

BED AND BREAKFAST RULES

By making the reservation you declare that you have read and understand the following

Hours

Check in is H/24 since we are not always in the property we recommend inform us of your estimated arrival time and we will be there to greet you.

The Check out is at 11:00 am.

The rooms are available from 14.00 to allow their cleaning and sanitizing.

Cleaning and renovation of the room is daily but if you don't make free the room before 12:30 is not guaranteed.

The buffet breakfast is from 8:30 to 11:30 if you would like to have breakfast in a different time, you must communicate to the front desk the day before.

The linen (sheets and towels) is changed every 3 nights or daily paying a € 10 fee for every full change (all the towels and sheets).

Cancellations

In case of early departure you'll be refunded only the City Tax, the nights must be paid.

The credit card data are used in order to confirm your reservation.

In case of late cancellation, not before 96 hours the arrival date you'll be charged the cost of the first night.

In case of no show without cancellation you'll be charged of the total amount.

For your warranty the cancellation must be made via e-mail or via our web site by using the form in our contacts page. You'll receive a cancellation code that shows the time and day when you have made the cancellation, no cancellations will be accepted by phone.

City Tax

According to the City Council resolution n. 230/33 of 06/20/2011, from July 1st the City of Florence will introduce the tourism tax, applied to non-residents overnight staying, for a maximum of 7 consecutive nights. The tourism tax rate for our Bed and Breakfast is 1€ per person per night, and it is not applied to: children up to 12 years old. The city tax is not included in your reservation and must be paid on your arrival.

In the house

In the house and in the rooms smoking is not permitted.

For safety reasons in the rooms you can't cook and iron; animals are not allowed even if they are small.

In case you lose the keys you'll be charged of 30 € fee. The kitchen can be used only in the presence of staff member to heat and /or prepare pre-packaged foods, fast meals, homogenized, baby food not for cooking.