



PALAZZO SCOTTO  
&  
THE GUEST HOUSE

## HOUSE RULES

Dear Guest,

The Management and Staff of Palazzo Scotto thank you for your stay and, in giving you a warm welcome, wants to get to know the rules of the house. We therefore ask you to carefully read the rules and the behavioral rules that each guest must take to avoid disturbing or harm to others and to the environment. The mansion is more than anything else the residence of many guests who have decided to stay there, so we ask you to respect it and treat it as you would take care of your home. For a good cohabitation we ask you to observe not only the rules dictated by the law but also those that are dictated by common sense and mutual respect.

These Rules are an integral part of the Reservation Form, for everything not explicitly mentioned, reference is made to the regulations in force and to the common sense of everyone in the interest of all. The regulation of the accommodation "Palazzo Scotto" & "The Guest House - Palazzo Scotto" of Alberobello (BA) is established to guarantee everyone a uniform, orderly, peaceful and peaceful use of the same. It has a contractual nature between "Palazzo Scotto" and / or "The Guest House - Palazzo Scotto" and the Guest and, therefore, the request to stay in the Hotel and the acceptance of such request by "Palazzo Scotto" and / o "The Guest House - Palazzo Scotto" implies full acceptance of these Rules.

### 1. BOOKING POLICIES

- 1.1. The hotel adopts 2 reservation policies: Standard and Non-Refundable
- 1.2. Not Refundable: In case of cancellation, changes or no-show the total amount of the stay will be charged. How to use the Credit Card: Immediate collection or reservation guarantee; it can be made at any time after the booking date.
- 1.3. Standard: In case of cancellation or changes you will be charged 30% of the total cost if you cancel after booking and a further 20% of the total cost if you cancel within 14 days before arrival. If you do not show up, you will have to pay the total amount. How to use the Credit Card: Credit Card to guarantee the reservation. You will be charged 30% of the total cost after booking and a further 20% of the total cost in the 14 days before arrival. The balance will be paid in the structure or in case of no-show will be charged to the credit card provided at the time of booking.
- 1.4. This regulation is accepted implicitly confirming the reservation through the online portals (Booking.com, Expedia, Hotels.com ..)
- 1.5. The hotel does not grant a grace period for the cancellation or modification of the reservation.

### 2. CHECK IN

- 2.1. Customers are required to deliver their ID for acceptance upon arrival.
- 2.2. It is not allowed, for reasons of Public Safety, to guests to have other people in the rooms accessed at any time, after authorization to the reception and presentation of an identity document
- 2.3. The hotel rooms can be occupied from 3.30 pm on the day of arrival and must be vacated by 11.00 am on the day of departure. Any late Check-out must be agreed in advance with the Reception.
- 2.4. The reception opening hours for check-in are from 15.30 to 20.30. Any arrivals after the opening hours must be agreed with the hotel before arrival. A penalty of € 10.00 will be applied for each hour or fraction of late arrival. The reception will not be manned after 8.30 pm and in any case up to 8.30 am of the following day. All arrivals after 10.30 pm, if not agreed, will not be admitted.



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- 2.5. The Management, as provided for by the laws of the Italian Republic, has the right to expel without notice anyone who does not respect the regulation or behave in such a way as to create damage or disturbance.
- 2.6. Rates are per day, regardless of the time of entry.

#### 4. CHILDREN & MINORS

- 3.1. The hotel is reserved for adults only, therefore the management reserves the discretion to accept children or minors even if accompanied. Please note that the property has no children's areas and / or equipment, including cribs.
- 3.2. Parents (or those who legally exercise the power) are jointly responsible for the acts performed by their minor children within the Hotel and are required to monitor them, not to leave them alone in the rooms and in various environments and to ensure that they maintain a behavior that in no way damage the tranquility of others, in particular, with regard to the obligation of respect for silence, the proper use of the bathrooms and equipment made available by the structure to its guests.
- 3.3. Adults are responsible for the behavior of minors entrusted to them. Minors who are not accompanied by their parents or a responsible adult must present a photocopy of a parental identification document with the relative authorization signed in a free form.

#### 5. INTERNET AND LOCAL / PRIVATE NETWORKS

- 4.1. The hotel offers its customers the opportunity to enjoy a free internet service in all the premises of the structure including the annexed buildings. Access is guaranteed by a guest portal that is accessed by internet after acceptance and signing of the terms of use.
- 4.2. The network administrator, in the figure of the director, remotely controls the status of the individual devices and reserves the right to refuse the connection to the system in case of fraudulent connections.

#### 5. ROOMS

- 14.1. The cleaning of the room is done every day if vacated by the guest, otherwise, in case the room is occupied the cleaning will be carried out the following day. It is forbidden to use electric cookers, chafing dishes, irons, etc. in the rooms. any electrical appliance brought in tow.

#### 6. DOGS AND SMALL ANIMALS

- 6.1. Pets are welcome exclusively in the rooms of our 'The Guest House - Palazzo Scotto' at extra cost and on request. All owners are asked to clean where they are dirty and are responsible for the damage caused by them. In the event of non-compliance, a penalty will be charged for the restoration of the healthiness of the room, including check-in.

#### 7. BREAKFAST, FOOD SAFETY AND HYGIENE

- 7.1. Breakfast is delivered in the room or in the private garden upon completion of the order of breakfast to be left at the door no later than 21 the night before.
- 7.2. Guests are not allowed to bring breakfast food and drinks outside the hotel.
- 7.3. For the purposes of food safety, it is forbidden for customers to introduce food or drinks in the room that are not authorized by the Hotel Management



**8. CONDUCT, DAMAGE & SUBTRACTION**

- 8.1. The conduct held so much by age, as by minors, is considered contractually relevant and, therefore, any transgression of the rules of this statement and the common rules of civil coexistence and good performance of the structure will result, according to the judgment contractually mandated in the immediate termination of the contract due to the Guest and the removal from the Hotel within 5 hours of the fact being contested. In this case, the Hotel Management is entitled to withhold the sums already paid and to demand the remaining sums, even as compensation for damages, except for the right to compensation for the greater damage that has been ascertained.
- 8.2. Who causes damage to the building, movable property, equipment etc. it is held legally responsible in the context of current regulations. Theft and intentional damage will be reported immediately. Upon departure, the staff of the structure checks the rooms and costs for the replacement of any damage or loss of keys are charged and are to be paid at check-out, the amounts will be calculated based on the damage done. If the structure ascertains the damage, we will use the credit card provided during the reservation for the reimbursement of the same if the guest had already left.
- 8.3. It is forbidden to bring to the outside of the Hotel anything by the rooms, bathrooms or rooms of the hotel, the value of the stolen objects will be charged to the customer even after check out, if the management is still in possession of the guest credit card. If the guest has not provided a credit card, he will be sued according to the regulations in force

**9. USE OF HOTEL SERVICES ON DEPARTURE DAY**

- 9.1 Customers can use the hotel services within the maximum room release time, or by 10:30 on the day of departure.
- 9.2 At the sole discretion of the management, customers may be granted full or partial use of the hotel's services (swimming pool, common areas, shuttle service at fixed times and by reservation) even after 10:30 am on the day of departure. In the case of obtaining the aforementioned concession, customers are required to comply with the provisions of this regulation and the regulations in force up to the time of departure.

**10. SOLARIUM AND HOT TUB**

- 10.1 Guests are required to respect the regulation posted in the pool and the times of access to it, from 11.00 to 20.00. Please do not enter wet premises and keep clothing that does not disturb the modesty of others.
- 10.2 It is forbidden to take night swimming in the pool.
- 10.3 It is forbidden to access the solarium area unless previously authorized; if this happens and you have used the infrastructure, the extra cost of the solarium and whirlpool will be charged.
- 10.4 Access is forbidden to children and / or in any case under the age of 18, even if accompanied and / or with the desire for release signed by the patriate mayor authority.

**11. NOISES & REST**

- 11.1. At any time, within the structure, must be avoided behaviors, activities, games and use of equipment that cause disturbance to other guests, especially in the time slots from 23.00 to 08.00 and 14.00 -16.00 hours when there is a rest . Please do not slam the doors but to accompany them, if you come home late please close the door of your room gently, the access doors and do not keep the television loud, little rules to not disturb those who already rest.



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### 12. SECURITY & VALUES

- 12.1 Each room is equipped with a safe, the management of the structure is not responsible for the lack of objects and / or values of the guests.

### 13. MEDICAL AND INFECTIOUS DISEASES

- 13.1 The telephone numbers of the medical and emergency services can be requested at the Reception.
- 13.2 The basic medical assistance during the day (from 9:00 am to 8:00 pm) is guaranteed by the Family Doctors operating exclusively at home. In the occurrence of emergency medical necessities, the visit will be carried out on site and must be paid at the closing of the account. Evening assistance (from 8.00 pm to 9.00 am) is guaranteed by the medical guard and is free of charge. The nearest point of intervention is in Putignano.
- 13.3 Every infectious disease must be communicated to the Management.
- 13.4 Material for small dressings is available, it can be requested at the Reception.

### 14. TREATMENT OF PERSONAL DATA

- 14.1 The data supplied by you will be processed in compliance with the confidentiality obligations indicated by the law of the law n. 675 of 31.12.1996 and in full compliance with the new GDPR standards. The person in charge of internal proceedings is Valerio Scotto, registered address of Corso Trieste e Trento, 30 - 70011 Alberobello (BA) and available at the e-mail address [v.scotto@palazzoscotto.com](mailto:v.scotto@palazzoscotto.com) or tel +39 080/4324431.

### 15. CHANGES TO THE HOUSE RULES

- 15.1. The Hotel Management reserves the right to modify the present regulations for reasons of opportunity and operation of the services by posting changes to the Hotel reception and published on the hotel's website.
- 15.2. Failure to comply with one or more points of this regulation and the rules contained therein may lead to the termination of the contract with the related economic and legal consequences arising, unless otherwise reported to the Public Authorities if the non-compliance may possibly lead to the commission of a crime.