



## Lago Maggiore & Lago d'Orta

Stresa | Massino | Orta

### Dear guests!

Our vacation apartment/house should be a second home to you. You should feel comfortable and be able to rest. We have put a lot of effort into the furnishing and hope that you will find everything you need. The following house rules should be a help for a harmonious stay. We have also listed some rules that we hope will find your understanding. By treating the apartment in an orderly manner, you will help us to provide you and other guests with satisfactory accommodations in the future.

### General information

If you miss anything in the facility or if you need help, please contact us. All things that are in the apartment/ cottage or on the balcony respectively the terrace, or belong to it, may and should be used by the guests. Please handle the entire furnishings and inventory carefully and treat the rental property with care. Please ensure that your fellow travelers also comply with the rental conditions. Please note that the minimum age of the main tenant (18 years) and that the maximum specified number of persons in the apartment / vacation home may not be exceeded.

### Kitchen

Please treat the kitchen equipment and technical devices with care. Since a dirty kitchen pleases no one, please put dishes, pots, and cutlery only in clean and dry condition in the cupboards. Please do not place hot pots and other hot items on the tables or countertop without a coaster. Always use a cutting board as a base for cutting. Please leave the interior of the oven and microwave in a clean condition.

### Laundry

Laundry is not provided, and you must bring it by yourself.

### Damage

No one intentionally damages things, but it can happen to anyone that something gets broken. We would appreciate it if you would inform us about the damage and we will not find it out after your departure during the final cleaning. The tenant is liable for damages in the amount of the replacement costs.

### Airing

To avoid the formation of mold, we ask you to ventilate the rooms sufficiently, at least 1x shock ventilation per day for 5-10 min and especially after showering.

### Duty of care

We ask our guests to treat the rental property with care and to ensure that fellow travelers and relatives also comply with the rental conditions. The entrance door should always be closed. Likewise, all windows are to be closed when leaving the apartment to avoid possible damage due to storms or burglary. The resources water and electricity are to be used sparingly.



### **Disposal**

Waste is separated into residual waste, glass, paper, and packaging. Appropriate containers are available on the property. Please use garbage cans and cosmetic garbage cans in the bathroom only with garbage bags and dispose of them closed in the residual waste garbage can. No waste, food leftovers, harmful liquids or the like may be thrown or poured into the kitchen sink, toilets, wash basins and showers! Avoid everything that can lead to clogging of the pipes (no hygiene articles in the toilet).

### **Cleaning**

Should you ever have a mishap (extreme dirt, liquids on the floor or work surfaces, etc.), we ask you to clean it up immediately. We ask you to leave the apartment broom-clean at departure and to put all used dishes back into the cupboards.

### **Rest times**

In the sense of good neighborhood, we ask you to observe the public rest periods such as midday, night, and Sunday rest. Also, it should be kept quiet in the apartment itself out of consideration between 22:00 and 7:00 clock.

### **Events**

Events and parties are not allowed.

### **Wi-Fi**

A wireless internet connection (Wi-Fi) is available in the vacation apartment/house. The access code is available in your vacation apartment/house. You use the Internet at your own risk, the landlord excludes any liability in connection with the Internet use of the tenant.

### **Smoking**

Smoking is not allowed in the vacation apartment/house. Please leave the vacation apartment/house to smoke. Please dispose the completely cooled cigarette into the trash can.

### **Pets**

Bringing pets is not allowed.

### **Parking facilities**

It is possible to park directly in front of the vacation apartment/house. In the event of loss or damage to parked or maneuvered vehicles and their contents, the landlord is not hold liable.

### **House right**

In case of immediately necessary repairs, it may be indispensable for the landlord to enter the apartment without the guest's knowledge.

### **Key**

The house keys will be sent to you via mail approx. 14 days before the start of your stay after final payment. Please never give the keys out of your hand. A loss of the keys must be reported immediately, and the guest is liable up to the amount of the replacement costs. The house keys are to be returned to the property owner at the end of the stay.



## Arrival and departure

### *Villa Orta/ Orta Rustico*

The apartment/house is at your disposal from 02:30 p.m. on the arrival day.

On the day of departure, we ask our guests to vacate the apartment/house by 10:00 a.m. at the latest.

At your departure the apartment/house should look like you found it.

### *Villa Perondi / Bungalow Massino*

The vacation apartment/house is at your disposal from 02:00 p.m. on the arrival day.

On the day of departure, we ask our guests to vacate the apartment/house by 11:00 a.m. at the latest.

At your departure the vacation flat/house should be in the same condition as you found it.

## Payment

Payment is made by bank transfer in advance.

Deposit	14 days after booking 20% of the total price
Final payment	14 days before arrival

## Cancellation policy

For bookings up to 8 weeks before arrival - the deposit will be retained as reimbursement of expenses.

For bookings 4-8 weeks before arrival - half of the rent is to be paid

For bookings less than 4 weeks - the rent is to be paid in full

Outside of cancellation, early departure or in case of non-occupancy - no refund will be made.

If the apartment can be re-rented, you will receive the paid rent

(Minus € 25,00 processing costs) back.

## Liability

The landlord is not liable for valuables of the guest(s). With the booking of the vacation apartment, we assume that the house rules are accepted.

We wish you a pleasant stay, a lot of fun, relaxation, and recreation.

**If you have any questions, please do not hesitate to contact us.**

**Your FeWo am Lago host team**