



Internal Regulations – Relais La Colombaia

Welcome to Relais La Colombaia,
Your wellness retreat amidst the rolling hills of the Marche region in Appignano (MC).

To ensure a tranquil and respectful stay for all our guests, we kindly ask you to observe the following regulations:

1. CHECK-IN AND CHECK-OUT

- **Check-in:** from 2 to 9 PM
- **Check-out:** by 11 AM
Should you arrive outside these times, please inform Management in advance. Early check-in or late check-out may incur additional charges.

2. DOCUMENTATION AND ACCESS

- Upon arrival, each guest must present a **valid form of identification** for registration.
- **Access is permitted only to registered guests. Visitors may enter the property only with prior authorisation** from Management and upon **leaving an identity document** at Reception.

3. CARE OF FACILITIES AND FURNISHINGS

- Rooms are cleaned daily.
- We kindly ask you to keep both private rooms and **communal areas tidy and clean**.
- **Removal of any property items** (e.g. towels, furnishings, crockery) is not permitted.

4. BREAKFAST AND DINING SERVICES

- If **breakfast** is included, it is served **from 7:00 to 10:30 AM** in the designated dining room. Please inform Reception in advance of any dietary requirements, allergies or intolerances.
- **Guests are not permitted to take food away from the breakfast room** for later consumption, unless expressly authorised by staff.
- **Box lunches** can be ordered, and **light lunches** can be served by the pool upon request, in accordance with the daily menu.

5. SWIMMING POOL

- The **pool** is for the **exclusive use of hotel guests**. Sun loungers are available on a **first-come, first-served** basis.
 - **Personalised pool towels** are provided and **must be returned** at check-out. Failure to do so will incur a charge of €50.00 per towel.
 - Diving, running or any behaviour likely to cause disturbance by the pool is strictly prohibited. **Children must always be supervised by an adult**.
 - Consumption of outside food or beverages in the pool area is not allowed.
 - Picnics or packed lunches by the pool are not permitted; meals may only be consumed via our dining service.
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6. PETS

- **Small and medium-sized pets** are welcome subject to a **daily surcharge of €20.00**.
 - Owners must sign a liability waiver and are **fully responsible for any damage or disturbance caused**.
 - **Pets are not permitted in the breakfast room** and must be kept under close supervision at all times.
 - **Pets must never be left unattended in the rooms.**
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7. BEHAVIOUR AND QUIET HOURS

- Guests are expected to behave in a respectful manner towards other guests and staff.
 - **Quiet hours** are observed **from 11:00 PM until 07:30 AM**.
 - Use of TVs or radios is permitted only at a **low volume**.
 - Appropriate attire is required in communal areas; **pyjamas, swimwear or other unsuitable clothing are not permitted**.
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8. PROHIBITED ITEMS AND ACTIVITIES

For the safety and well-being of all, Management **strictly prohibits**:

- Use of communal spaces for personal purposes with private furniture or objects.
 - Any disturbance to other guests.
 - Introduction or storage of **flammable, harmful or radioactive materials**.
 - **Disposal of waste outside designated bins**.
 - **Discharge of materials into drains** that may cause blockages.
 - Any alterations to the premises or **tampering with installations**.
 - Use of **stoves, cookers or personal appliances** not supplied by the property.
 - **Smoking inside rooms and communal areas**.
 - Possession of **weapons** or use of **narcotic substances**.
 - **Lighting of fires**.
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9. DAMAGE AND LIABILITY

- In the event of **damage, soiling, loss or failure to return keys**, the responsible party must **pay compensation immediately in cash** upon discovery.
 - Management **accepts no responsibility** for theft or loss of personal belongings not securely stored.
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10. PAYMENTS AND CANCELLATIONS

- Payment for the stay may be made at check-in or in accordance with the conditions specified in your booking.
 - Any **penalties for cancellations or modifications** apply as detailed in the booking contract.
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CONTACT

For any assistance, please call +39 349 242 7789 or email prenotazioni@la-colombaia.it

Thank you for your cooperation and for choosing Relais La Colombaia.
We wish you a pleasant and relaxing stay.