



Hotel Rules and Regulations

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Welcome to Meramaglia Hotel!

To ensure a comfortable and pleasant stay for all our guests at Meramaglia Hotel (referred to as “hotel” or “the hotel”), guests are kindly asked to adhere to the following rules and regulations. Please note that these rules and regulations are in place to ensure a safe, comfortable, and enjoyable stay for all our guests. By staying at Meramaglia Hotel, guests agree to adhere to these policies.

1. General Conduct

- 1.1. **Respect and Courtesy:** Guests are expected to respect fellow guests, hotel staff, and property. Any form of disrespectful behavior, harassment, or disturbance will not be tolerated.
- 1.2. **Noise Levels:** To maintain a tranquil and respectful environment for all guests, guests are obligated to keep noise to a minimum at all times. Specifically, from 11:00 PM to 7:00 AM and from 3:00 PM to 5:30 PM, we request that guests observe quiet hours to ensure that all guests can enjoy a peaceful stay. Any behavior that results in excessive noise or disruption will not be tolerated.

2. Working Hours

- 2.1. **Reception:** Daily from 7:00 AM to 11:00 PM.
- 2.2. **Security:** Daily from 11:00 PM to 7:00 AM.
- 2.3. **Housekeeping:** Daily (except Sundays) between 10:30 AM and 2:00 PM.
- 2.4. **Breakfast:** Daily 7:30 AM to 10:30 AM.
- 2.5. **Pool:** Daily from 9:30 AM to 8:30 PM. Guests are not allowed to enter the pool outside working hours.
- 2.6. **Pool Bar:** Daily from 10:30 AM to 10:30 PM.

3. Check-In and Check-Out

- 3.1. **Check-In Time:** 3:00 PM
- 3.2. **Check-Out Time:** 11:00 AM
- 3.3. **Check-Out Policy:** Guests are required to check out by 11:00 AM on the day of departure. If a guest has not informed the reception of a late check-out request and remains in the room past 11:00 AM, a Room Day Use charge will be applied.
- 3.4. **Early Check-In/Late Check-Out:** Subject to availability and may incur additional charges. It is necessary to inform Reception at least 24h prior to arrival/departure.

- 3.5. **Early Check-Out:** In the event that guests need to check out earlier than planned or outside of the reception's operating hours, they are required to inform the reception at least 24 hours prior to their departure.
- 3.6. **Late Check-in:** For check-ins outside reception hours, security team will assist guests, guide them to their room, and provide the room cards. It is necessary to inform Reception at least 24h prior to arrival.
- 3.7. **Room Day Use:** Room Day Use is subject to additional fee and room availability and it is until 8:00 PM. It is necessary to inform Reception at least 24h prior to departure.

4. Room Use

- 4.1. **Occupancy:** The number of guests in each room must not exceed the maximum occupancy stated at the time of booking. If guests wish to add more individuals to their booking prior to arrival, they must inform the reception desk at least 48 hours before the scheduled arrival. This request is subject to room availability and will incur an additional fee. During their stay, if guests wish to add more individuals, they must request this at the reception desk at least 24 hours prior to the new guest's arrival. This request is also subject to room availability and an additional fee. All new guests must be registered at the reception desk.
- 4.2. **Room Cards:** Lost room cards must be reported immediately. A replacement fee may apply.
- 4.3. **Room Damage:** Hotel guests are financially liable for causing any damages or destruction to facilities, equipment and technical devices of the hotel or if such damage has been caused by persons visiting the guests. Charges for damages will be added to the guest's bill. Guests should notify the reception about any damage immediately after it has been detected.
- 4.4. **Door and Windows:** Guests are responsible for ensuring that all windows, the main room door, and any balcony doors are properly closed and locked each time they leave their room.

5. Safety and Security

- 5.1. **Valuables:** Hotel bears no responsibility for any damage or loss of personal belongings of guests. Guests should use the in-room safe. In case of any loss, guests are kindly requested to immediately inform Reception. Guests should double check the safety box before departure.
- 5.2. **Fire Safety:** Tampering with fire alarms, extinguishers, or other safety equipment is strictly prohibited. Guests are encouraged to familiarize themselves with emergency exits and procedures. In the event of a fire alarm, please follow the instructions outlined in the evacuation plan attached to the inside of your main room door. If the fire alarm is activated by a smoke detector within a guest room, hotel staff have the right to enter the room immediately and without prior warning to ensure the safety of all guests and personnel.
- 5.3. **Emergency Protocols:** In case of an emergency, guests should follow the instructions provided by hotel staff and the posted emergency procedures.
- 5.4. **Visitors:** All visitors must be registered at the front desk. Non-registered guests and visitors are not allowed in guest rooms after 10:00 PM. In case they stay in the room after 10:00 PM, additional room charges may apply.
- 5.5. **Prohibited Items Policy:** Guests are strictly prohibited from bringing drugs, explosives, weapons, flammable materials, or other hazardous chemicals into the hotel.

- 5.6. **Property Removal Policy:** Guests are not permitted to remove any items from their rooms or any other areas of the hotel for use outside the hotel premises. This includes, but is not limited to, towels, linens, pillows, blankets, and any other items provided by the hotel for guests' convenience. Removal of hotel property will be considered theft and may result in additional charges to the guest's account, as well as potential legal action.
- 5.7. **Appliance Use:** Guests are not permitted to use gas stoves, hot plates, electric heaters, toasters, or any other heating / cooking devices (powered by electricity or gas or any other type of fuel / power source), inside hotel premises, that are not part of the hotel's provided equipment. The use of the provided coffee machine, iron and electric kettle is allowed; however, these appliances must be used strictly for their intended purposes. For instance, the electric kettle is to be used solely for boiling water and not for cooking or heating food. Please exercise caution while using these appliances to ensure safety and avoid damage. Any misuse of appliances may result in additional charges or other actions as deemed necessary by hotel management.
- 5.8. **Lost and Found Policy:** The hotel maintains a Lost and Found service for items misplaced or left behind by guests. Guests must report lost items to the reception with a detailed description. Items found by staff or guests should be submitted to the reception. The hotel records and securely stores found items for 30 days. Valuable items are kept in a restricted-access location. To claim a lost item, guests must provide a detailed description and valid identification. Unclaimed items after 30 days are considered abandoned and may be disposed of or donated. The hotel is not liable for lost, stolen, or damaged items but will make reasonable efforts to assist in recovery.
- 6. Health and Safety / Special Needs and Requests**
- 6.1. **Accessibility:** Guests should notify the hotel in advance if they require accessible accommodations or have specific mobility needs to ensure proper arrangements.
- 6.2. **Special Requests:** All special requests (e.g., extra bedding) are subject to availability and should be made in advance. Guests have to inform the reception desk at least 48h prior to their arrival.
- 6.3. **Room Preferences:** Specific room preferences (e.g., high floor, view) are subject to availability and cannot be guaranteed. Early requests are recommended.
- 6.4. **Allergy Awareness and Special Dietary Requirements:** To ensure that the hotel can accommodate guests' food allergies or special dietary requirements, guests are obligated to inform hotel staff—the reception, the pool bar staff, and the breakfast staff—at the time of check-in. Additionally, guests are obligated to notify staff every time they place an order or before consuming any food or drinks. It is essential to provide this information in advance and with sufficient detail. The hotel cannot guarantee food accommodations for any dietary needs / requirements if proper notice is not given in a timely manner. The hotel is not responsible for any health issues that may arise from consuming food or drinks due to undisclosed food allergies or special dietary requirements. Guests must inform the hotel properly (as stated above) of any such requirements in a timely manner.
- 6.5. **Personal Hygiene:** Guests are expected to maintain personal hygiene and cleanliness in public areas to ensure a pleasant environment for all.

- 6.6. **Infectious Diseases:** If guests are feeling unwell or displaying symptoms of an infectious disease, they should inform the reception immediately and avoid contact with other guests.
- 6.7. **Tap Water:** Guests are strongly advised against drinking tap water. The hotel cannot be held responsible for any health issues that may arise from consuming tap water.

7. Facilities and Amenities

- 7.1. **Swimming Pool:** Use of the swimming pool is at your own risk. Children under 12 must be accompanied by an adult. Diving, jumping and running is not allowed in the pool area. Peeing in the pool and night swimming are prohibited. Guests should shower before entering the pool. Glassware bottles are forbidden around the pool area. Pool is open every day from 9:30 AM to 8:30 PM. Guests are not allowed to enter the pool outside the pool working hours.
- 7.2. **Breakfast Policy:** Breakfast is served daily from 7:30 AM to 10:30 AM. Breakfast is provided based on a pre-selected menu system. Guests are required to fill out a breakfast menu, which is provided to them, and submit their preferences to the reception or pool bar by 10:30 PM the previous day. Failure to submit the completed breakfast menu by the specified time will be interpreted as a decision to forgo breakfast for that day. In such cases, the hotel is not obligated to serve breakfast, even if it has already been paid for, and no refunds will be issued for missed meals. Guests who do not arrive for breakfast by 10:30 AM will similarly forfeit their breakfast for that day. The hotel is not obligated to serve breakfast past this time, and no refunds will be provided for missed meals, even if breakfast was prepaid. For guests who did not pre-book breakfast with their room reservation but wish to have breakfast, they must complete the breakfast menu and submit it by 10:30 PM the day before they wish to dine. Payment for this breakfast must be made at the time of submission.
- 7.3. **Pool Bar:** Outside food and drinks are not permitted. Guests have to pay their pool bar bill till the end of each day.
- 7.4. **Luggage Storage Policy:** Luggage storage is available for guests before check-in and after check-out. The hotel is not responsible for any loss or damage to items stored. Items must be claimed by the end of the day unless special arrangements are made with the reception desk.
- 7.5. **Air Condition:** All rooms have air conditioning. Please note that the air condition does not work if windows are opened or if windows are not properly closed.
- 7.6. **Souvenir Shop Policy:** Purchases are paid for at the time of purchase at the pool bar. Returns are accepted within 7 days with a receipt, provided the items are in original condition.

8. Housekeeping

- 8.1. **Cleaning Schedule:** Rooms are cleaned daily (except Sundays) between 10:30 AM and 2:00 PM.
- 8.2. **Housekeeping Policy:** Housekeeping staff will provide one notice for cleaning services if guests are inside the room at the scheduled cleaning time. If the guest declines the cleaning service, it will be assumed that they do not require cleaning for that day and the cleaning service for this room will not be provided for that day. If guests subsequently request cleaning (within housekeeping

working hours) after they have already declined the service, the hotel will make an effort to accommodate the request, but it is not guaranteed.

- 8.3. **Housekeeping Schedule:** Daily cleaning includes making beds, emptying trash bins, replacing used towels (if left on the ground), and cleaning the bathroom. Additional services, such as sweeping, mopping and dusting, will be performed as needed. Bed linens are changed every third day. Guests may request additional linen changes for an extra fee by contacting the reception. Towels left on the bathroom floor will be replaced daily. Towels hung up will not be replaced, in line with the hotel's environmental conservation efforts.
- 8.4. **Housekeeping Special Requests:** If guests require their room to be cleaned at a specific time, they should inform the reception the previous day. Requests made on the same day are subject to availability and cannot be guaranteed.
- 8.5. **“Do Not Disturb” sign:** Guests are requested to use the “Do Not Disturb” sign if they do not wish to be disturbed. This sign cannot be displayed longer than 24 hours. After this time, the hotel reserves the right to enter the room with two staff members due to safety and security reasons.
- 8.6. **Mini Fridge:** Each room is equipped with a mini fridge. Upon arrival, guests will find complimentary bottles of water in the fridge. These bottles are provided at no additional cost to the guest. The water bottles will not be restocked during the stay unless requested at the reception, and an additional fee will apply for restocking.
- 8.7. **Complimentary Coffee, Milk Pods, and Tea Bags:** Each room is supplied with complimentary coffee pods, milk pods, and tea bags upon arrival. These items are provided at no additional cost to the guest. They will not be restocked during the stay unless requested at the reception, and an additional fee will apply for restocking.

9. Environmental Conservation

- 9.1. **Water Conservation:** Guests should turn off taps when not in use and report any leaks to the front desk.
- 9.2. **Energy Conservation:** Guests should turn off lights, air conditioning, and electronic devices when leaving their room.

10. Smoking and Alcohol

- 10.1. **Smoking:** Smoking and vaping are strictly prohibited in all indoor areas of the hotel, including guest rooms and public indoor spaces.
- 10.2. **Alcohol Consumption:** The consumption of alcoholic beverages purchased outside the hotel is prohibited in public areas of the hotel premises. Guests are advised to consume alcohol responsibly.

11. Pets

- 11.1. **Pet Policy:** Pets are not allowed in all hotel premises.

12. Parking

- 12.1. **Parking:** Complimentary parking is available for guests. The hotel is not responsible for any loss or damage to vehicles or belongings left in vehicles.

13. Internet Use

- 13.1. **Wi-Fi Access:** Complimentary Wi-Fi is available for all guests.
- 13.2. **Acceptable Internet Use:** Guests must not use the hotel's internet service for any illegal activities.

14. Child Supervision

- 14.1. **Child Safety:** Children under the age of 12 must be supervised by an adult at all times while on hotel premises.

15. Social Media and Photography

- 15.1. **Privacy:** Guests are requested to respect the privacy of others by avoiding photography in areas where other guests may be present, such as the pool or dining areas, without their consent.
- 15.2. **Social Media:** Guests should avoid posting identifiable information or images of other guests without their permission. The hotel reserves the right to address any breaches of privacy.

16. Payments and Billing

- 16.1. **Payment Methods:** Hotel accepts major credit cards, debit cards, and cash.
- 16.2. **Incidentals:** A hold may be placed on your credit card for incidentals. This hold will be released after check-out, subject to room inspection.
- 16.3. **Billing:** Guests must settle their accommodation bill either prior to arrival or upon check-in. Any unpaid or pending bills, including those from the pool bar, must be settled at least 24 hours prior to departure.

17. Compliance

- 17.1. **Local Laws:** Guests must comply with all local laws and regulations during their stay.
- 17.2. **Hotel Policies and Regulations:** The hotel reserves the right to refuse service to any guest who violates these rules and regulations. In the event of such violations, guests may receive verbal or written warnings. Should the violations continue or be severe, the hotel retains the right to discontinue accommodation services even if payment has already been made. In such cases, any unused portion of the stay will not be reimbursed.

The policies outlined in this document are instituted to ensure a secure, comfortable, and orderly environment for all guests at Meramaglia Hotel. By complying with these guidelines, guests help maintain a high standard of service and mutual respect. We trust that these measures will contribute to a positive experience, and we appreciate guests' cooperation.

For any questions or further clarifications, please contact the reception desk. The hotel management reserves the right to amend these policies at any time without prior notice. We appreciate your cooperation and wish you a pleasant stay at Meramaglia Hotel!