



HOUSE RULES - MAMOMI HOUSE

We kindly ask all guests to read and respect the following house rules. They are intended to ensure a pleasant, safe and respectful stay for everyone.

1. Respect for Laws and Quiet Hours

Guests are required to comply with all applicable laws and regulations, particularly local municipal and public safety regulations.

Quiet hours must be strictly observed:

2:00 PM - 4:00 PM

11:00 PM - 8:00 AM

During these hours, guests must avoid any noise or behaviour that may disturb other residents. Parents, or anyone legally responsible for minors, are fully responsible for the behaviour and actions of their children within the property. They are required to supervise them and ensure that they behave appropriately and respectfully towards other guests and residents. Guests are also expected to use the apartment, facilities and equipment provided by Mamomi House responsibly and to respect the principles of good neighbourly behaviour.

2. Registered Guests and Identification

Due to legal obligations applicable to the property owner, accommodation is reserved exclusively for the guests indicated in the booking. For registration purposes and in compliance with current Italian regulations, all guests are required to provide a valid identification document (ID card, passport or driving licence) a few days before arrival. Access to the property is strictly prohibited to anyone who is not registered as a guest.

3. Check-in and Identification

Unless otherwise agreed and subject to availability, check-in is available from 3:00 PM onwards. As Mamomi House does not have a permanent reception desk, guests are kindly requested to inform us of their expected arrival time, including any delays, using the email address or telephone number provided at the time of booking. Upon arrival, guests checking in with a member of our staff must present the same identification document previously submitted.

For self check-in, the identification and registration process will be completed electronically before arrival. Guests' personal data will be processed in accordance with applicable privacy legislation and used exclusively for identification, registration and the management of the requested accommodation services. Personal data will not be transferred to third parties except where required by law.

4. No Smoking

Smoking is strictly prohibited inside the apartment.

5. Pets

Pets are not allowed, unless otherwise expressly agreed with the property in advance.

6. Security and Personal Belongings

The apartment is equipped with a safe. Guests are solely responsible for their personal belongings and valuables. Mamomi House and the property owner cannot be held responsible for theft, loss or damage to personal belongings left unattended inside the apartment or elsewhere on the property. For security reasons, guests are kindly requested to always ensure that doors, security grilles and windows are properly closed and locked when leaving the apartment.

7. Security Deposit

At the time of booking or check-in, the property owner may request a security deposit to cover any potential damage. The amount of the security deposit, if applicable, will be communicated at the time of booking. If the cost of any damage exceeds the amount of the security deposit, the guest will be responsible for reimbursing the full cost of the damage.

8. Inspection and Damage

At check-out, the property manager and the guests may inspect the apartment together to assess any possible damage to the property, furniture or equipment. Where damage is identified, the guest may be required to compensate the property immediately. In the case of self check-out, the property owner reserves the right to identify and request compensation for any damage discovered after departure, within 14 days of check-out or before the next guest checks in, whichever occurs first.

9. Keys

Guests are kindly requested to take particular care of the house keys. In the event of loss of the keys, the entrance door lock will need to be replaced. A **€150 penalty** will therefore be charged, which may be deducted from the security deposit.

10. Check-out

On the day of departure, the apartment must be vacated and returned by 10:00 AM, unless a different check-out time has been agreed with the property manager. In the event of late check-out without prior authorization, a penalty equivalent to one additional night's stay at the agreed daily rate may be charged.

11. Water and Energy Consumption

In order to reduce our environmental impact and protect the natural environment, guests are kindly asked to avoid unnecessary water consumption and to use electricity responsibly. Please remember to turn off lights, air conditioning and other electrical appliances when they are not required.

12. Cleanliness and Care of the Apartment

The apartment is provided to guests clean, tidy and in good condition. Guests are required to treat the property, furniture, appliances and all equipment with care throughout their stay.

Please:

Dispose of rubbish in the appropriate containers and follow the instructions for separate waste collection.

Do not flush objects or materials down the toilet that could block the plumbing.

Leave the kitchen clean and tidy at check-out.

Clean and restore the kitchenette after use, as this is the guest's responsibility.

Take care of all furniture, fittings, appliances and equipment provided in the apartment.

Failure to comply with these rules may result in the security deposit being withheld, in whole or in part, depending on the circumstances.

13. Violation of the House Rules

These House Rules are published on our website and displayed inside the apartment. Any confirmed violation of the rules during the stay may result in the immediate termination of the guest's stay, without prejudice to any further rights or claims available to the property under applicable law. We sincerely appreciate your cooperation and ask you to treat Mamomi House as you would your own home, respecting the property, the neighbours and the surrounding community.

Thank you for helping us provide a pleasant experience for all our guests.