceptance of all terms and consequences. Management also reserves the right to contact law enforcement if necessary; the same applies to any grave lack of respect toward Management or its representatives.