House Rules

So that every guest and every neighbour enjoys the lake as much as you do. Thank you for treating our homes as your own.

Valid for every Salvatore home

These house rules apply to Casa Olivia, Casa Serenia, Casa Jasmina, Casa Sabina and Casa Louisa in Residence Corte Garden, Bardolino, to Casa Azura in Residence Porto Nuovo, Torri del Benaco, and to Casa Palma in San Zeno di Montagna. They are part of our terms and conditions and apply to every booking, also through Airbnb, Booking.com or other platforms.

Check-in and check-out

Check-in from 15:00, check-out by 10:00. Please tell us your arrival time in advance. Our team cleans and prepares the home for the next guests, so please leave on time; an earlier arrival or later departure is possible on request, depending on availability.

Online check-in and identity documents

Before arrival every guest, including children, needs a valid passport or identity card at our online check-in. Italian law requires us to register all guests with the police. We cannot host guests without valid identity documents.

Guests and maximum occupancy

Only the guests named in the booking may stay overnight. The maximum number of guests is shown on the page of each home and may not be exceeded. Visitors are welcome during the day after prior agreement with us. If more people stay than booked, we may end the stay without a refund.

Infants and baby cots

Infants up to 2 years sleep in a baby cot and do not count towards the number of guests. The first cot is free of charge, a second cot costs €100 per stay. High chairs are available on request.

Quiet hours

Quiet hours are from 22:00 to 07:00. Our homes are in residences with neighbours, so please keep music and voices low, also on terraces, in gardens and at the pool.

No parties or events

Parties, events and commercial photo or film shoots are not allowed without our prior written consent.

No smoking indoors

Smoking, including e-cigarettes, is not allowed inside any Salvatore home. Outdoors it is tolerated with doors and windows closed, so that no smell reaches the interior. Smoking indoors is fined €2,500 for the removal of smoke odour; damage to furniture, fabrics or walls is charged in addition.

No pets

Animals of any kind or size are not allowed in any Salvatore home. If guests arrive with an animal, we may refuse the check-in or end the stay without a refund.

Swimming pool

Where a home has access to a pool, it is open and heated from mid-April to mid-October; the exact dates are set by the residence community. The pool has no lifeguard and is used at your own risk. Children must be supervised by an adult at all times. Please shower before swimming, use no glass at the pool and follow the rules posted by the residence.

Private whirlpool

Homes with a private whirlpool can use it all year round, at your own risk. Children may only use it under adult supervision. Please use no glass, no oils or bath additives, and close the cover after use so that the water stays clean and warm.

Parking and garage

Every home includes private garage parking: one car in Bardolino, two cars in Torri del Benaco and San Zeno di Montagna. In Bardolino an extra parking space can be added for €29 per night per car, subject to availability. We are not liable for damage to, theft of or loss from vehicles parked in our garages.

Waste and recycling

Italy separates waste strictly. Please sort it as explained at check-in and take it to the collection point. Please do not leave large amounts of waste or food in the home at check-out; extra cleaning or disposal is charged.

Care of the home and security deposit

Please treat the home and its furnishings with care and tell us straight away if something is damaged or not working. At the online check-in you authorise a security deposit of €500 on your card (€1,000 for Casa Olivia, Casa Sabina and Casa Serenia); it is only held, not charged, and released after your stay. Damage, missing items or cleaning beyond normal use may be charged from it; you remain liable for damage beyond its amount.

Energy

Please close windows and doors while the air conditioning or heating is on, and switch off lights and air conditioning when you go out.

Departure

On the day of departure please leave the home tidy: dishes washed or in the running dishwasher, waste taken out, windows closed, and all keys returned as agreed. The final cleaning, bed linen and towels are included in your booking.

Your safety and belongings

We maintain every home to a high standard, but you are responsible for your own safety and that of your guests during the stay. We are not liable for personal belongings that are lost, stolen or damaged. We recommend travel insurance covering cancellation, health and belongings.

Payments

We do not accept cash. Extra services during your stay are paid online by card.

If the rules are not respected

In the case of serious or repeated breaches of these house rules, we may end the stay without a refund. We are here for you around the clock: phone +39 045 7860 449, WhatsApp +39 376 218 1191, info@salvatorehomes.com.

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