

Internal Regulation

We are happy to welcome you all to "Villa Viviana" Bed and Breakfast. Please read through the following rules and regulations to observe in our premises. These are enshrined by law and dictated by common sense and mutual respect.

Check –in

- Check in is at 13:30pm. Any proposed check-in before or after this time has to be notified and agreed at the time of booking as we will need to ensure that we have enough time to prepare your room for your arrival
- On your arrival you have to show an identification card (passport, driving licence or ID card) at reception, which is compulsory by local legislation in force. Failure to comply with this obligation will authorize us to ask you to leave "Villa Viviana" immediately.
- All your personal information will be treated with the utmost privacy.
- Once you have completed the Notification Form you will have to pay the full amount for the duration of your stay. Please note that you will not be refunded in case you leave earlier than the period that you have paid for. We only accept cash in euros and payment via Postepay as we are not enabled to accept credit/debit cards.
- According to local legislation, as the BB is not a commercial activity we are not obliged to provide any receipt or tax invoices. However, we can provide as proof of your payment a stamped invoice which will certify the total amount you have spent and the dates of your stay. Note that this not to be seen/used as a tax certification.
- After payment and check-in, we will show you your room, the bathroom facilities and the communal area, which you are free to use for the duration of your stay, and we will provide you with keys to your room which have to be returned to reception before you leave.
- Any lost keys will incur a replacement charge of EUR 170, which will be fully charged to you
- Please note that for public safety reasons, nobody is allowed inside "Villa Viviana" except registered guests.

Check out

At 10.30 a.m. Any other times must be agreed with us.

Breakfast

Breakfast will be served daily in the communal area for all guests (or for couples inside their room if previously agreed) between 7.30 a.m. and 10.00 a.m.

Luggage

"Villa Viviana" assumes no responsibility for any lost, stolen or damaged objects of your belongings left inside your room unless these are left with staff at reception upon your arrival.

You are not allowed to leave any personal belongings in the communal area. If you do, "Villa Viviana" assumes no responsibility to the loss, damage or theft of these items.

Upon request, on the day of your departure after you have checked out, you can leave your luggage in our custody and carry on your shopping or visit of the town.

Cleaning

The cleaning service for your room and the toilets will take place every day between 10.30am and 1.30 pm. All visitors will receive fresh towels every 3 days and after any check out.

Damages

All visitors have the obligation to inform the owner of any damages caused to the building or any other parts or things belonging to it. The total cost of the damage will be debited to guests after an accurate verification of the event has taken place.

We recommend a civil use of toilets, avoiding throwing anything inside the WC (such as sanitary towels) and using the bins that have been provided.

We also recommend switching off lights and the air conditioning any time you leave your room.

Smoking

It is absolutely forbidden to smoke inside “Villa Viviana” or drink alcohol and use any type of drugs. Observing these rules will protect those who do not smoke and will assure your safety.

Other rules

“Villa Viviana” is situated in a residential area therefore peace and quiet are guaranteed. In accordance with police advice, you have to observe silence between 10pm to 8am and in the afternoon between 2pm and 4pm. Furthermore we ask you to observe civil behaviour on a day-to-day basis, and not to do anything to damage the peace and quiet of those around you.

Guests are not allowed to use any electronic heaters or cookers inside “Villa Viviana” as they could cause damage to the structure or other people.

It is also forbidden to prepare or eat any meal inside the room apart from the breakfast provided by “Villa Viviana”.

If any of the above rules are not observed, “Villa Viviana” has the rights to cease your stay in accordance with the applicable contractual norms.

We thank you in advance for choosing “Villa Viviana” and wish you a happy and pleasurable stay.