



## ***Residence dei Due Porti***

Dear guests, to ensure a pleasant stay for you and other guests, we kindly ask you to follow and respect the following instructions:

- Take **good care of the apartment** and all its contents.
- Behave respectfully so as not to disturb others, avoiding any disturbing noises such as loud voices, high-heeled shoes, or high-volume TVs, especially during quiet hours.
- **Check-in** is possible after 3:00 PM on the day of arrival.
- **Check-out** is at 10:00 AM on the day of departure. Any parking spaces must be vacated upon checkout, unless otherwise agreed with management and subject to availability.
- **Parking spaces**, subject to availability and reservation, have an additional cost of €15.00 per night. Vans are not accepted. We kindly ask you to inform us of any 7-seater cars and/or minivans; availability will be assessed based on the size of the vehicle.
- You can **enter and exit the Residence independently** at any time of day or night, either on foot or by car. There are two black pockets specifically designed to read your magnetic cards (the same ones used for the apartment).
- The **reception** service is available from 8:00 am to 7:30 pm. The **concierge service** is available from 7:30 pm to midnight and from 6:00 am to 8:00 am. In case of emergency, it is also available from midnight to 6:00 am. Simply dial 200 from the apartment's landline or 9.
- **Wi-Fi with ADSL and fiber optic lines** is available in each apartment and in the common areas. You will find a dedicated username and password in your apartment. A small **welcome kit**, consisting of coffee pods of different flavors, biscuits and tea. Additional coffee pods can be purchased at reception at a cost of €7.00 for a pack of 10 capsules.
- **Daily apartment cleaning** is available from 8:30 am to 2:30 pm. You can choose whether to use this service included in the price by displaying the green/red card outside the door; this service does not include washing pots and pans. Guests are therefore asked to leave the sink clean on the day of departure; otherwise, a €30.00 surcharge will be applied. Bath linens will be changed every other day (an additional change of €4.00 per person), while bed linens will be changed biweekly (an additional change of €10.00 upon request). The apartment must be left in the same condition in which it was received.
- **Beach towels**, upon request, € 5.00 per person (an additional change of €3.00 per person).
- Smoking is not permitted inside the apartments; however, smoking is permitted outside on the balcony.
- Any **breakages or missing** items must be reported immediately and will be charged at cost price.
- It is prohibited to hang laundry outside on the terraces or in the apartment. Guests are asked to use the clothesline provided exclusively on the terrace.
- Ironing on the table is prohibited. Guests must use the **ironing boards** available on each floor of the Residence and request an iron at reception.

Corso Trento e Trieste, 21/23 - 18038 Sanremo (IM)

Tel. +390184506506 - Fax. +390184530700

[www.dueporti.it](http://www.dueporti.it) - [info@dueporti.it](mailto:info@dueporti.it)



## ***Residence dei Due Porti***

- When using the hobs, please strictly follow the instructions in the apartment.
  - **Bicycles** are available to our guests free of charge, subject to availability; a waiver must be signed at reception.
  - On the ground floor is the **laundry area** with two washing machines and a dryer. Soap capsules can be purchased at reception for €5.00 per wash. Also on the ground floor is a **relaxation room** with a computer and vending machines for drinks, snacks, and coffee. On the fourth floor of the first building, you'll find a **sun terrace** equipped with deckchairs, sun loungers, and umbrellas. Towels are available, as well as a bathroom and shower for the exclusive use of our guests.
  - Management is not responsible for any **items or valuables** left unattended in the apartments (each apartment is equipped with a safe), in common areas, or in cars parked on the property. A safety deposit service is available at Management during office hours.
  - **Dogs** must be requested in writing at the time of booking. Management reserves the right to accept or refuse dogs. Only small dogs (maximum 6 kg) are allowed in the Residence, with a supplement of €10.00 per night for the first 5 nights of the stay. Only one dog is allowed per apartment. Pets must not be left alone in the apartments, must not disturb other guests, and are not permitted on the sun terrace.
  - In case of **cancellation** or no-show, the deposit paid to confirm the reservation will not be refunded.
  - The amounts corresponding to the booked stay periods are due even in the event of early departure.
  - We kindly ask that you pay for your stay upon arrival and any additional charges the day before departure. (If you require an **invoice**, please request one in advance. Checks or foreign currencies are not accepted for payment, and the Management does not offer currency exchange services.)
- We thank you for your cooperation and wish you a pleasant stay.

The management