



CASA ALPINA REGULATIONS

Welcome to Casa Alpina!

You are about to spend a holiday in our charming residence which is preparing to welcome you in total comfort and safety. We have endeavoured to create a refined and harmonious environment, trying to anticipate all your wishes. The rules you are about to read are designed primarily to protect your physical and mental space: this is the first rule of Casa Alpina! Help us to take care of what we give you and, if possible, to improve it with valuable advice. In this way, other travellers will be able to repeat your magical experience in our hotel. Thank you.

General rules

WE ARE HERE FOR YOU

- Our reception is open for check-in and check-out procedures and to provide you with any support from Monday to Sunday during daytime hours.
- In the evening and at night there is always a person available for emergencies.
- For more serious problems, you can ask for the support of the medical guard of Folgaria: tel. 0464.721645 - from Monday to Friday from 8.00 p.m. to 8.00 a.m. / from 8.00 a.m. on Saturday to 8.00 a.m. on Monday / pre-holidays: from 10.00 a.m. on the pre-holiday to 8.00 a.m. on the holiday / holidays: from 8.00 a.m. to 8.00 a.m. on the next working day.
- In cases of extreme necessity, you can go to the hospital in Rovereto tel. 0464. 433111 - the emergency room is always active.
- All local emergency numbers can be found in the special folder we have placed in your flat and are also posted at reception.

SOME COME, SOME GO

- For arriving guests: Check-in (procedure for entering the Casa Alpina) is from 15.00 to 20.00. We would be grateful if you could inform us in advance of your arrival time. If there are delays due to traffic, please contact our reception as soon as possible to arrange evening entry to your flat.
- To speed up the check-in process, we kindly ask you to send us a copy of your identification document (identity card or passport in the case of foreign guests) and your tax code at the time of booking. We remind you that you are responsible for your declarations for the purposes of public safety regulations.
- For departing guests: check-out (procedure for leaving the Casa Alpina) is no later than 10.00 a.m. Late check-out: for those who wish to keep the flat after this time, it can be done only by prior agreement with the structure that will communicate costs and availability. Early check-out: if you wish to leave Casa Alpina before 8.30 a.m., we kindly ask you to go to the reception the day before and during opening hours so that we can do the exit procedures and the balance of any extras and tourist tax.

YOUR HOUSE AT SERRADA – MANUAL OF USE

YOUR SPACE

- Please pay attention to the capacity: each flat can be occupied by a maximum number of guests (adults & children) not exceeding the number foreseen by the type of flat. Don't be surprised if the number of guests in your apartment is higher than the number you have indicated: unfortunately, exceeding the indicated capacity will result in cancellation of the

contract without any obligation to pay compensation.

- Just like at home: take care of your flat and all the common areas dedicated to you with a sense of responsibility and in compliance with current legislation and local customs so as not to incur extra expenses to ensure compliance with this fair rule. Use everything at your disposal with care and kindness and then simply... feel at home!

- It's your holiday: your flat and parking space are for tourist use only. You are not allowed to exercise any kind of activity or make a deposit. You can apply for a work-friendly location: but remember that if you are here it is to enjoy a well-deserved holiday (please see 'Smart mountain').

- Invited guests welcome: please remember that you are responsible for all people who enter the Casa Alpina for reasons of relationship with you. Whether they access common areas or simply your flat, we ask you the kindness to report them to our reception.

- Travelling with your pets: Your pets are welcome. Make sure they are loved by everyone: if they do not disturb the sleep of other guests and do not create a disturbance, they will be a very welcome presence. Please keep them on a leash within the perimeter of the house and never leave them alone in the flat. For the complete regulation and its subscription, compulsory for the entrance of your pet in our structure, we kindly ask you to read on our website the A.A.A. Regulation - Admission Animal Friends.

- Your valuables: each flat has its own safe with instructions for use. We remind you that what you put in the safe is your responsibility and Casa Alpina is not responsible for any theft.

- No Smoking: if you are a smoker, we kindly ask you to use the outdoor spaces at your disposal. Smoking is not allowed in our flat or in the common areas. (art. 51 of Law n. 3/2003). Any damage, such as burn marks and holes, on furniture and textiles must be charged at replacement value on the invoice. However, you may smoke in total freedom on the balcony. An ashtray is also provided.

- Wind gusts and unexpected rain: when you go out, we kindly ask you to close the windows and doors to prevent damage that may result from bad weather. Please ensure that the lights are switched off in your absence - Casa Alpina and the environment thank you.

- Rubbish: At Casa Alpina too, waste must be sorted. We separate plastic, metal, paper and residual waste. The instructions required by our municipality are hung in the kitchen and the bags are placed in your flat. The communal rubbish bins are located just outside the building. Kindly remember that all rubbish must be disposed of before checking out of Casa Alpina.

- Sudden black-outs: in case of suspension of electricity, water or other services due to the suppliers or other causes of force majeure, Casa Alpina declines any responsibility and is not bound to any reimbursement. Should such an eventuality occur, Casa Alpina apologises in advance to its guests and will do its utmost to find a quick solution to the problem.

- Delivery and release of the flat

Unfortunately, every holiday comes to an end sooner or later but the important thing is that it was a good experience for you! Before checking out, you will be asked to take some time out of your stay to carry out a short inspection with one of our team members. In the event of any damage or removal of furniture or equipment, you will be asked to pay for the cost of the necessary repairs, which will be deducted from the deposit you kindly paid at check-in. Of course, the same procedure will have already been carried out when you enter the flat so that the state of the property is checked before and after your use, leaving no doubt as to who is responsible for any damage. If there is anything in the flat that does not work properly or if you need help, please do not hesitate to contact us.

If you should lose the keys to the accommodation or fail to return them for any reason at the end of your stay, Casa Alpina will exercise its right to take possession of the premises and will unfortunately have to replace the lock, at all costs.

COMMON SPACE

- Our car parks: there is an outdoor car park in front of the hotel and an indoor covered car park available by reservation only (please refer to the price list Extra costs for Comfort Plus Stays*). Both are reserved for guests only and are not guarded. Casa Alpina declines all responsibility and is not liable for any reimbursement for theft or damage. Please note that the speed of vehicles inside the car park must be less than or equal to 10 Km/h.

- Keep your treasures safe: we kindly ask you to keep an eye on your children's activities. Our play areas are for children under 14 years of age and have a timetable which must be observed.

Bicycles and tricycles are not allowed in the indoor areas and only board games may be played in the dedicated rooms. It is therefore not permitted to stop for activities on stairs, entrances, landings, access ramps to garages and garage aisles and in all places that are dangerous for people's safety, especially near the openings to the outside of stairs and accom-

modation on the mezzanine floor. Casa Alpina accepts no responsibility for injuries to minors, who must be accompanied by their parents and/or guardians.

- Quiet times: as in every facility, Casa Alpina also has certain times when silence must be respected for everyone's regenerating rest: from 14.00 to 16.00 and from 23.00 to 8.00 in the morning. Older and younger guests in particular will thank you for your attention.

- Our fitness room: If you like to stay in shape, the use of the fitness room is reserved for you as a guest, but it cannot be used by people from outside the hotel. For the use of the fitness room we kindly ask you to read the S.C.A. - Sport a Casa Alpina Regulations which you can find on our website or ask for at the reception. We remind you that it is essential to read and sign the regulations in order to have access.

- Accessories and sportswear: at Casa Alpina you are not allowed to use the lift or climb the stairs with skis, bicycles, boots and bike shoes: ask at reception where you can put your sportswear and accessories after your day's sport.

- Everyone's spaces: we kindly ask you, after use, to leave all the common spaces inside and outside the facility, including the ski-room & bike-room, tidy. Sanitation will be carried out by Casa Alpina. No one breaks things voluntarily: if you happen to damage something, we kindly ask you to report it to reception.

- Respect nature: We ask you to admire and respect the plants and grass we have planted in the house to make it more beautiful.

- Your safety: we ask you to wear a mask every time you move around the common areas (e.g. when you are at reception and in the common areas inside the house, including the garage), when using the lift and the toilets and to kindly report to reception any persistent flu-like symptoms contracted during your stay at Casa Alpina (deep cough, sore throat, body temperature above 37.5 degrees).

PRIVACY

The Tourist Hotel Residence "Casa Alpina" in Serrada informs its customers that following the D.L. 30.06.2003 n. 196 and subsequent amendments that regulates the right to the protection of personal data, it will comply with the provisions of current legislation in the processing of personal data.

The acquired data will not be disclosed, but may be communicated to companies and/or professionals who carry out administrative, accounting and marketing data processing tasks on behalf of Casa Alpina s.r.l..

The supplier of the data may directly and at any time exercise the rights under Art. 7 of D.L.g.s. n° 196/2003 by writing to Mr.....A.U. of the Company Casa Alpina in Rovereto.

Please note that by your confirmation of a booking by payment of the deposit, you assume that the Casa Alpina Rules and Regulations (including its specific regulations for sports and pets) are acknowledged and accepted.

The Alpe Cimbra is waiting for you to start your special experience in one of our luxury flats surrounded by the exciting nature of this plateau.

The management of Casa Alpina

Pursuant to articles 1341 (General Terms and Conditions) and 1342 (Contract concluded by means of forms) of the Civil Code, all the clauses set out in this contract are accepted and signed.

Signature for acknowledgement and acceptance