Terms & Conditions

Prices are per week per apartment. It is not possible to add beds, except one travel cot per apartment for children under 3 years. **Please Note:** the arrival of a greater number of people than booked or higher than the capacity of booked apartment including children of any age involves the cancellation of the booking with the loss of the stay. At the time of booking you can indicate preferences for the **position of the apartment** chosen, but at the time of arrival it will not be possible to require specific positions and/or air conditioning if not required at the time of booking and nor you can claim for the position of the flat.

Arrivals and departures: check-in and check-out

The stay begins at 15.00 on the arrival day and ends at 10.00 on the departure day. The keys to the apartment must be withdrawn and returned only at the reception of residence.

Opening hours reception: weekdays: 09.00-12.00/15.00-18.00; Saturday: 09.00-13.00/15.00-19.00; Sunday: 09.00-12.00/15.00-18.00. If you are unable to arrive within the 18.00/19.00 of the day of arrival, please inform in advance the residence. In case of no notice, the delivery of the keys will be done the next day from 09.00 to 12.00. If the same, without notice, will not occupy the accommodation booked within hours 12, the reservation is cancelled. There are no refunds for late arrivals or early departures.

Check-in:
- Please bring with you passport of all people staying in the flat, sign the arrival notification.
- Payment of the **safety damage deposit** of € 100,00
- Payment of the balance

Check-out:
- Return of keys
- Payment of city tax, extras, refund of the security deposit

Late check-out (based on availability): € 30,00 includes use of the pool until 1:00 pm

The prices include:

- **final cleaning** (obligation to return clean kitchen corner, if not charge of € 30,00: at departure it is compulsory to drain the refrigerator to each type of food, wash the dishes and pots and remove garbage from dustbins).
- consumption of **light, water, gas**
- the use of external **swimming pool** for adults and children with equipped solarium during the opening hours (9.30-13, 15.30-19.30), caps are compulsory for everyone
- small **games area** for children
- **shuttle service** from/to the beach at fixed schedule from June to 15th September
- **beach service**: 1 beach umbrella and 2 sun loungers per apartment bilo/trilo – 2 sunshades + 4 sun loungers for quadri flat at our reserved beach in Tortoreto
- **laundry** for common use with washing machines working with coins, iron and ironing board
- free **parking** inside enclosed unattended (until exhaustion) and further external parking not fenced-in and not guarded,
- **Internet connection** available free Wi-Fi allover the area

N.B.: The services listed as included in the price (beach service, shuttle, swimming pool) are not defensible from the amount of the stay if the customer decides not to use them.

To pay on place and to book at reservation:

- **Linen and bath towels** (not there if not booked) optional € 10.00 per person for each change, declared to the reservation within 7 days before arrival.

- **High Chair** € 5, 00 per day on request.
- **Added bed**: +10% only available in some bilo on the ground floor

- **Air conditioning**: upon request at booking € 7 per day per flat - not available in all flats and not available at request at arrival.
- **Travel Cot**: free of charge if brought by the customer and if in replacement of a bed; if not of the customer or in addition to basic beds available on request € 5,00 per day to be paid on place (maximum 1 cot per apartment)

Small pets: are only allowed if agreed at the time of booking, may not have access to common areas, shuttle and the beach, supplement final cleaning: < 10 kg weight € 50,00 per stay.

Transfer: from/to the stations of Tortoreto Lido, Alba Adriatica and Giulianova,free to request at time of booking.

House rules

The **hours of rest** (13.00-15.30/23.00-8.00) must be respected, also by children and parents have to look after their kids during this time. It is forbidden to play with balls. The customer is taking all the rules of procedure and undertakes to return the apartment in the same state in which it has been delivered. The Residence Il Borgo reserves the right to contact the customer even after his departure in the case in which there are damage, shortages of tools, which communication is compulsory. The compensation of damage is at the discretion of the Direction. It is not allowed to move furniture inside the flat. The direction declines any responsibility for any theft or damage to objects left inside the apartments or unattended on the solarium of the swimming pool or in the parkings. **Daily guests** are allowed only upon permission of the Direction, no access to pool and shuttle.

Reservations and payments:

At the act of booking will be required a **deposit** equal to 30% not later than 30 days before arrival by bank transfer or credit card; in the absence of the payment the reservation shall be considered annulled. The deposit will not be refunded in any case of cancellation. The **balance** must be paid to the delivery of the keys and in any case within the day of arrival with one of the following rules: cash or credit card.

The management reserves, in the event of force majeure, the right to the replacement of the apartment agreed with one having similar facilities.

Claims and problems

In case of problem or need of assistance we are at you disposition at the Reception during the opening hours. For urgent need please call us. At arrival please check within 24 hours if there are any damages or if something doesn't work (later the claims will be considered only as simple information). Tell us if you need something to repair.

Privacy

We remind you that your name was inserted in the data bank of the Residence Il Borgo; the data in our possession are protected, managed electronically and used only for our promotional activity. According to the Italian law 675/96 you can update, delete them or prohibit the use every time in writing to info@residenceilborgo.it