



Smoking policy

Our philosophy is based on a based on the principles of sustainability and wellbeing that offers a contemporary experience which is deeply rooted within the land.

All our rooms are inspired by the search for sustainable wellbeing, from the room architecture to the room facilities. This research offered valuable insight to obtaining maximum comfort, for responding to the needs of people who are, increasingly attentive to their health, the selection of the materials, the rooms soundproofing, the selection of Magma13 "Sleep radiance Panel" under your bed that facilitates a deep sleep and wellness experience, in order to reconnect you with the surrounding environment and many more attentions provided in the rooms to all our Guests.

In line with the above described philosophy we constantly work to guarantee in the entire Hotel building as well as in the rooms a non-smoking environment, asking all our Guests the kindness to smoke only in the external designated areas, the free smoking areas are characterized by the presence of an ashtray, as the room balconies or terrace, or at the hotel entrance.

For the Guests not respecting the above-mentioned rule, in the rooms, a charge of € 500,00 per room, will be applied to cover the extra cleaning service needed to deeply clean all the textiles of the rooms and the treatment cost needed to remove the smoke smell from the wood of the room.

We also remind you, the Italian law art N.51 norm 3/2003 "Protection of the health of non-smokers" provides for an administrative penalty consisting in the payment of a sum from € 5.000 up to € 25.000.

Pets Policy

Your pets are welcome at HOTEL de LEN: it is possible to accommodate small and medium-sized dogs up to 35 kg and cats up to 3 kg. The fee includes cleaning and a Welcome Kit for the cost of 40 Euros per pet per day in addition to the price of your room.

We inform you that the presence of pets must be indicated at the time of booking, in order to find the most suitable room for you and your friend. To ensure a comfortable stay for all the guests, we remind you of some guidelines that must be respected during your stay:

- a) At check-in time it is necessary to present the animal's health card or a declaration, under the owner's responsibility, confirming that the pet is regularly vaccinated, healthy, free from parasites and insured for damages it could cause to property or people.
- b) The owner is responsible for the repairing and / or replacement of all objects possibly stained or damaged by the pet, as well as for damages caused to other guests.
- c) Pets are welcome in the restaurants and areas of the structure except for the Spa Area
- d) In indoor areas, animals must always be kept on a leash and with a muzzle.

- e) It is the owner's responsibility to immediately clean up and notify the staff in case of objects stained or damaged by the pet.
- f) We kindly ask you not to leave your pet alone in the room, in order to prevent unpleasant situations for the pet itself and for other guests.
- h) Pets are not allowed on beds, armchairs, chairs, tables, neither in the room nor in the common areas.
- i) For reasons of animal safety and comfort, the housekeeping staff will not clean the room if the pet is left unattended. Therefore, the cleaning of the room will take place only when the animal is in the owner's company and custody.
- g) The pet must not disturb other guests, both in the room and when passing through the common areas.
- l) For anything not specified, we refer to the provisions of art. 2052 of the Italian Civil Code on animals: "Damage caused by animals – The owner of an animal, or any person using an animal during such time as such person is using it, shall be liable for any damage caused by it, whether the animal was under his charge or had strayed or escaped (c. 2051) ".

Spa Policy

All the rooms reservations include 60 minutes of complementary Spa access to the Spa facilities, per person, per stay. In order to guarantee availability of the preferred time and day, we please ask all our Guests to book the entrance in advance.

To schedule the complementary entrance or to book extra payment entrances or treatments we please ask you to contact us by phone dialing: +39 0436 4246 or by mail writing to: spa@hoteldelen.com .

The Spa access is possible for 18 years old and elders only. For Guests between 16 and 18 years old the access is permitted only by a written indemnity from the parents or from the legal responsible of the minor. Access to children under the age of 16 is not permitted even if accompanied by parents or other adults responsible for them.

All the Guests entering the Spa for the use of the facilities of treatments are requested to fill in the "Consultation Form" Fifteen minutes prior to the booked Spa circuit/massage/treatment time, a box containing bathrobe and slippers will be delivered to the Guests room, to comfortably prepare themselves in the room before to reach the Spa.

Please note that in the Spa facilities it is mandatory to wear a swimsuit. Swimsuits are also available for sale, at the Spa, in case of need.

It is forbidden to introduce in the Spa area, food or drinks, apart from those provided by the hotel in the designated areas.

Spa accesses and treatments booked, can be free cancelled up to a 24 hours prior to the booked time of the Spa entrance/treatment time booked. In case of cancellation occurred without a notice of less than 24 hours the 100% of the cost for the Spa entrance/treatment booked will be charge to the Guest.

For the experiences: "Spa By Night" and "Spa By night: wellbeing with 5 senses" the cancellation is free of charge if noticed up to 72 hours prior to the booked time. In case of cancellation occurred without a notice of less than 72 hours the 100% of the cost for the Spa entrance/treatment booked will be charge to the Guest.

Cancellations are considered valid only if noticed in a written way.

Food & Beverages Policy

As per law regulation, since food prepared at home, are not subject to a real food self-control plan and not made by paying the necessary attention required by law, to the sanitization of the environments from germs and bacteria that could be the cause of contamination.

In all our bars and at the restaurant it is forbidden to introduce any kind of artisanal food, and in general of foods whose origin or properties of the ingredients present, the methods of conservation and other determining factors for food safety cannot be traced.

For particular cases or specific dietary needs it is possible, subject to authorization by the company ARS de LEN srl and declaration signed by the person who will be subject to self-administration or by the legal guardian or parent in the case of a minor, who indemnifies the company ARS de LEN srl from any type of responsibility, to introduce inside the bars or restaurants of the Hotel de Len food from the outside, once demonstrated that it is packaged and clearly traceable food.

Security

We really care about the security of our Guests, for this reason certain hotel areas are monitored by video surveillance. The data controller is exclusively the Hotel Director, who is identifiable by the organization chart and the one and only authorized and responsible for processing the data for 24 hours long. After 24 hours the remote memories will be deleted unless different indication received by local authorities.

All the Hotel Rooms are equipped with a safe, complementary available for the storage of our Guests personal belongings. At the HOTEL de LEN is also available an extra safe available for all our Guests for the storage of their values, this service it is available for all our Guests and can be requested at our Reception Desk.