

# HOUSE RULES

- On your arrival at the B&B you will be asked for your documents (identity card or passport) in order to register you as required by law and at the same time you will receive the front door and room keys: be careful not to lose them because their replacement is a cost for us and will be charged to you.
- As the B&B is a family run business we cannot offer a 24 hour reception service. Every guest is required to communicate by phone or by e-mail the estimated arrival time at least 24 hours beforehand. Not communicating the arrival time could mean a wait, this cannot be considered a reason for complaint or to request a refund.
- Reservations can be made by e-mail at [info@bblineaverde.it](mailto:info@bblineaverde.it) and by phone no. 3467463809 -3351447462
- or directly on website <http://bblineaverde.it/>
- In case of direct contact the reservation of your room will be confirmed upon the receipt of a deposit (equal to the first night of stay) which must be credited on our account by bank transfer within 3 days from the time of booking . At that point you will be asked for your contact number or e-mail address .
- For balance, on your arrival, the B&B accepts payments in cash, by debit card or by major credit cards (NO American Express )
- At your arrival you will be asked for the total balance for your stay and we inform you that we cannot return this amount to you in case of early departure.
- For reservations made directly from the the website <http://bblineaverde.it/>, payment is fully anticipated at the time of confirmation
- CANCELLATION POLICY: for a 50% refund (deposit or total amount) cancellation must be made seven full days prior to check in, if you cancel less than 7 days in advance, nothing will be refunded.
- **Check-in time is from 3.00 pm. to 8.00 p.m.**
- **Check out time is within 11.00 am.**
- If you arrive in Milan earlier you can leave your luggage with us.
- If you plan a late arrival please advise us when booking.
- Guests are not allowed to use the kitchen, but in the morning you can enjoy a delicious continental breakfast from 8:00 am to 10:00 am. If your commitments require an early rise, please advise us the day before, we will prepare breakfast even before the time mentioned, however, remember that the corner with hot drinks and some cake is always available
- Daily cleaning service, linen changed every 3 days If you are allergic to any cleaning product: please let us know: the products for cleaning and hygiene are natural and contain Aloe Vera
- People who are not registered are not allowed into the B&B. In the case of a check by the police those introducing unregistered people will be responsible for their actions
- Smoking and the use of drugs or alcohol it is not allowed
- Pets are not allowed due to our policy regarding allergies
- Any damage to the B&B, must be paid by the guest responsible in agreement with the owner.
- The common area is equipped with video surveillance system.

## PRICES:

Single use room	from	€ 80	to	€ 160
Double room	from	€ 100	to	€ 200

Prices fluctuate due to low/high season

Rates are per night per room and include continental breakfast and VAT

Rates do not include city tax due to City of Milan € 2,00 per night per person.