

RULES OF VILLA LETIZIA HOLIDAY HOME (CASA PER FERIE)

Via Diomede Marvasi 30

Villa Letizia is a casa per ferie (holiday home) licensed by the Rome City Council n. on and run by the Congregation of the Catechist Sisters of Saint Anne, with headquarters in Rome, Via Diomede Marvasi ,30

The accommodation provided by the Holiday Home (casa per ferie) is oriented towards short-term visits of people wishing to share an atmosphere of Christian faith and spirituality. The Ecclesiastical Entity that runs the Holiday Home (casa per ferie), in pursuit of its institutional mission of worship and religion, achieves its charism through dedication to the service of the Church for the good and salvation of mankind by works of evangelisation, social aid, charity, apostolate and compassion.

Villa Letizia is managed outside of the normal commercial and promotional channels on a non-profit basis and therefore hospitality is provided in accordance with the following guiding principles illustrated below and to which the guests declare they comply:

- 1) Guests must share the ideals and rules of conduct of the Christian religion;
- 1) during their stay, Guests must maintain conduct and dress consonant and coherent with the social and religious function of the structure;
- 2) guests must respect the House's entry and exit hours and any other instructions the Management may issue.

Rules of Conduct.

1- Guests are kindly requested to fully respect the decor of the Holiday Home (casa per ferie) and the upkeep of the furniture placed at their disposal. The Management will take action for the immediate reimbursement of any damage and/or faults and failures caused by guests, especially to furniture and furnishings.

2- In keeping with the religious environment that denotes the building, visitors must behave respectfully towards all the other guests as well as towards the Religious Institution owning the building and the other staff. Dress must be sober and decorous in all the common areas.

3- The Management is not responsible for goods or valuables left unattended by guests in their rooms or in the common areas.

4-. Therefore, save for the exemptions envisaged, at the end of their stay guests must pay the contribution for their stay in the amount envisaged.

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5- Reservations are personal. No replacements are allowed.

- 6- Guests who leave before the date established have no right to any reimbursement.
- 7- Guests must vacate their rooms no later than 10.00 a.m. on the date of their departure and return their keys.
- 8- It is strongly recommended to avoid making noise that could disturb others especially in the evening after 10 p.m.
- 9- No visitors may enter the guests' rooms without permission by the Management. Household animals owned by guests may not enter the building.
- 10- Smoking is prohibited in the rooms or anywhere in the building.
- 11- It is strictly prohibited to use gas cylinders, hotplates, ovens, kettles or irons in the rooms.
- 12- Guests should respect the following mealtimes:
breakfast (from 7.00 a.m. to ore 9:00 a.m.)
lunch (1 p.m. to 2 p.m.)
dinner (from 7 p.m. to 8 p.m.).
- Meals will be served in the dining room on the first floor near Reception.
- 13- Reception services will be available from 7.00 a.m. to 11.00 p.m. However, both the staff assigned to the Reception desk and the Management are available if called.
- 14- Guests should return by 11 p.m. If, for any reason, guests return after this time, they must contact the Reception.
- 15- Rooms will be cleaned every day between 10.00 a.m. and 1 p.m.
- 16- Bed linen and towels will be changed every three days and, in any case on the arrival of a new guest.
- 17- Any communications or complaints must be submitted to the Management of the Holiday Home (casa per ferie), directly to the person responsible for ensuring the smooth running of the Holiday Home (casa per ferie).
- 18- Use of the TV in the lounge is regulated by the Management.

Reception of Guests.

Based on the precepts of social tourism and religious hospitality, both priests / members of religious orders and families, parish groups, associated individuals and groups, students, workers and in any case anybody who shares the religious and spiritual ideals of the Congregation. Therefore, accommodation is not available indiscriminately to all users but to the parties indicated above who undertake to abide by these House Rules during their stay, respecting the religious nature of the environment.

The Management of Villa Letizia may verify, case by case, the credentials of aspiring guests without any discriminatory intent but only for the purpose of receiving acceptance of the rules of conduct and service limitations for the period of their stay.

HEALTHY AND SAFETY REGULATIONS FOR GUESTS.

For safety reasons, room keys must be handed to the Reception's desk.

As soon as they arrive at the Holiday Home (casa per ferie), visitors should take note of the indications displayed on the procedures to be followed for any emergencies or fire prevention. Safety exits should be used only in the event of emergencies.

To ensure the smooth running of the service, guests are kindly requested to inform the Management of any anomalies, faulty appliances, presence of unknown persons, as well as facilitate the personal in carrying out their tasks.

Any requests or observations should be made to the Management. For any requirements related to the service, safety and maintenance, the Management has another key to all the rooms and in the event of any need or emergency, may enter the rooms, also to check observance of the regulations contained in these House Rules. Therefore, it is forbidden to install any locks other than those already existing.

In the event of illness, guests should contact the Management, who, in agreement with the interested party, will assess the need to call any health operators. The Holiday Home (casa per ferie) has a medicine kit for small wounds, the use and care of which has been assigned to the staff responsible for first aid. In order to safeguard the health of all the Institute's guests, the staff is not allowed to supply any medicine (painkillers or fever-reducing medicine, etc.)

Respect of all the above is absolutely indispensable as the hospitality services are provided on a non-profit basis in the pursuit of the institutional mission of the Congregation.

As the serenity of visitors must be maintained, any infringements of these regulations will involve adoption of measures by the Management considered suitable for the solution of each case, depending on the seriousness of the infringement, including the possibility of immediate expulsion of the guest.

Careful observation of the above is strongly recommended as it is an indispensable requisite for guests of the "*Villa Letizia – Casa per ferie*".

These house rules are displayed at the Reception's desk and on each floor.

Rome, 20/02/2019

THE MANAGEMENT