

## **INTERNO MARCHE HOTEL RULES**

Hotel Interno Marche is the “Designers’ Hotel”; it is not merely a hotel but a living experience rich in stories and meaning. Hotel Interno Marche combines the joy of discovery with the comfort of a stay, offering a journey through different styles and eras, featuring iconic design pieces and works by internationally renowned architects, all set within a historic and refined setting.

As we welcome you, please read carefully the Rules and Regulations, the Terms and Conditions contained therein, and the code of conduct that every guest must observe so as not to cause disturbance or harm to themselves, others or the environment.

Failure to comply with one or more points of these Rules and Regulations and the rules contained therein may lead to the termination of the contract, with the resulting financial and legal consequences.

Our team is at the complete disposal of guests for any requirements, in order to make your stay as pleasant as possible.

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#### **GENERAL PROVISIONS**

**a)** The Rules and Regulations of the accommodation facility “Hotel Interno Marche” (hereinafter also referred to as the “Hotel”) are designed to ensure that everyone enjoys a relaxing and pleasant stay. They constitute a contract between “Hotel Interno Marche” and “the Guest” (hereinafter also “the Customer”) and, therefore, the request to stay at the Hotel and the acceptance of such a request by “Hotel Interno Marche” implies full acceptance of these Regulations, the Terms and Conditions and the rules of conduct contained therein. The Regulations are available to Guests on the website.

**b)** All Guests are required to comply with these Regulations and any further instructions from the Management; they must also comply with all specific instructions displayed on signs within the Hotel’s premises and/or grounds, as well as the common rules of civilised coexistence, common sense and mutual respect. Any activity that may disturb other Guests is prohibited. In accordance with the Hotel’s policy of responsible hospitality, all Guests are entitled to respectful and dignified treatment; consequently, there is an obligation to protect Guests from behaviour that contravenes the rules and/or is inappropriate. Should a Guest’s actions be deemed to contravene the rules and/or be inappropriate by a member of staff and/or the Management, or should inappropriate behaviour

be reported, the Hotel Management, following the necessary checks, reserves the right to take action against the Guest in question; Depending on the seriousness of the Guests' actions, the Hotel Management may, at its discretion, request the intervention of the police and/or remove Guests who do not comply with the rules and/or behave inappropriately from the Hotel.

**c)** Parents (or those legally responsible) are responsible for the actions of minors within the Hotel and are required to supervise them and ensure that they behave politely and respectfully towards other Guests, towards the Hotel premises (which are not to be regarded as play areas), and towards the furnishings and equipment made available by the Hotel to its Guests. Parents (or those legally responsible) are also responsible for supervising minors for the sake of their safety.

**d)** We accept small and medium-sized pets that are accustomed to travelling, subject to a specific request and confirmation at the time of booking. A supplement of €30.00 (thirty/00) applies for the entire stay for accompanying pets. The Hotel provides a bowl, biscuits, a sleeping cushion and a mat. Pets are not allowed on beds, armchairs, chairs, tables, etc., and any use of the provided linen by pets is prohibited. Out of respect for all guests, and in accordance with general safety and hygiene rules and those of the Hotel, pets must be up to date with the vaccinations required by national and regional laws and comply with current regulations on the matter; they must be kept on a lead in communal areas and must not be left alone and unattended in the rooms. Owners and/or those in charge of the animal are responsible for the animal's hygiene and cleanliness, as well as that of the rooms and the Hotel's internal and external communal areas; They must carry scoops and bags for collecting excrement and supervise the behaviour of the animal for which they are legally responsible, being liable for any damage to persons, property or the hotel premises that the animal may cause. The Management's decision to remove animals whose behaviour (constant barking and meowing, aggression towards people and/or property or other pets, etc.) causes harm and/or disturbs other Guests or other people present in the Hotel is final.

**e)** It is forbidden to bring into the Hotel any persons not declared at the time of check-in. The Management and/or the Owners reserve the right to report all unregistered persons to the police and to remove them from the Hotel.

**f)** It is forbidden to photograph or film other Hotel Guests or Staff without their explicit consent.

**g)** Hotel staff are required to enforce the Regulations, the Management's instructions and the rules in respect of all persons. By agreeing to stay at the Hotel, each Guest acknowledges, including contractually, the authority of said staff and the Hotel Management, who are, in any event, obliged in turn to always comply with the law and the principles of courtesy and good manners.

**h)** The conduct of both adults and minors is considered contractually relevant and, therefore, failure to comply with the Regulations, the additional provisions of the Management and the standards of conduct on which the Hotel's policy is based may lead to the immediate termination of the contract with the resulting financial and legal consequences and/or entail the removal of the offender from the Hotel and the reporting of the incident to the Public Authorities where there are grounds to do so. In such a case, the Hotel Management is entitled to retain any sums already paid and to claim the outstanding amounts due for the entire stay, including as compensation for damages, without prejudice to the right to claim further damages.

**i)** Upon arrival, guests will be asked to present identification for the purpose of notifying the relevant police authorities of their presence.

**j)** Pursuant to Article 13 of Legislative Decree No. 196 of 30 June 2003 and the European General Data Protection Regulation (GDPR) No. 679/2016 and subsequent amendments, all our guests' personal data will be processed in compliance with the law, both via computerised systems and manually, in order to fulfil tax and legal obligations (issuing invoices, recording data, etc.) and to provide the requested service, as well as, where authorised, to keep our guests informed of future promotions and offers.

**k)** The Management reserves the right to amend these Regulations at any time and to keep them up to date by publishing the amendments on the Hotel's website. The amendments shall come into force upon publication and shall apply only to bookings made after the updates.

**l)** In the event of any inconsistency between these Regulations and any special conditions agreed in writing, the special conditions shall prevail.

**m)** By finalising the booking, the Guest accepts these Regulations, the Contractual Terms and Conditions and the rules of conduct contained therein.

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### **TERMS AND CONDITIONS**

#### **Information, bookings, rates, cancellations, changes**

**a)** For further information, please contact Reception by telephone on +39 0733-18979 or by email at [reception@internomarche.it](mailto:reception@internomarche.it), visit the website [www.internomarche.it](http://www.internomarche.it), or visit the Hotel in person.

**b)** Bookings can be made by sending a written request to the email address [reception@internomarche.it](mailto:reception@internomarche.it) or via the website <http://www.internomarche.it>, through Online Travel Agencies (OTAs) such as Booking.com, Expedia, etc., or by telephone.

**c)** Minimum and maximum prices are fixed and are reported to the Marche Region as required by law. Our Hotel applies flexible and/or dynamic rates set by the Management and/or by revenue management systems identified by the Hotel and available on the booking channels referred to in the previous point. Offers, packages and promotions are published periodically on the website, on social media and at the Hotel.

**d)** Rates are per night, regardless of the time of arrival.

**e)** The price of the stay includes room cleaning at scheduled times and breakfast if included in the rate purchased. It does not include any extra cleaning, drinks, bar and minibar consumption, restaurant meals, parking, transfers, or extra services (wellness centre, treatments, guided tours, etc., as also described on the website).

**f)** Children up to 3 years of age stay free of charge and, if expressly requested at the time of booking, the Hotel will provide young guests with travel cots with safety rails and highchairs, subject to availability due to high demand. For children aged 4 and over, an additional charge applies for a third bed in the room, as determined by the Hotel at the time of booking.

**g)** A supplement of €30.00 (thirty/00) applies for pets for the entire stay.

**h)** The Hotel Interno Marche features the L'Opificio restaurant-bistro and a spa, both of which are also open to the public. Offers, packages and promotions are published periodically on the website, on social media and at the Hotel.

**i)** Our hotel caters to the needs of vegetarians, those with lactose intolerance and coeliacs (although, with regard to the latter, Hotel Interno Marche and its restaurant-bistro L'Opificio do not have a dedicated kitchen or dining areas for coeliacs and, whilst taking the necessary precautions, cannot guarantee the absence of cross-contamination) However, the need for specific diets and/or the presence of food intolerances or allergies of varying severity must be communicated prior to booking so that the Management can verify and assess, on a case-by-case basis, the feasibility of the requested service and, where possible, find solutions that can meet the Guest's needs; failing such communication, we shall not be held liable for any issues that may arise.

**j)** Quotes are for information purposes only and are subject to change; they are issued on the date the enquiry is made and do not guarantee room availability until an explicit booking request is received. Only at that point will the actual availability of the requested rooms be checked, and the

Customer will be promptly informed of this availability. Some rooms offered at the time of the enquiry may no longer be available. We process requests in the order in which they are received.

**k)** The booking request must specify the number and type of rooms required, first name, surname, arrival date, departure date, number of adults and children, ages of the children (so that we can provide quotes tailored to your specific needs), whether or not you will be bringing pets and whether they are small or medium-sized, any food intolerances or allergies, a telephone number, and an email address for communications. Please also indicate your estimated time of arrival, if known. The choice and allocation of the room, in accordance with the type and category booked, is at the sole discretion of the Hotel Management, subject to the possibility of assigning, upon arrival, a room chosen by the Guest where available and in any case at the discretion of the Management.

**l)** To confirm the booking, unless otherwise stated, the booker's credit card details are required as a booking guarantee (the credit card and the booking must be in the same name). Upon receipt of the credit card details and verification of their validity, the Guest will be notified of the Hotel's final confirmation of the booking. The Hotel reserves the right to re-verify the validity of the credit card as the deadline for free cancellation approaches, by placing a pre-authorisation, upon expiry of the deadline, equal to the equivalent of one night's stay for each room.

**m)** For cancellations made up to 48 hours prior to the scheduled arrival date, cancellation is free of charge; thereafter, or in the event of a no-show at the Hotel on the specified date, the Hotel will charge the price of one night's stay, using the pre-authorisation on the credit card.

**n)** If the Guest wishes to amend their booking, Hotel Interno Marche cannot guarantee that this will be possible; however, if feasible and requested up to 48 hours prior to the scheduled arrival date, the amendment will be made; in such circumstances, the Hotel accepts no liability for any losses, damages or additional costs that may arise. Changes are not permitted, unless mutually agreed otherwise, for special non-refundable rates and for groups and/or bookings of more than 15 rooms.

**a.** In the case of special non-refundable rates, full payment for the entire stay must be made in advance at the time of booking. No refunds will be provided in the event of cancellation or no-show at the hotel on the specified date.

**o)** In the case of groups and/or bookings for more than 15 rooms, a booking deposit of 25% of the total cost of the stay will be required to guarantee the booking, unless mutually agreed otherwise. In the event of cancellation or total or partial no-show at the Hotel on the specified date, the deposit will not be refunded.

**p)** In the event of early departure by the Guest, the full amount of the booked stay will be charged.

**q)** In the event of a late arrival, please notify us; the Hotel will nevertheless maintain the booking and charge the cost of the stay even if the room or rooms are occupied later than the scheduled arrival date.

### **Arrival (check-in)**

**a)** The check-in point is at the Hotel Reception, which is open 24 hours a day. Rooms are available from 3.00 pm. Arriving guests are requested to notify Reception of any delays, but room allocation is always guaranteed. The Management reserves the right to allocate a room earlier, where possible. The choice and allocation of the room, in accordance with the type and category booked, is at the sole discretion of the Hotel Management, except where a room chosen by the Guest is available, in which case it may be allocated at the Management's discretion. Whilst the Management cannot guarantee the absence of allergens, when allocating rooms, it will take into account any information provided by the Guest at the time of booking regarding allergies (e.g. dust mite allergy, fragrance allergy, etc.) in order to ensure the best possible welcome.

**b)** To comply with the obligation set out in the "Consolidated Law on Public Security", upon arrival, guests (including minors) are required to present their valid identity documents at Reception and to complete and sign the data processing consent form. We are in fact obliged to report the personal details of guests to the Police Headquarters in accordance with the procedures established by the Ministry of the Interior. The provision of data is mandatory and does not require the guest's consent; indeed, should the guest refuse to provide such data, we will be unable to accommodate them at our establishment.

**c)** Data processing is carried out in accordance with Article 13 of Legislative Decree No. 196 of 30 June 2003 and the European General Data Protection Regulation (GDPR) No. 679/2016 and subsequent amendments. For further details, the Privacy Policy is available on our website.

**d)** The details of the credit card used for the booking must match those on the identity document provided at check-in.

**e)** The minimum age for booking a room is 18.

**f)** Each room may only be occupied by the number of people specified for that particular room (unless the Guest requests an extra bed). The names of all occupants must be provided to Reception, together with their place and date of birth, to enable notification to the police.

**g)** For public safety reasons, Guests are not permitted to allow other people into their rooms at any time. Private or business visits or meetings are permitted in the Hotel's communal areas, particularly in the Lobby, but unregistered persons may not be accommodated in the rooms. Visits by family members or friends, or business meetings, must be notified in advance and authorised by the Management; furthermore, the visitor is required to leave an identity document with the Management, which will be returned upon leaving the Hotel.

**h)** Guests are kindly requested to report immediately to the Management any damage, faults or malfunctions they may encounter whilst staying in their room. Any damage not reported and subsequently discovered by hotel staff will be charged to the Guest.

**i)** The Hotel has a private car park which must be booked in advance or at check-in, subject to availability, at an extra cost. The car park is unguarded; therefore, the Hotel accepts no liability for any damage or theft caused to cars or motorcycles parked there.

#### **Departure (Check-out) and final settlement of the stay**

**a)** The balance due must be paid at the time of check-out. Payment can be made in cash (up to the legal limit), by credit card, debit card or instant bank transfer. We do not accept payment by cheque.

**b)** At the time of check-out, you must declare any consumption at the bar, from the minibar and other extras not yet recorded by the hotel staff, and report any damage caused, which will be charged to the guest.

**c)** If you require an invoice, please notify us promptly, providing the company name, address, tax code/VAT number, recipient code/certified email address, and similarly for any other specific accounting requirements; otherwise, we will issue a simple receipt, and subsequent cancellation will not be possible.

**d)** On the day of departure, rooms must be vacated by 11.00 am and the keys, together with any other equipment provided by the Hotel, must be handed over to the relevant staff at Reception. Guests may use the luggage storage facility to leave their suitcases if required.

**e)** Guests are requested, upon departure, to check that they have collected all their documents.

**f)** In the event of a delay in vacating the room of more than two hours, the Guest will be charged a penalty equal to 50% of the total cost of the room for one night if the keys are returned between 1.00 pm and 6.30 pm, and the total cost of the room for an additional night if the keys are returned after 6.30 pm.

**g)** In the event of early departure, i.e. before the end of the booked stay, or arrival on a date later than that specified in the booking, the cost of the entire stay will be charged.

**h)** If, on the day of your departure (check-out), you plan to leave before 8.00 am, please kindly inform us at the time of check-in.

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### **HOTEL SERVICES AND OPENING HOURS**

**a)** The Hotel is open 24 hours a day.

**b)** Breakfast is served from Monday to Friday from 7.00 am to 10.00 am, and on Saturdays and Sundays from 7.30 am to 10.30 am.

**c)** The Hotel provides various services listed on the Website; please enquire at Reception, where staff will be happy to help you choose the option best suited to your needs.

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### **RULES OF CONDUCT DURING YOUR STAY**

**a)** Rooms will be cleaned daily between 09:00 and 13:00. Should the Guest not wish for the room to be cleaned during the specified time, they may place the appropriate 'Do Not Disturb' sign outside the room or set the 'Do Not Disturb' symbol on the room monitor at the entrance, thereby forfeiting the right to have the room cleaned. In this case, the room will be cleaned the following day.

**b)** The air conditioning switches off when your balcony door, window or room door is open.

**c)** Should it be necessary for Hotel staff to enter an occupied room, in addition to the normal access for cleaning, for maintenance or other reasons, the Hotel undertakes to inform Guests in advance of any need for staff to enter an occupied room.

**d)** Bed linen and towels are changed every two days unless the Guest requests otherwise. It is strictly forbidden to remove the Hotel's linen from the premises; should any linen be missing, we will be obliged to charge for it.

**e)** The Hotel's 30 rooms and suites are furnished with iconic design pieces and works by internationally renowned architects, which deserve the utmost respect.

**f)** Some room categories feature outdoor tables and chairs; it is forbidden to take chairs used in communal areas such as the bar or garden, or furniture from inside the room, onto terraces or balconies. It is also forbidden to move tables, chairs, furniture and furnishings from one place to

another within the same room. Any damage caused to furniture, furnishings or equipment in the rooms or communal areas will be assessed and charged to the Guest.

**g)** Inside the bedroom or bathroom, you will find everything you need: blankets, pillows, towels, toiletries, etc. Should you require anything else, please ask the staff, who will be happy to assist you. It is forbidden to remove any items from the rooms, bathrooms or any other internal areas of the Hotel. Do not flush anything down the toilet other than what it is designed for. Do not block the toilet with nappies, sanitary towels, paper or other bulky items. Please use the designated bins. The costs of any unblocking work required in the event of a blockage will be charged to the Guest.

**h)** Each room is equipped with a safe with a customisable code (you will find instructions next to the safe on how to set your code; if you have any difficulties, please do not hesitate to contact Reception, where our staff will be happy to assist you). The Hotel Management and staff are in no way responsible for guests' personal belongings left unattended in the rooms. All guests are therefore requested not to leave valuables unattended and are strongly advised to use the safes.

**i)** All hotel rooms and communal areas are covered by Wi-Fi, the password for which is provided by Reception.

**j)** Rubbish must be placed in the designated bin bags provided in the rooms and en-suite bathrooms. It is not permitted to leave rubbish or other items in the communal areas.

**k)** It is forbidden to prepare meals in your room or to use appliances or equipment for heating food, except in rooms with a kitchenette. Please contact the hotel staff regarding the washing, drying and ironing of your personal linen and clothing.

**l)** The use of open-flame appliances, regardless of the fuel used (portable stoves, heaters, lamps, etc.), is prohibited throughout the Hotel, including in guest rooms; it is also prohibited to bring weapons, knives, sticks or any objects considered to be blunt instruments onto the premises.

**m)** We ask our guests to behave respectfully within the Hotel and its premises throughout their stay, ensuring that their conduct does not disturb the peace and quiet of others at any time of day or in any way.

**n)** Smoking, the use of drugs, speaking loudly, shouting, slamming doors or windows, allowing children or pets to roam freely throughout the premises, using equipment that disturbs other guests, and disposing of paper and rubbish outside the designated bins are prohibited within the Hotel.

**a.** Appropriate attire that respects the sensibilities and modesty of others is required within the Hotel.

**o)** Guests must respect the vegetation, plants and flowers in the Hotel's garden.

**p)** Entry to areas reserved for Hotel staff is not permitted.

**q)** Between 14:00 and 16:00 and 23:30 and 08:00, any noise that may disturb other guests' rest is prohibited, including speaking in a loud voice. The use of radios and televisions is permitted only in moderation and, in any case, with strict observance of quiet hours. Please keep noise to a minimum in the corridors, on the stairs and in communal areas.

**r)** Parents or those legally responsible for minors are responsible for their behaviour and safety.

**s)** Owners or those in charge of pets are responsible for the animal's behaviour.

**t)** Guests are required to familiarise themselves with the safety instructions and fire safety procedures displayed in each room, as well as the Hotel's fire-fighting equipment and arrangements.

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### **DAMAGE**

**a)** Each Guest is required to take due care of their own belongings and valuables; the Hotel Management accepts no liability for the loss of guests' items and/or valuables not kept in the safety deposit boxes in their rooms, nor for damage to and/or theft of bicycles or other equipment and items belonging to the guest, nor for damage to or theft of cars and/or motorcycles, even if parked in the hotel's private car park.

**b)** Hotel Interno Marche shall not be liable for damage to equipment belonging to guests resulting from adverse weather conditions, sudden power cuts, power surges, etc., for interruptions to the supply of electricity or water, or for other events attributable to third parties and/or force majeure and shall not be obliged to provide any refund and/or compensation.

**c)** Hotel Interno Marche accepts no liability for any accidents involving minors within the Hotel or its premises, who must always be accompanied by their parents and/or custodians who are responsible for them.

**d)** Hotel Interno Marche accepts no liability for damage suffered or caused by pets within the Hotel or its premises; pets must be supervised by their owners or those in their care.

**e)** In the event of missing linen or other items, we will be obliged to charge the cost to the Guest's account.

**f)** The Guest is required to respect the rooms and all areas and spaces, including those outside the Hotel, as well as the property contained therein; any damage caused intentionally or unintentionally to the structures, furnishings, equipment, fixtures and fittings will be charged to the Guest.

**g)** Theft and intentional damage will be reported immediately.

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**EMERGENCIES**

The telephone numbers for the out-of-hours medical service and the emergency services are listed in the directory of useful numbers available at Reception. For any further information or assistance, please inform the staff at the reception, who will be happy to help you. The single emergency number is 112.