



BOOKING CONDITIONS TILLY'S LOCANDA

When making a reservation the guest automatically agrees with these booking conditions and regulations.

- A reservation can be cancelled free of charge upto 2 days before arrival.
- If the reservation is cancelled within 2 days of arrival the guest will pay the total costs.
- From four (4) rooms an (online)reservation falls under the group reservations. If the reservation is cancelled up until 7 days before arrival, this will be free of charge. If the reservation is cancelled within the 7 days of arrival the guest will pay the total costs.
- From eight (8) rooms an (online)reservation falls under the group reservations. If the reservation is cancelled up until 14 days before arrival, this will be free of charge. If the reservation is cancelled within the 14 days of arrival the guest will pay the total costs.
- In case of a no-show, the guest pays the total amount of the reservation.
- An additional fee may be charged to the guest in case of moving a reservation to another date.
- Incorrect rates or availability and obvious errors or mistakes (including printing errors, typos and zero rates) are not binding. For example: if a room has an average rate of €100 throughout the year, a rate of €10 qualifies as an obvious mistake and the reservation will not be honored.
- Using our parking space is at your own risk. Tilly's Locanda cannot be accounted for any damages or loss.
- Check in is from 15:00 (3:00 pm). If the guest arrives earlier, it is possible to leave the luggage in the hotel.
- Our checkout time is 10:00 (10:00 am) at the latest. We kindly request the guest to leave your room on time. If the guest would like to keep their room available after 11:00 on the day of departure, he / she should ask the reception if this can be arranged for a fee (based on availability).
- Breakfast will be served in our restaurant from 08.00 – 10.00 am.
- The municipality charges a guest Tourist Tax, this amount has already been charged in the total costs of your reservation.

REGULATIONS

- All instructions from staff at this hotel related to house rules must be followed. You can report complaints to the management.
- We respect your privacy under any circumstance, however we are authorized to enter your room if we believe our house rules are not being followed.
- After 23:00 pm we kindly ask you to consider our other guest. Refrain from making noise in the stairwell or in the halls of the hotel.
- For fire safety reasons it is not allowed to light candles anywhere in the building.
- Keep calm in case of fire. Report a fire at the reception or activate the nearest fire alarm.
- In case of a fire alarm, immediately leave the building and wait for further instructions from the staff of the hotel or the fire brigade.
- It is mandatory to show a valid ID upon check-in. If the room is reserved for two people, both must show a valid ID.
- It is not allowed to receive unregistered guests or other hotel guests in your room.
- You must return lost property to the reception if there is someone physically present. If this is not the case, you can leave the found object in your room for the cleaner. In that case, send us a Whatsapp, text message or an e-mail in which you explain what you've found, where and when you found it.
- Tilly's Locanda is not responsible for the loss or theft of your belongings.
- The management, the owner of this location and / or people that are working for the hotel cannot be held liable for any injury and / or material or immaterial damage that visitors to the location may experience.

IT IS FORBIDDEN TO...

- Bring property of the hotel outside the building. In the event of deliberate damage to the property of Tilly's Locanda, one will be held liable for the repair and / or renewal costs.
- To consume, use, trade or carry narcotics and/or laughing gas (Nitrous oxide)
- To cause nuisance to another person, for example through loud music, obnoxious behavior or noise of any kind.
- Rent the room in your name, without staying in the room yourself.
- Stay in the room with more than the permitted number of people.
- Smoking in the room. If we find that somebody has been smoking in the room, we are forced to charge € 250 of cleaning costs. If the fire alarm goes off by smoking in the room, also the call-out costs of the fire brigade of € 300 will be charged to you.
- To bring pets.

If you have any questions, feel free to contact us at tillys@tillys.it