

Ann Inn Policy

- Upon arrival, for guest registration, it is a legal requirement that all guests produce a current valid ID (passport, ID card or driving license), valid credit card and the email of the booking, in accordance with the privacy.
- The Rome authority tourist accommodation tax (3,50 € per day per person) must be paid upon arrival or before in case of self check-in. Children under 10 are exempt.
- Italian breakfast is served by a bar nearby or in the house kitchen and it is included in the price. Food may not be removed from the kitchen.
- Guest check-in time is from 14.00 to 20.00 (self check-in available). We will be happy to welcome you past check-in time; however, you might have to wait based on our other commitments. Extra charges are applicable for late check-in.
- Guest check-out time is by 10:00 am. All the guest must leave the room by 10.00 am to allow for room cleaning. A delay can imply an extra night charging
- We always endeavour to provide guests with their first room choice but we reserve the right to change the room from that specified on the booking confirmation.
- The contract to provide accommodation will be made when we send your booking confirmation and will only be cancelled by ourselves due to events beyond our control such as illness of the owners or failure of facilities (i.e. power, plumbing or heating). In such an unlikely event we will endeavour to give you as much notice as possible and assist with alternative arrangements. A full refund of your deposit will be made but we will not be held liable of any additional costs.
- We reserve the right to refuse accommodation on arrival if a guest cannot present the original booking confirmation and/or is unable to provide valid proof of identity.
- The person who booked the accommodation may be liable to the cost of replacement or repair if they or a member of their party causes damage to any part of Ann Inn Rome property, fixtures, fittings, furniture, decoration or equipment either deliberately or due to negligence. More favourable consideration will be given if accidental damage is reported during the stay or before check-out.
- Every use of minibar must be reported to the staff or by message at the end of stay and paid before check-out. If not it will be considered like a theft and reported to the law enforcement with legal consequences.
- The use of fire is only allowed in case of emergencies. Abuse of this is sanctioned with a fine of 500,00 €. Guests who deliberately cause a false alarm will have to refund all costs to Ann Inn.
- It is not allowed to light fires or to cook food in the rooms.
- People below the age of 18 are not admitted unless accompanied by an adult.
- All types of drugs are forbidden in all parts of the building.
- The animals are not allowed in the Guest House
- The payment is anticipated, and will not be refunded for early departure.
- The TV and AC remotes must be required to staff upon arrival during check-in time and they must be returned to staff before check-out time in the same condition before. Every damage will be noticed and charged.
- On the day of departure, a luggage custody service is provided on demand. To leave the baggage in the room or in the apartment without notice, will result in an extra fee of 10.00 €
- For the comfort of all our guests smoking is not permitted in any parts of the house, balcony included. Smoking in the room or in the apartment will be sanctioned with a fine of 100,00 € and the guest will be asked to leave.
- It is forbidden to bring unpaying guests into the Guest House.
- The entrance door must always remain closed for safety reasons. · Total silence must be observed from 10 pm (22.00) hours to 8.00 am and from 2 pm (14.00) to 4 pm (16.00).
- It is not allowed to use the kitchen, the washing machine or any device/machine after authorization. · Our cleaning staff start at 10.00 am. to 12.00 pm (midday). We do our best not to disturb our guests.
- Towels and sheets will be changed every 3 days, unless otherwise agreed.
- It is strictly forbidden to take away or remove every object from the Guest House. In this case the guest will be obliged to refund it.
- The apartment key must be returned before departure. The charge for lost keys is 250,00 €. Guests who inadvertently forget to leave keys at check-out may post keys back within 14 days without any charge being applied. The charge for every damaged key is 5,00 €. The charge for every damaged card is 10,00 €
- After 14:00 (2 PM) every assistance request or call for reasons or situations directly or indirectly caused by guests will be charged 20.00 € each time. After midnight (12 AM) the fee is 50,00 €.
- Please switch off the lights, air conditioners and other electrical equipment when you are outside the room.
- All guests are required to behave as a civilized and educated people avoiding trouble and inconvenience to people or things on the property.
- As it is very likely that there will be other guests in the Guest House, we recommend: o appropriate use of the W.C., please do not throw anything into the toilet but use the appropriate bins o keeping communal areas clean and tidy o using only the assigned bathroom o wearing clothing that is respectful and does not offend other guests to be considerate of others and keep their voices, TV and music players at a reasonable volume.

By making a reservation, the guest agrees to the policy and the terms & conditions of the Ann Inn. Failure to follow the regulations will result in immediate disruption of the services, and the guest will be asked to leave the hostel and will not be receive a refund. We take no responsibility for loss, theft or damage to objects of your property left in rooms.