

# House Rules

## Pension & Restaurant La Collina

To ensure a safe and comfortable stay for all guests, the following House Rules are established in accordance with Article 10 of the Accommodation Terms and Conditions. Guests are kindly requested to follow these rules. Failure to comply may result in refusal of accommodation or use of the facilities. Guests may also be held responsible for damages in the event of accidents caused by violation of these rules.

## Article 1 – Use of Guest Rooms

1. Please check the emergency exit route map posted on the back of the guest room door.
2. Only registered guests are permitted to stay in guest rooms.
3. Please note that long-term stays do not create any tenancy or residency rights under housing laws.
4. Minors are not permitted to stay without parental or guardian consent. Guests who are intoxicated or whose physical or mental condition makes safe use difficult and may cause inconvenience or concern to other guests may be refused accommodation.
5. Meetings with visitors at night should be held in designated areas (generally the first-floor restaurant).
6. The use of open flames such as heaters, cooking equipment, or candles in guest rooms and hallways is strictly prohibited. Cooking in guest rooms is not allowed.
7. All guest rooms are non-smoking. Smoking is permitted only in the designated outdoor smoking area near the entrance terrace. Littering cigarette butts is strictly prohibited. Special cleaning fees may be charged for violations.
8. Guest rooms may not be used for business activities, offices, parties, or purposes other than accommodation without permission from the Pension.
9. Please do not move furniture or equipment or modify the room without permission. Guests will be charged the actual cost for loss or damage to equipment.
10. Small equipment and amenities in guest rooms must not be taken outside the room.
11. Please do not place items near the windows that may damage the appearance of the Pension.

## Article 2 – Room Keys

1. When leaving your room during your stay, please make sure the door is locked.
2. When charging restaurant bills to your room, please present your room key.
3. Please lock your room door when you are in the room or sleeping.
4. Please return the room key to the front desk when going out or upon departure.

## Article 3 – Valuables

As a general rule, the Pension does not accept custody of cash, securities, jewelry, or other valuables.

## Article 4 – Items Left for Safekeeping

As stated above, valuables cannot be accepted for safekeeping. However, for baggage accepted under Article 15 Paragraph 1 of the Accommodation Terms and Conditions, the storage period will be up to 7 days unless otherwise specified. Depending on the nature of the item, we may not be able to accept storage.

## **Article 5 – Lost and Found Items**

Lost items will be stored for 7 days including the day they are found, after which they will be delivered to the nearest police station. Valuables will be delivered to the police immediately.

## **Article 6 – Parking**

1. Parking is free for guests using the Pension for accommodation or restaurant services. During your stay, parking is limited to one vehicle per room in principle. Please contact us in advance if you will bring more than one vehicle.
2. Within the parking area, please follow the guidance and instructions of the Pension staff.
3. Please do not leave valuables or other items inside parked vehicles. The Pension is not responsible for theft or loss occurring in parked vehicles.
4. Pension staff cannot move guest vehicles.

## **Article 7 – Payment**

1. Payment for services may be made by cash, vouchers, accommodation coupons, credit cards, or other methods approved by the Pension.
2. A deposit may be requested upon arrival.
3. During your stay, we may request payment for charges incurred. Payment is required each time charges are requested. If payment is not made upon request, you may be asked to vacate the room.
4. If payment is to be made by a person other than the guest and payment is not received by the specified date (no later than the guest's check-out), the guest will be responsible for payment directly. In the case of bank transfer, if payment cannot be confirmed by the time of check-out, the guest will be required to pay directly.

## **Article 8 – Prohibited Items and Activities**

Guests are requested not to bring the following items or engage in the following activities, as they may disturb other guests:

1. Pets that cannot be controlled by their owners or are deemed unsuitable by the Pension.
2. Explosives, gasoline, or flammable materials.
3. Items emitting strong odors or toxins.
4. Firearms, swords, illegal drugs, or other items prohibited by law.
5. Gambling, threatening behavior, acts against public morals, abusive language, harassment, noise, or other behavior causing discomfort or inconvenience to other guests.
6. Moving equipment or using equipment for purposes other than intended.
7. Distribution of advertisements, sales activities, or solicitation.
8. When taking photographs or videos inside the Pension, please respect the privacy of other guests. Photography or streaming that identifies other guests or staff is not allowed. The Pension is not responsible for any trouble caused by such activities.

## **Article 9 – Miscellaneous**

1. Please help conserve electricity and water.
2. Please refrain from ordering food delivery from outside the Pension without permission.

Effective Date: March 21, 2026

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