

TERMS & CONDITIONS

Palazzo Belfiore

Residence & Apartments in Florence



BEHAVIOUR RULES

Dear Guests ... Welcome to the Palazzo Belfiore !

We invite you to read this document on your arrival, to avoid misunderstandings and in order to make the stay enjoyable for everyone.

During your stay, Palazzo Belfiore will be "Your home away from home" and, as such, we kindly ask our guests the same respect that you have for your home and for those of their friends and relatives. The rules of conduct that are here below are not only those provided for by law, but, more simply, are dictated by common sense and mutual respect.

Arrival

Upon arrival the Management will welcome our guests, providing all the information and instructions on the apartment and equipment, as well as regards the rules of behavior of the Palazzo Belfiore.

Guests ensure the balance of the stay and City Tax, and the compilation of the notification form, the day of arrival.

The Apartments

All apartments are equipped and furnished, the inventory list available at the Reception of the Palazzo Belfiore.

In the event of equipment failure or malfunction, please report it immediately to the management, in order to provide the service as quickly as possible. If there are difficulties in the use of some equipment, please contact the Management for the appropriate instructions in order to avoid possible damage of the same. Additional equipment may be required at the direction and in some cases may apply. All guests are invited to use the facilities and furnishings of the apartments exclusively for the purposes for which they were designed, in particular, are not allowed to move or remove furniture, fixtures or equipment provided in the apartments, unless expressly authorized by the management. Please always close the door and windows of the apartment when no one remains in the home.

Cleaning and Waste

Please keep clean and tidy all environments and possibly to remove your shoes inside the apartment. On arrival you will be given the information for the disposal of waste in the containers nearby, in no event shall the trash can be left outside the door. If you like you can make separate collection of glass, plastic, paper, and other wet waste.

Please do not throw in the toilet substances such as diapers, sanitary napkins for ladies, paper or other bulky material. So please use the appropriate bins in the bathrooms. You will be charged any cost of repair.

The hob, oven, fridge and sinks must be left clean as they were at the arrival, including pots and pans, dishes and utensils. If you do not want to leave the kitchen clean - this service has an additional cost of € 20.00. Any leftover food that you do not want to carry, must be left in a special container provided by the management.

Bed Linens and Towels Changing

The change of bed linens, bathroom towels and kitchen towels are changed every 3 days, in case you need additional changes are possible for a fee. Normally such a change takes place after 10.00 am, therefore we ask our guests to vacate the apartments by this time, for every need can be arranged at different times with the Management both on arrival and during your stay.

Lighting , Equipment, Air Conditioning, Heating

Be careful to turn off lights, air conditioners, TVs, irons and hair dryers, and any other personal equipment also, when you are out of the apartment, to avoid unnecessary waste.

Safe-deposit box

We inform our guests that each apartment has a safe deposit box installed. Be sure to check the safe before your departure.

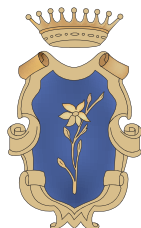
In any case, the Management and the Property are in no way responsible for items left in the apartment during your stay and after departure.

Your guests at the Palazzo Belfiore Apartment

Under no circumstances is allowed housing to persons exceeding the number set in the booking if not agreed to beforehand.

It is of course possible to have guests during the day (you are at home), but in the case of nightly accommodation, you must notify the Management, which reserves the right to authorize or not to stay, based on the capacity of the apartment and of the Palazzo Belfiore as a whole. If authorization is granted, it is mandatory to fill out the notification to the external host so that it is registered.





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Pets

Your pets are welcome, however, if agreed in advance at time of booking with the management.

It is strictly prohibited to leave dogs or other pets unattended in the apartments; in common areas, pets must be kept on a leash and muzzled. For the apartments where they stayed the animals are provided for extra cleaning costs € 65.00.

The common areas

At any time, especially at night, all guests, both inside and outside of the apartments of Palazzo Belfiore, are obliged to respect the tranquility of others as much as possible by avoiding loud noises.

Please close the front door every time you enter and exit the building, gently, so as not to disturb the guests of the other apartments.

Adults are responsible for the behavior of children in their care.

Do not open the door or allow access to the apartment for people who require to operate inside the apartment, unless specifically sent by the Management, and in any case without prior telephone contact.

Departure

The apartment must be vacated by 10.00 am - in case of availability, it will be our pleasure to extend your stay during your last day at the Palazzo Belfiore.

For guests who for whatever reason will be in a position to leave earlier than expected are not required to repay the days of absence.

Damages

In the case of damaged items, equipment or furnishings, caused by improper use and not by normal wear and tear, the cost of the repair will be deducted or charged at end of stay. The management accepts no responsibility for damage to persons and or things caused by improper use or unauthorized - attached some reference fees.

The charges for such damages shall be made to the credit card provided for payment or deducted from the security deposit which may be paid on arrival. The damage is recognized by the Management together with the host before departure.

Removal of Visitors

At the discretion of the Management, the repeated failure to observe the rules of behavior of the Palazzo Belfiore, or take a misconduct that seriously harms the harmony and the spirit of the Palazzo Belfiore, will result in the removal as unwanted guests. In this case the guest departed will not be entitled to any refund of fees paid, subject to the Management right to claim compensation for any damages. Alike will be treated episodes of severe lack of respect toward the Management or collaborators.

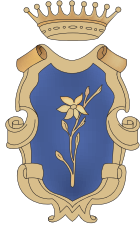
The Management also warns that in case of extreme necessity, and if forced, will provide to alert the police.



The Management

Some rates charged for Damages

- Laundry for Blankets Double Bed - € 20,00 per piece
- Laundry for Blankets Single Bed - € 15,00 per piece
- Covers for Laundry - € 10,00 per piece
- Laundry for Carpets - € 50.00 per piece
- Laundry Cover for Sofa - € 35,00 per piece
- Mechanism of the Sofa Bed - € 300.00
- Small Appliances - € 50.00 per piece
- Crockery - no charge
- Pots - no charge



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1) The leased property is fully furnished, equipped with appliances, pots, crockery and linen. Each apartment has a washing machine, Digital HD TV, iron and other household appliances are available upon request.

The rates include all utilities for utilities and WIFI facilities for guests of the Palace. Additional services are available for a fee.

2) Deposit and contractual formalities: on his arrival the customer must provide the details of a valid credit card to guarantee. Such information is kept as a precautionary measure and the card will be charged only in case of any pending payments and / or damage. If the client wishes to leave the property in times other than those specified, means right now that will prevail on the damage caused by the staff.

3) Payment terms: 30% at booking, 70 % on arrival. Upon arrival, also the guest pays the tourist tax of € 2.00 per adult (over 12 years) per day up to a maximum of n. 7 nights. This tax is not included in the daily rate. The Fees include VAT at 10%.

4) Cancellation Policy: If canceled up to 20 days before arrival – the initial deposit of 30% will be retained as a penalty. In case of cancellation from 20 days to 5 days prior to arrival will be charged to the card customer's credit, as a penalty, an additional 20 % of the entire stay. In case of cancellation from day 4 until no - shows will be charged 100% of the stay. In case of bookings from 5 days prior to arrival on the day of arrival will be charged the whole amount of the stay.

5) Check in and Check out

The check-in is by appointment between 14:00 and before 18:00. The Late check-in must be arranged prior to arrival and exactly after 20.00 there will be a fee of € 30.00 extra. The check-out must be by appointment by 10:00 in order to carry out a short survey for evidence of damage. In case you need to start before this time the inspection will be made the evening before the departure. Please estimated time of arrival and departure at least two days in advance or we can not guarantee assistance with check in / out. To get to Florence, upon your arrival call the following number +39 055 264415 .

6) Standards and behaviors:

The customer is obliged to observe the rules of "good neighbor" and to avoid behavior that may cause a nuisance to other residents of the building or neighbors. It is in any case forbidden: a) the use of shared areas that are not strictly relevant to the leased property, b) access for cycles or motorcycles inside the palace , c) keep some animals (unless otherwise specified) d) remove from the property and any movable object that make up the decor. The lessor reserves the right to visit, upon notice, the property leased.

7) Responsibility:

The customer exempts the lessor from any liability for damages arising from the acts of others, and interruptions of services, and is directly responsible to the landlord and third parties for damage caused by his fault by the shedding of water leaks gas , etc. ..., and any other abuse or careless use of the rented property. The undersigned hereby submits to indemnify the lessor from any liability for any injuries or accidents may occur during the stay at the property. The landlord is not responsible for the theft or destruction of things brought by the tenant in the rented property.

8) Failure of the landlord:

In case of impossibility to provide accommodation services Belfiore Residenze Srl is authorized to grant, in agreement with the conductor, a similar property: if the price of the replacement property is less, the difference will be refunded to the tenant, if the price of replacement property is greater, the difference will be borne by Belfiore Residenze Srl, in the event that an agreement cannot be reached, either party may freely withdraw from the contract, in which case the tenant shall be entitled only to a refund of the sums so far currently paid.

9) Jurisdiction and applicable law.

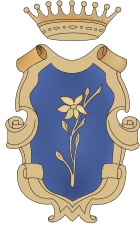
The contract is subject to the Italian law and jurisdiction. Any dispute will be referred exclusively to the court of Florence.

Date and Signature

In accordance with Articles 1341 and 1342 of the Civil Code specifically approved Articles . 2) Deposit and contractual formalities ; 3) Payment Terms , 4) Cancellation Policy: .5) Check in and Check out , 6) Standards and behaviors , 7) Responsibility . 8) Failure of the landlord. 9) Jurisdiction and applicable law.

Date and Signature





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PRIVACY POLICY OF PERSONAL DATA

Dear Guest,

The Residence welcomes wishes to inform you that , pursuant to art . 13 of Legislative Decree no . 196/2003 “Code concerning the protection of personal data”, that the processing of personal data shall follow principles of correctness, lawfulness and transparency in the full respect of your right to privacy.

Aims of treatment

The treatments that will be used for the following purposes:

- 1 . fulfill the obligations of public security under art. 109, R. D. 773 of June 18, 1931 , as amended , relating to communication of the lodged ;
- 2 . fulfill its contractual obligations and accounting and tax ;
- 3 . offer you personalized services throughout the period of stay within our structure, namely: secretarial service, receiving messages, mail and parcel delivery, passage of the phone in the room, booking services and external detection of the degree of customer satisfaction ;
- 4 . To carry out marketing and promotional e-mail and paper mail ; inform you special offers and events .

Method of treatment

The processing of the data collected (at the reception or directly from third parties, by telephone and / or data transfer cards , coupons or other) will be carried out in either manual or with the aid of modern computer and telecommunications systems by insertion in one or more archives managed , with appropriate software , to be subject to what the employees .

Communication and dissemination

The data may also be disclosed to:

Institutional Entities of control in matters of public security , tax, social security and so on . ;

Financial Administration ; banks, issuers of credit cards , tourist agencies and companies processing data related to the temporary treatment of only the necessary data related to the commercial and financial intervening with the structure that the hosts .

Your data will not be disclosed to other parties and will not be disseminated, any further communication will take place only with your express consent.

Nature of contribution

The conferment of your data is : required , with reference to the purposes referred to in points 1. and 2. of the previous list . Failure to provide or denial - even months - to consent to treatment makes it impossible to execute the contract;

optional, with reference to points 3 . and 4. of the previous list , the denial of consent does not therefore affect the implementation of the relationship with her elapses .

The owner of the treatment

The data controller is now Belfiore Residences Ltd.

Rights of the Guest

You may contact at the reception desk of the Residence to access their personal data, verify its use, obtain the correction , updating, deleting and then to exercise all rights provided by Articles 7 and following of Legislative Decree no. 196/03

