



TERMS AND CONDITIONS

OTHER GARDEN B&B strives to ensure a pleasant experience during your stay. However, it is important to note that we do not provide any explicit or implied guarantees regarding the quality of your stay or the services offered.

We understand that each guest has different expectations and preferences, and we do our best to meet them. However, various factors beyond our control may influence your experience, such as weather conditions, minor technical issues, or personal preferences. Therefore, we kindly ask for your understanding that we cannot guarantee absolute perfection at all times.

Please rest assured that we will do our utmost to address any issues that may arise during your stay, and our primary goal is your satisfaction. Thank you for your understanding, and we wish you a pleasant stay at OTHER GARDEN B&B.

LIABILITY

- While we take every precaution to maintain the safety and security of our guests, we cannot be held responsible for any loss, damage, or injury that may occur during your stay at the property.
- Guests are responsible for the safety of their personal belongings and should take appropriate measures to protect them. OTHER GARDEN B&B shall not be held liable for any accidents, injuries, or damages that may occur within the premises or its immediate surroundings, except in cases of proven negligence on the part of the management.
- We prioritize the health and safety of our guests and maintain a clean and sanitary environment. However, guests are responsible for their own well-being and should exercise caution while using the facilities and amenities. Please adhere to any posted guidelines, safety instructions, or regulations provided by OTHER GARDEN B&B.
- We strive to create a welcoming and respectful environment for all guests. We expect guests to behave responsibly and considerately towards fellow guests, staff, and property. Any behavior that is disruptive, offensive, or violates our policies may result in immediate termination of the guest's stay without a refund.
- The guest shall be held responsible for any damage caused to the room or facilities of OTHER GARDEN B&B, including furnishings, utensils, and equipment, whether owned by OTHER GARDEN B&B or provided specifically for the guest's use. This responsibility extends to any act, default, or neglect of the guest, their invitees, or any persons under their supervision. Upon demand, the guest agrees to reimburse OTHER GARDEN B&B for the full amount necessary to repair or remedy any such damage.
- Guests agree to pay for all reasonable legal fees incurred by OTHER GARDEN B&B as a result of any violations of the rules and policies of OTHER GARDEN B&B (including, without limitation, the rules and policies stated herein).
- OTHER GARDEN B&B provides comfortable and well-appointed rooms for your stay. However, please note that while we strive to ensure a pleasant experience, we cannot guarantee the availability of specific rooms or amenities at all times. Room assignments are subject to availability and may be subject to change.
- Activities such as video recording or any behavior that may infringe upon the privacy or disrupt the stay of other guests are not permitted without prior authorization from the management.

- Our B&B's website and online reservation system are provided for informational purposes and to facilitate booking accommodations. While we make every effort to ensure the accuracy of the information presented, we cannot be held responsible for any errors, omissions, or technical issues that may arise.

RESERVATION, DEPOSIT, AND CANCELLATION

- The reservation at OTHER GARDEN B&B is considered confirmed only upon receipt of payment or a deposit. Any verbal agreements or arrangements made without such payment or deposit are not considered binding. Guests are encouraged to ensure timely payment to secure their reservation and avoid any misunderstandings regarding the status of their booking.
- In the case of a room reservation with a deposit, the full balance of the reservation is required no later than 7 days prior to the check-in date. The customer acknowledges and agrees that OTHER GARDEN B&B reserves the right to cancel the reservation if the full balance is not settled within 7 days prior to check-in. Furthermore, the customer accepts that OTHER GARDEN B&B will retain the deposit paid by the customer in the event of non-payment.
- In case of cancellation of reservation with non-refundable rate plans, the customer acknowledges that no refund is provided. In such cases, OTHER GARDEN B&B has the right to retain the full amount paid by the customer at the time of booking.
- In the event of cancellations for bookings with refundable rate plans, the cancellation must occur no later than 7 days prior to the check-in date. Should the cancellation occur within 7 days of check-in, the customer acknowledges that OTHER GARDEN B&B reserves the right to retain the full amount paid by the customer for the room reservation. The customer also acknowledges that in case of cancellation prior to 7 days from check-in, OTHER GARDEN B&B will reimburse the customer for the entire amount paid, minus a 5% cancellation fee based on the total reservation cost. This cancellation fee applies specifically if payment was made via credit card.
- All cancellations of reservations must be sent by email to reservation@othergarden.it. No other cancellation method is considered valid.
- The guest is not permitted to transfer or assign the booking to any third party, nor to utilize the OTHER GARDEN B&B's facilities for any purpose other than the one stated in the booking without obtaining prior written consent from the B&B.
- OTHER GARDEN B&B reserves the right to cancel any booking forthwith and without liability on its part in the event of any damage to, or destruction of the allocated rooms by fire, vis major act of God, lockouts, or any other causes beyond the control of the OTHER GARDEN B&B which shall prevent it from performing its obligations in connection with any booking.
- OTHER GARDEN B&B does not offer refunds for late check-ins, early departures, or any other reason beyond the control of the OTHER GARDEN B&B (including, but not limited to, acts of nature, inclement weather, rain, temperature, wind, or unforeseen circumstances). OTHER GARDEN B&B recommends considering travel and/or vacation insurance for such situations.
- OTHER GARDEN B&B reserves the right to change the name and location of the client's previously designated room. However, we guarantee to offer the client an alternative room solution consistent with their original choice.

RULES AND REGULATIONS

- All guests are required to provide a valid form of identification (ID card, passport, driver's license) upon check-in to stay at OTHER GARDEN B&B. Guest personal information will be processed in compliance with the regulated confidentiality and security obligations by current legislation.
- OTHER GARDEN B&B access is allowed only to OTHER GARDEN B&B's registered guests. Any other external visitors is not allowed to access to OTHER GARDEN B&B without OTHER GARDEN B&B manager authorization. Authorized external visitors must abide by this regulation and exhibit a valid identity document.
- City tax is €2.00 per person per day. The tourist tax must be paid at the time of booking or upon check-in. The tax is charged for each person for each night. Minors are exempt from paying the tax
- Check-in is available from 2:00 PM to 3:30 PM. Check-out must be completed by 10:00 AM. Any delays in check-in should be promptly communicated by the guest to OTHER GARDEN B&B. OTHER GARDEN B&B reserves the right to charge to the guest an additional fee of €30 for check-in after 10:00 PM. Guests who check out after 10.00am will be charged a fee of €30 plus an additional €15 per hour beyond the check-out time.
- Total silence must be observed from 10.00pm to 8.00am and from 2.00pm to 4.00pm. In any case a behavior must be maintained that in no time of the day and in no way damage the tranquility of others.
- Room cleaning is conducted daily from 10:00 AM to 12:00 PM. Please note that room cleaning will not be carried out if the room is unavailable
- Guests are kindly requested to turn off the lights when leaving the room, switch off the television, and ensure that no electrical devices are left running
- Prior to departure, guests are required to return the room keys. A charge of 25 euros will apply in the event of key loss.
- The change of bed sheets and towels is free upon the customer's request every 3 nights. If the customer wishes to change the bed sheets or towels more frequently, the cost is €10 for bed sheets and €7 for the complete set of towels per person.
- We do not accept credit cards, debit cards, or checks. Only cash payment is accepted for additional expenses such as towel replacement, bed linen, access to the swimming pool and Jacuzzi, city tax, mini-bar charges, or any other services.
- The breakfast is served from 7:00 to 8:00 and from 8:30 to 9:30. It is à la carte service and we do not provide buffet. We offer a continental breakfast featuring a selection of fresh and local products such as bread, croissants, fresh fruit, yogurt, and cereals. However, as a Bed & Breakfast, we do not provide cooked dishes such as eggs, sausages, porridge, etc. The breakfast service time can be arranged to facilitate service and accommodate any customer requests.
IMPORTANT: Customers are invited to inform about any food intolerances at check-in.
- Smoking is prohibited in all rooms. All rooms are non-smoking. For any violation of this "NO SMOKING" policy Guests will be charged for any damages caused and required to pay for any costs of necessary repair and cleaning and any lose revenue while room is do for cleaning. Guest and guests member will then be immediately required to leave premises and forfeit room stay without a refund
- To ensure the comfort and well-being of all our guests, we respectfully request that no animals be brought onto the premises during your stay at OTHER GARDEN B&B.
- Access and usage of the Swimming Pool:
 - Swimming pool is accessible only from 10.00am to 7.00pm
 - The pool is not supervised by a lifeguard or OTHER GARDEN B&B staff.
 - Access to minors of 12 years and underage unaccompanied persons shall be prohibited, given the absence of the bathing attendant.
 - The depth of the pool is 1.40 meters in all its parts.

- It is forbidden to dive and run on the tub floor.
 - It is recommended not to get wet less than three hours after the meal is consumed.
 - It is not possible on the tub floor, consuming food or beverages.
 - **The swimming pool must be accessed by the shower that must be used before entering the water.**
 - It is prohibited to carry out apnea activities
 - It is prohibited to use sunscreen and hair oils before entering the tub.
 - Bottles, glassware and other objects not strictly related to bathing are prohibited from being introduced into the pool.
 - Bathing in particular weather conditions (thunderstorms) is prohibited.
 - It is forbidden to enter the pool of persons in altered psychophysical state (drunkenness, alterations from narcotics, etc.) or even in evident precarious conditions of health, such as to pose a risk for the safety of the subject itself and for the Physiologically incontinent users.
 - The management does not in any way respond to any accidents, injuries or otherwise, which may happen to swimmers for their own behaviour, especially if in breach of this regulation.
 - Under the law is prohibited the shower and the bathroom without swimming suit
 - Swimming pool will not be available from October, 1st to June 1st
 - Access to the swimming pool and related areas is entirely at the discretion and responsibility of the guests.
 - OTHER GARDEN B&B disclaims any liability for any accidents, injuries, or damages arising from the use of the swimming pool or surrounding facilities.
- Access and usage of the Jacuzzi Pool:
 - JACUZZI is accessible only from 10.00am to 7.00pm
 - JACUZZI is not supervised by a lifeguard or OTHER GARDEN B&B staff.
 - JACUZZI is not recommended for children under 12 and forbidden for children under 5
 - Access to minors of 12 years and underage unaccompanied persons shall be prohibited, given the absence of the bathing attendant.
 - It is forbidden to dive and run on the tub floor.
 - It is recommended not to get wet less than three hours after the meal is consumed.
 - It is not possible on the tub floor, consuming food or beverages.
 - JACUZZI must be accessed by the shower that must be used before entering the water.
 - It is prohibited to carry out apnea activities
 - It is prohibited to use sunscreen and hair oils before entering the tub.
 - Bottles, glassware and other objects not strictly related to bathing are prohibited from being introduced into the pool.
 - Bathing in particular weather conditions (thunderstorms) is prohibited.
 - It is forbidden to enter the JACUZZI of persons in altered psychophysical state (drunkenness, alterations from narcotics, etc.) or even in evident precarious conditions of health, such as to pose a risk for the safety of the subject itself and for the Physiologically incontinent users.
 - The management does not in any way respond to any accidents, injuries or otherwise, which may happen to swimmers for their own behaviour, especially if in breach of this regulation.
 - Under the law is prohibited the shower and the bathroom without swimming suit
 - JACUZZI will not be available from October, 1st to June 1st
 - Access to the JACUZZI and related areas is entirely at the discretion and responsibility of the guests
 - OTHER GARDEN B&B disclaims any liability for any accidents, injuries, or damages arising from the use of the JACUZZI or surrounding facilities.
- Access and usage of the Gym:
 - Access to the gym is restricted to registered guests of OTHER GARDEN B&B only.
 - The use of equipment is contingent upon the use of a personal towel, which must be placed on benches and equipment during workouts to ensure hygiene and cleanliness.

- Wearing specific gym shoes during workouts is mandatory, especially for the use of sensitive areas such as the treadmill, to ensure safety and prevent damage to equipment and flooring.
- Guests are required to follow provided instructions for the proper use of equipment and adhere to prevailing safety regulations.
- Access to the gym is prohibited for individuals not registered as guests of OTHER GARDEN B&B, unless prior authorization is granted by management.
- Accessing and using gym accessories and equipment implies acceptance of responsibility by guests for any injuries or accidents.
- OTHER GARDEN B&B disclaims any liability for personal or material damages caused by the use of equipment and accessories.
- By accessing and using the gym, guests acknowledge being aware of the risks associated with physical activity and accept their own responsibility in this regard. Management advises guests to consult a physician before starting any workout program and to exercise safely and responsibly
- Guests are responsible for the cleanliness and proper use of equipment during their workouts. Any damages caused to equipment or the gym structure will be charged to the responsible guest.
- Access to the gym may be restricted or revoked in case of inappropriate behavior or violation of rules established by OTHER GARDEN B&B.
- OTHER GARDEN B&B reserves the right to remove or cause to be removed from its premises any guest or other individual who, while on the property, illegally possesses or deals in controlled substances, is intoxicated, engages in illegal or disorderly conduct, engages in profane, lewd, drunken, or disruptive behavior, engages in any language or conduct that disturbs the peace and comfort of other guests or damages the reputation of the B&B, fails to make a required payment, or fails to check out at the required time, without offering a refund to the guest.

PRIVACY

We prioritize the privacy and security of our guests and their personal information, and we are committed to adhering to all relevant privacy laws and regulations. For further details regarding the protection of your personal data and our use of closed-circuit cameras please refer to our Privacy Policy or contact us directly for assistance. OTHER GARDEN B&B Policy can be found in OTHER GARDEN B&B website.

THIRD-PARTY SERVICES

Our B&B may provide information or recommendations for various third-party services, such as restaurants, transportation, or local attractions. Please note that we do not endorse or guarantee the quality, availability, or reliability of these services. Guests are responsible for independently evaluating and selecting any third-party services they choose to use.

OTHER GARDEN B&B reserves the right to update the terms and conditions without prior notice to guests. It is the responsibility of guests to regularly review the terms and conditions posted on the website or provided upon check-in for any changes or updates. By continuing to stay at OTHER GARDEN B&B, guests implicitly agree to abide by the updated terms and conditions.

If you have any questions or concerns, please do not hesitate to contact us.
We are here to assist you and ensure you have a pleasant stay.