



Guide Lines for Clients staying at the Castello Dal Pozzo

1 PREMISE

- 1.1 The Guide Lines for the Castello Dal Pozzo, consisting of the Palazzo and the Castello, are laid down in order to ensure a orderly, serene and tranquil use of the Property. They are to be considered in the nature of a mutual contract between “Castello Dal Pozzo” and its Guests, and therefore a booking request for the Hotel from a client with its subsequent confirmation by the “Castello Dal Pozzo”, automatically implies the total acceptance of the following Guide Lines.
- 1.2 Non conformance with the Guide Lines or with directives from the General Manager will result in the transgressor being asked to leave the Property and his/her name will be placed on a national and international black list, and in the case of the law having been broken, the police will also be informed. It is also obligatory to observe the notices posted in the information plaques located in and around the Hotel Property.

2 CHECK IN

- 2.1 Access to bedrooms and upper floors is available only after clients have checked in at Reception. On arrival, Guests shall exhibit a valid personal travel document and fill out the necessary forms required by Italian law. The exact location for the fulfillment of this formality is at the discretion of the Management.
- 2.2 Non registered Guests are not allowed access to the bedrooms.
- 2.3 Unaccompanied minors will only be accepted on presentation of written authorisation by their parents or legal guardian, accompanied by their telephone number and a photocopy of a valid identity document.
- 2.4 The Management, under Italian Law, has the right to evict any Guest who refuses to abide by the present Guide Lines or whose behaviour creates a public disturbance.
- 2.5 Guest Rooms are available from 2.00pm on the day of arrival and must be vacated by 12.00pm on the day of departure. All prices quoted are for a daily rate, regardless of the time of arrival or departure.

3 CANCELLATION POLICY

- 3.1 For cancellations received;
 - up to 4 days prior to arrival: no charge;

H.G.M

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- 3 days or less prior to arrival or in the case of a no-show: the first night will be charged to your credit card.
- In case of early departure: 30% of the total cost of all cancelled nights will be charged to your credit card.

3.2 Early Bookings and Non Refundable Bookings:

- For reservations made at least 30 days before arrival date (early booking); 18% discount valid only for overnight with breakfast room rates.

3.3 Reservations early booking and not refundable can only be guaranteed with a credit card, and the entire cost of your stay will be charged to the card. This amount is, without exceptions, non refundable.

4 CHILDREN AND SOFA BEDS

4.1 Children under the age of two sleeping in a cot in their parents room are free of charge (Cots available).

4.2 Sofa beds are available in some rooms for third person occupancy. Charges are applicable and must be requested and confirmed in advance.

4.3 The rooms are double rooms. The sofa bed is considered to be for an extra third person only and it is possible to add a baby's cot in some rooms.

4.4 Connecting rooms are available.

5 PARKING FOR CARS-MOTORBIKES AND OTHER VEHICULES

5.1 Cars and bikes must be parked in the relevant parking spaces.

5.2 Cars wrongly parked will be removed by the Management and the cost will be debited to the Guest's Hotel bill.

5.3 Covered parking with video surveillance and direct access to the Palazzo Hotel is available. A small daily fee is applicable for Deluxe rooms.

5.4 Open-air parking is free of charge.

5.5 Shuttle services or transfers are on a payment basis and on request.

6 PETS POLICY

6.1 Your pet is welcome in the Castello Dal Pozzo

- Small pets are welcome in the Palazzo bedrooms.
- A fee will be added to your room, prior reservation is compulsory.
- Pets are not permitted in any of the food and beverage areas.
- Pets must always be on a leash and wear a muzzle whilst in the Hotel and grounds.





- You are responsible for cleaning up after your pet on Property as well as in and around Castello Dal Pozzo grounds.
- Vaccination documents are required at check-in.
- Please pre-book pets and let reception know if you require a dog-bed or meals for your pet.
- Maid service will be provided only when the pet is out of the room.
- You agree to be responsible for all property damage and/or personal injuries resulting from your pet.
- The pet's owner is responsible for all noise the pet creates and will ensure that the pet does not disrupt the quiet enjoyment of other Guests. The Hotel reserves the right to request the removal of a pet that creates a continuing disturbance.

7 SMOKING POLICY

- 7.1 Castello Dal Pozzo is a totally non – smoking hotel and does not offer any smokers bedrooms. The rooms are equipped with smoke detectors.
- 7.2 If, after your stay, your room smells strongly of cigarettes, the Management reserves the right to charge € 200.00 for cleaning, airing and sanitizing the room for the next Guest. Smoking areas are to be found outside.
- 7.3 We ask you not to use any kind of open flame in the bedrooms. Candles, irons and gas rings are also not allowed for safety reasons.

8 LOST AND FOUND SERVICE

- 8.1 The Hotel offers a lost and found service. Reception will contact clients to inform them of any objects left behind after their stay.
- 8.2 Objects will be kept for a maximum of one year.
- 8.3 Should you wish us to send forgotten objects to you, you will be responsible for all postal/DHL charges.

9 BREAKFAST AND HYGIENE REGULATIONS

- 9.1 Breakfast is served in the breakfast room on the ground floor, or outside in the Chostro, weather permitting.
- 9.2 Guests are requested not to take breakfast food and beverages outside of the designated areas (out of the Hotel or to their bedrooms).
- 9.3 To ensure full compliance with hygienic regulations for food and drink, Guests are requested not to bring, to eat, to drink, such items into the Hotel, unless previously authorised by the Management.





9.4 The Management would ask you to observe a respectable dress code (fine clothes and shoes classic style) whilst partaking of breakfast.

10 LE FIEF RESTAURANT

10.1 The Management requests Guests to observe a dress code (fine clothes and shoes classic style) when dining in the Restaurant. It reserves the right to turn away Guests not respecting this dress code.

10.2 Pets are not allowed in the Restaurant.

10.3 It is necessary to reserve a table in the Restaurant through Reception.

11 BANQUETING SPACE

11.1 The use of dedicated banqueting space is directly regulated by the written agreements signed and countersigned by the Client and or Organiser on the one hand and the Management on the other.

11.2 Animals are not allowed within designated banqueting areas.

11.3 Please note that rice or fresh red petals (unless freeze-dried) are not allowed to be strewn or showered over the bridal pair or during a wedding reception.

11.4 For safety reasons naked flames are prohibited: for example candelabra with tall, thin candles, flying lanterns or similar objects.

11.5 In the case of fireworks display or any show utilising fire or combustible materials, the Organiser must produce a certificate of permission to hold the show, issued by the local authorities, accompanied by an adequate insurance policy.

11.6 Music during a banquet or reception is permitted outside up until 10.30 pm and then indoors until the end of the event. Please note that loud music is not allowed and that the SIAE (artists' dues) must be paid in full before the event by the client or Organiser.

11.7 Access to the banqueting area for suppliers is permitted within the hours previously agreed with the Management. The Management can, in no way, be held responsible for any material or objects stockpiled in the Castello Dal Pozzo. All materials will automatically be removed at the end of the event.

11.8 It is possible to organise a Civil Ceremony in certain areas recognised by the local Town Hall, within the Castello Dal Pozzo. The celebration and all the necessary paperwork will be undertaken by the local authorities.





12 INTERNET

12.1 The Castello Dal Pozzo offers its in house Guests an INTERNET POINT in the Lounge Bar of the Palazzo. We ask guests to limit each single use to a period of 15 minutes, with a 5 minute pause so as to enable other Guests access to the Internet Point, should they so desire.

12.2 The Castello Dal Pozzo also offers internet access via WIFI:

- In the Palazzo both in the communal areas and in the bedrooms.
- In the Castello in the communal areas.

12.3 Please ask the Reception for access codes.

13 DEPARTURES

13.1 On the day of departure rooms must be vacated by 12.00pm and the electronic key cards returned to the Front Desk. Please inform Reception if you have used the mini-bar or if there are any breakages to report. The room will be controlled before you check out.

13.2 The bill must be requested and paid on the day of departure. On request it is possible to prepay your bill at the Front Desk.

14 CREDIT CARDS

14.1 American Express, Visa, Euro/Mastercard, Diners, CartaSi.

14.2 Castello Dal Pozzo reserves the right to check the validity of the card before the Guest's arrival using the approved credit card channels.

14.3 At check in an authorization hold will be applied to your credit card for the amount due for your stay.

15 ARRIVAL AND DEPARTURE TRANSFERS

15.1 Castello Dal Pozzo will pick up Guests on arrival, provided a time of arrival has been communicated (on request, with fee).

15.2 In order to allow Reception to calculate your time of arrival in the Hotel, Guests are kindly requested to furnish details of their flight and expected landing time, so that delays etc can be taken into account, especially during high season.

16 DOCTORS AND INFECTIOUS DISEASES

16.1 The telephone numbers for the on duty emergency doctor and emergency services are to be found in the Directory of Useful Facts in your room. If you need help please contact Reception.





16.2 Reception must be informed of any infectious disease.

17 RUBBISH

17.1 Rubbish must be placed in the bins placed in the bedroom or in the bathroom. Please do not leave rubbish in any of the communal areas.

18 RESPONSIBILITY

18.1 The Management of the Castello Dal Pozzo cannot be held responsible for the loss of objects of value (Guests are responsible for their own possessions), for damages resulting from Acts of God, or of Nature (atmospheric, natural calamities, epidemics, illnesses, fallen branches or suchlike, gusts of wind, incidents in or on the lake, theft in or around the Hotel Property). No discounts can or will be accorded to cover damages, real or presumed, arising from any of the above-mentioned events.

19 RULES OF BEHAVIOUR

19.1 We would ask Guests to observe a quiet period between the hours of 1.00 and 3.00pm and 11.30pm to 08.00am. Please lower your tone of voice and use both radio, media and television in moderation.

19.2 The use of electric or electronic musical instruments in the bedrooms of the Castello Dal Pozzo is forbidden.

19.3 Please observe a seemly dress code, at all times whilst within the grounds of the Castello Dal Pozzo so as not to offend other Guests.

19.4 Please do not walk over the flower beds or pick the flowers.

19.5 Please do not enter areas marked as "Staff Only".

19.6 Please always throw your rubbish in the rubbish bins.

19.7 It is forbidden to carry arms, knives, canes or other objects that can cause grievous bodily harm inside the Castello Dal Pozzo grounds.

19.8 It is forbidden to carry inflammable or explosive objects, or those that have an unpleasant or strong smell.

19.9 In case of fire please follow the instructions "In case of Fire" to be found in your bedroom. We would ask you also to inform Reception immediately.

19.10 The Management, in accordance with Italian Law, has the right to eject without forewarning, any Guest not respecting the above mentioned Guide Lines, or who creates a disturbance or damages the Hotel structure.

19.11 Staff are obliged to ensure that the above Guide Lines are observed at all times. Every Guest, checking into the Hotel, automatically accepts the authority of the Management, who in turn, is





obliged to respect the Laws of Italy at all times, in observance of commonly held principles of courtesy and good manners, inherent in our Italian culture.

19.12 Parents, or the legal guardian, are wholly responsible for their under-age children at all times, within the Castello Dal Pozzo grounds. They are responsible for supervising them and insuring that they are courteous and well behaved at all times, and that they observe the quiet periods, that they do not use the toilets as a playroom, nor misuse any of the equipment at the Guests' disposal. Children are not allowed to disturb other Guests.

19.13 A Guest's conduct, whether a minor or of age, is contractually relevant, and therefore, all transgressors of the above regulations, of the normal conventions of civilized behaviour and of the ordered governance of the Hotel will immediately be asked to leave the Hotel. The Guest's reservation will automatically be annulled as a result of the Guest's actions and he/she will be required to leave within 5 hours of the event. The Management, whose decision is final, is also authorised to retain all amounts already paid, demand payment in full for services already received and, if necessary, demand payment in full for any damages.

20 DAMAGES AND THEFTS

20.1 Anyone damaging the buildings, the furniture or fittings will be held legally responsible within the limits of the law. Theft or intentional damage will be immediately reported to the police. On departure a Guest's room will be checked by the staff and the cost of any damages, together with the non-return of the electronic door key will be added to the Guest's bill.

21 TOURIST TAX

21.1 The tax will be applied starting 1st April 2013.

21.2 The Tax is due for every night spent in a receptive facility situated in the town of Oleggio Castello.

21.3 The Tax is per person per night.

21.4 The Tax is not due from the 16th night for all stays longer than 15 consecutive nights.

21.5 The following persons are exempt from paying the tourist tax:

- all children under the age of 6 years;
- carers assisting the sick and the elderly in hospitals or old people's homes;
- the parents or carers of minors in hospital up to a maximum of 2 people per patient;
- one free (driver or tour leader) for every 20 people in a group tour.

21.6 A reduction of 30% on the tax due is applied to participants in a group of 20 or more people.

21.7 Amount due: per person per night €2,00 at Palazzo and €1,20 at Castello.

22 CHANGES TO THE GUIDELINES





22.1 The Management reserves the right to change these Guide Lines at all times. They are on view at Reception and are published on the Hotel Website.

23 PRIVACY

23.1 According to Italian Law 196/03, with reference to the protection of personal data, you are hereby informed that the Castello Dal Pozzo collects and collates the personal data acquired by electronic or automatic means.

23.2 This data is used, other than to satisfy your requirements, for statistical purposes and to send you future offers on behalf of the Castello Dal Pozzo. They will in no way or at any time be made available to third parties. You can at any time exercise your right according to Italian Law 196/03 in that you can: request access to your data, require corrections, additions or their cancellation.

