

RENTAL POLICY

RESERVATION and CANCELLATION POLICY

NOSTROMONDO® can collect the requests of reservation by telephone, by e-mail, by the booking engine of the website and through Online Travel Agency. Each reservation is then completed via a confirmation email from the Staff.

Each reservation includes:

- the PRICE OF THE STAY (that is the rate per night for the number of nights);
- the PRICE of FINAL CLEANING (according to the apartment booked)
- the CITY TAXES REQUIRED BY THE CITY OF ROME (5€ or 6€ per night per person, according to the type of the apartment booked).

It may also include any extra fees agreed between the parties.

In case of reservation directly finalized by the staff through email or through the booking engine on NOSTROMONDO® website, a **NOT REFUNDABLE rate** is available. A down payment between 30 and 50 % of the price of the stay is required at the time of the reservation, to confirm it. The balance is due 15 days before the check in date. The amounts of Final cleaning and City taxes are required upon arrival. These ones are not due in case of cancellation.

Payment can be finalized by:

- Wire Transfer (international fees charged to the Guest);
- PayPal (international fees charged to the Guest);
- Credit card (Mastercard/Visa).

If a reservation (or a request of reservation) was to be finalized closer to the check in date (less than 15 days before the check-in date), it would be considered as a *last-minute reservation* and the whole amount is going to be required to finalize the booking.

In case of cancellation, at any time, the amount paid is not refunded.

If NOSTROMONDO® does not receive the payment (down payment or total amount) within 7 (seven) days from the booking agreement, the Staff may deem the booking offer lapsed and may make the dates free again, to rent the property to other potential Guests. Conversely, the reservation is confirmed via email as soon as the payment has been verified by NOSTROMONDO®. Only upon completion of this phase, the "requested period" can be considered booked. Together with the booking confirmation, the Guest will be sent a letter complete with all the details of the facilities provided and instructions on how to reach the accommodation and make the check in access.

In case of reservation finalized through OTA, cancellation fee and payment policy are shared on the listing itself.

REFUNDS

No refunds will be made for cancellation or interruption of the stay before the agreed check out date or time; for transport interruptions due to strikes; weather conditions or illness. NOSTROMONDO® strongly advises all Guests to take out any travel, accident, medical and personal insurance. NOSTROMONDO® does not offer any cancellation insurance; it does not assume any responsibility for any accidents, injuries, losses, or damages suffered by tenants. If the Customer does not cancel the booking within the shared terms policy or does not arrive for the period of stay, the entire amount paid will be cashed. NOSTROMONDO® will not issue refunds for situations resulting from exceptional events, including evacuations, without travel insurance coverage.

OCCUPATION

The apartment is exclusively reserved for the number of Guests communicated at the time of booking. Access to unauthorized persons is forbidden.

If the max number of guests is exceeded, the owner or the reception staff reserves the right to refuse or cancel the reservation. The substitution of Guests during the period of stay is prohibited, unless previously agreed. Visits by any external guests must be approved in advance by the NOSTROMONDO® Staff.

In the case of hosting children (within 2 years old), it is possible to arrange a travel cot, at an additional cost to be agreed. The request to provide with a baby crib must be notified within the day before the check in.

G.A.MON. SRL

Sede Ufficio: Via Cimarra, 44B – 00184 Roma

Sede Legale: Via Palombara, 32 - 67062 Magliano de' Marsi (AQ)

P.IVA 01731930663

Guests may not engage in any activity or practice that is or could become a pain to the Owner or occupants of other apartments in the building, or adjacent, that could invalidate any insurance policy spaces made on the property. Guests must not use the structure for purposes other than those of private tourist residence, unless otherwise agreed, in advance with NOSTROMONDO® Staff. If the Guest proposes to organize an event (such as a party, a dinner, an aperitif, a meeting, preparation for a wedding, a photo shoot and/or to shoot clips/videos/scenes), it is mandatory sending a request via email to NOSTROMONDO® at least 15 days in advance and wait for acceptance in writing, with times and costs to be agreed.

CHECK- IN/CHECK- OUT

- CHECK-IN is available between 3:00 pm and 8:30 pm. The arrival time must be confirmed by appointment.
- CHECK-OUT before 11:00 am. The departure time can be communicated after the access.

Any early check-in (not before 11:00 am), if available, could be confirmed by the reception staff only the day before arrival.

Any late check-out (no later than 1:00 pm) could be allowed, if available, informing the guest only the day before departure.

For late check-ins (between 8:30 and 11:00 pm) an additional fee of € 20 is required. For late check-in after 23:00, the additional fee is € 40.

In the event of a delay compared to the agreed time, the Guest must immediately notify the NOSTROMONDO® Staff at the telephone numbers that will be provided together with the booking. Not being able to respect the previously agreed time, the Guest will be subject to observing the first availability provided by the reception staff.

In case of not agreed arrivals after 8.30pm, unless previously settled by appointment, the reception staff may not accept late check-in and may not guarantee his presence at check-in at the booked accommodation, nor the immediate reorganization of the appointment, at such short notice.

If the late check-in not communicated in time is indeed accepted and managed by the Reception Staff, the Guest will be subject to adapting to the first availability provided by the Staff and paying a surcharge between €30 and €60.

If the late check-in not communicated in time cannot be accepted and is also not manageable, the Guest will have to find an alternative structure for the overnight stay and pay at his own expense, without any refund.

Some apartments are provided with **SELF CHECK-IN**. The access and exit times remain the ones already provided:

- CHECK-IN from 3:00 pm, without time limits or supplements for late arrivals.
- CHECK-OUT before 11:00 am.

It is necessary to inform the reception staff of the arrival time to get remote assistance.

If the Guest does not feel comfortable with the autonomous check-in and wants to be met by a member of the staff, the cost of the service is €15 to be paid at check-in (+ €20 for late arrivals after 8.30 pm; or +€40 for later arrivals, after 11.00 pm).

COMMUNICATION OF PERSONAL DATA

Upon arrival, the Guest must show a valid identity document, for himself and for all the other Guests, to allow registration at the competent Police Headquarters, according to the requirements of Italian law. In case of independent access(Self check-in), the IDs will be requested in advance in digital format, via Whatsapp or e-mail, and verified within 24 hours of check-in (or within 6 hours of check-in in the case of 1-night stays), to allow correct verification that the identity document presented by the guest is original and corresponds to the person who had access, so as to be able to register on the Police website. Furthermore, the rental policy will be shared, sending it as a digital document to be returned signed for acceptance.

LINENS/TOWELS and FINAL CLEANING

Linen set consists of sheets and pillowcases for the bed; and bath towels (shower towel, face towel) + bathmat.

One set per person is provided for 3 days. In the case of longer stays, the change of bath linens (one set per person) is already provided in the wardrobe, at the guest's disposal, who can use them independently.

G.A.MON. SRL

Sede Ufficio: Via Cimarra, 44B – 00184 Roma

Sede Legale: Via Palombara, 32 - 67062 Magliano de' Marsi (AQ)

P.IVA 01731930663

If additional linens and bath towels are requested by Guests, the cost is €10/set per person.

The cleaning service takes place only upon check-out. For stays longer than one week, an additional cleaning schedule can be agreed in advance with the guest, at a cost to be agreed in advance.

DEPOSIT DAMAGE FEE

Each Guest is responsible for his own behavior in the house and in the surrounding area. In the event of accidents caused by any Guest, he will be asked to pay compensation. The Guest agrees to indemnify the Owner for any damage to the house and the surrounding spaces and furnishings, caused by the negligence of the Guest himself or any other third-party, present during the stay.

All reservations, therefore, require a fee for accidental damage (quantified at the booking confirmation), which will be deposited upon arrival (in cash in Euro or by credit card via a pre-authorization of the amount) using the appropriate form to be completed and signed through the reception Staff. This fee covers accidental damage caused to the rented house and it is refundable upon departure, after deduction of any loss or damage caused by the Guest.

THE OWNER OR HIS REPRESENTATIVE MAY REFUSE ACCESS TO THE STRUCTURE IF THE GUEST DOES NOT DEPOSIT THE DAMAGE FEE ON ARRIVAL.

For Airbnb Guests, a damage deposit is not required in advance, but if the apartment has suffered any damage during the stay, the same will be notified to the Guest via Airbnb, with photographic evidence, requesting payment for compensation.

NOSTROMONDO® assumes no responsibility for any accidents, injuries, losses, or damages suffered by tenants. After the Guest enters the apartment, no refunds will be made for departures before the scheduled check-out time and day. Each Guest is required to take care of his personal effects and valuables left in the apartment; neither the Owner nor the reception staff is responsible for their unfortunate removal.

KEYS

The Guest is given the set of keys to access the building and / or the apartment. In case of loss and / or deterioration of the keys, in case of forgetting the keys inside the house or in the lock inside the apartment, timely notice must be given to the NOSTROMONDO® Staff. Any costs for replacing locks, remaking of keys, requesting the presence of the Staff for reopening will be borne by the Guest (minimum €10 - maximum €250).

ANIMALS

At the time of booking, the Guest is obliged to notify NOSTROMONDO® of the presence of any pets, communicating their species and size, which are therefore only allowed upon explicit request and prior authorization. Agreeing on the presence of an animal requires a supplement for final cleaning (min € 50 - max € 100) to be paid at the time of check-in.

If their presence is accepted, the Guest is required to look after their pet inside the apartment, to preserve furniture and furnishings.

Pets can still be refused if they are not compliant to a standard set by the Staff only. Any unauthorized presence gives NOSTROMONDO® the right to interrupt the guests' stay in the rental and cancel their reservation. Guests will be subject to payment of the full amount of the stay (no refund available) and a fee of €250 for final cleaning may be charged.

SMOKING BAN

SMOKING IS FORBIDDEN inside the apartments. If any stains, burns, cigarette butts and / or smell of smoke is detected in the apartment at the time of check-out and cleanings, a penalty between €250 € and €500 will be charged to the Guest.

ADDITIONAL SERVICES

The request must be submitted to NOSTROMONDO® at the time of confirmation, or at least 48H before the service requested. Any request submitted after booking or with very short notice are subject to availability. PAYMENT MUST BE ON ARRIVAL TO THE OWNER OR HIS REPRESENTATIVE. Cancellations of extra services must be communicated 24hours before arrival and are subject to management fees.

G.A.MON. SRL

Sede Ufficio: Via Cimarra, 44B – 00184 Roma

Sede Legale: Via Palombara, 32 - 67062 Magliano de' Marsi (AQ)

P.IVA 01731930663

AGE REQUIREMENTS

Under 18 years old children cannot book or stay alone at any of NOSTROMONDO® Accommodations. During the entire stay, there must be at least one person over 20 years of age among the Guests. Otherwise, the Guest (who is at least 18 years old) must provide a self-declaration issued and signed by a parent or legal guardian who assumes all costs, damages, and responsibilities, providing a copy of an identity document and the data of a credit card (Mastercard or Visa) as a guarantee.

RESOLUTION BY THE OWNER

In the event of incorrect behavior by the Guest, not in accordance with the rules and this rental policy, and/or proven complaints from neighbors or inhabitants of the condominium for disturbing noises or any other unruly and antisocial behavior, NOSTROMONDO® and/or the Owner reserve the absolute right to ask any Guest to vacate the booked property, without any refund to the Guest.

ACCOMMODATION REPLACEMENT

On the rare occasions when circumstances oblige NOSTROMONDO® to cancel Guest's booking, or in the case that the owner of a property decides to remove his apartment from NOSTROMONDO®'s management, the Guest will be provided with a similar accommodation, at the agreed price. If the comparable characteristics are not available, the Guest undertakes to accept, with the full refund of the entire amount paid for the rental.

GUEST COMPLAINTS

If the Guest (and the members of his group) have any issues during the stay, they must immediately notify NOSTROMONDO® Staff by contacting the telephone numbers provided during the reception phase or through the email addresses. Complaints notified only after departure may not be taken into consideration.

GENERAL RULES

Any annoying noise is forbidden from 2.00 pm to 4.00 pm and from 11.00 pm to 7.00 am

The Guest is requested, before leaving the accommodation unit, to lock the door and the windows, to close the sunshade on the terrace, to turn off the lights and all electrical appliances (TV, air conditioning, hob ...) and to close the water taps.

The owner of the structure has the right, in the absence of the guest and in particular circumstances, to enter the apartment to avoid the occurrence of possible damage or dangers, promptly informing the guest of their access.

In case of loss or damage to systems, furniture, appliances or equipment of the apartment, the guest is required to notify NOSTROMONDO® staff without delay. If the loss or damage is attributable to the guest, the latter will be required to pay compensation equal to the value of the lost object or the damage caused.

It is strictly forbidden to remove appliances, furniture or parts of the equipment supplied (towels, blankets and the like) from the apartment.

VENUE

In the event of a dispute regarding the booking and the lease, only the Italian laws can be applied.

The reservation made by the Guest implies that the NOSTROMONDO® General Conditions of stay have been read, understood and accepted without reserve or exceptions. If one of the conditions of this contract has become invalid or no longer valid or if there is a gap in this contract, the other conditions cannot be contested.

PERSONAL DATA PROTECTION

NOSTROMONDO®, as part of its activity, undertakes to comply with the obligations in compliance with the regulatory provisions in force from time to time regarding the processing of personal data and with the provisions of Regulation no. 679/2016 ("GDPR") and the national legislation applicable and compatible with the GDPR itself.

NOSTROMONDO® guarantees to process the personal data of which it comes into possession exclusively based on the contractual obligations undertaken and for the purposes referred to.

G.A.MON. SRL

Sede Ufficio: Via Cimarra, 44B – 00184 Roma

Sede Legale: Via Palombara, 32 - 67062 Magliano de' Marsi (AQ)

P.IVA 01731930663