



FLORISA

MOUNTAIN CHALET

House Rules

Welcome to Florisa Mountain Chalet!

We are delighted to welcome you as our guest and hope that you feel completely at home here. Florisa Mountain Chalet is intended to be a pleasant place for all visitors to relax, unwind and enjoy themselves.

To ensure that everyone can live together smoothly and harmoniously, we have drawn up a few house rules. These are not only intended to protect the property, but above all to ensure mutual respect and a pleasant stay for everyone.

We therefore ask you to take a moment to read the following guidelines carefully. By showing consideration, you will play a key role in ensuring that the Florisa Mountain Chalet remains a place people love to return to.

Thank you very much for your understanding and cooperation – and we wish you a wonderful stay!

Your FMC Team!



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1. Parking

Please choose one of the eight parking spaces in the car park and try not to block more than **one parking space** with your car.

Please also note that, for security reasons, two **CCTV** cameras have been installed in the car park.

2. Charging electric cars

There are three charging points for **electric vehicles** in the car park.

Please coordinate with other guests regarding usage should a charging point not be available.

3. Bicycle and ski storage & charging of e-bikes

The Arrival Guide, which you will receive from us prior to your arrival, highlights the areas where you can store your **Ski** and **Bicycles**.

We ask that you use these areas and do not leave your skis and bicycles elsewhere.

Please ensure that the door to the ski and bicycle room is always kept closed.

4. Access to the apartments

You will be given a personal **code** to enter your apartment. With your personal code, you can also open all communal access doors, such as the garage, the door to the pool, etc.

Please do not share the code with other guests or strangers.

5. Check-in

Your apartment will be available from **4.00 pm** on the day of arrival.

Once you have completed the **online check-in**, we will send you the access code. No further check-in on site is required.

6. Check-Out

Please vacate the apartment by **10:00 am** on the day of your departure.

Please place dirty crockery in the dishwasher before you leave and empty your bin. Please observe the rules on waste separation.

A separate check-out is not required.



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7. Emergencies

Note: In the event of a fire, please do not use the lift. Leave the building via the stairwells.

The emergency number is 112.

8. Sauna

Please observe the rules for using the sauna in the Arrival Guide, which you will receive from us prior to your arrival

ATTENTION: *Children under the age of 16 may only use the sauna when accompanied by an adult.*

9. Hot tub & outdoor area

On the ground floor, one level above the garage, you will find our lovely heated outdoor pool with a sun deck – complete with sun loungers in summer.

Use is free of charge and opening hours are generally from **approx. 17:00 to approx. 20:00** (in summer, opening hours start earlier).

Please note the rules for using the hot tub to ensure your safety, comfort and hygiene in the Arrival Guide, which you will receive from us prior to your arrival.

Use of the hot tub is at your **own risk**.

The outdoor shower is only in operation from late May to mid-October.

Please note that dogs are not permitted in this outdoor area.

We would like to inform you that the hot tub area and the sun deck are monitored by video camera.

10. Outdoor area

Please respect the privacy of other guests when using the outdoor area around the hot tub:

The following are considered shared areas for all guests:

- the sun deck,
- the hot tub,
- the outdoor shower and
- the garden area between the hot tub and the entrance to the chalet.



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The adjoining garden and terrace areas belong to the respective apartments and are their private areas. Please do not go onto the terraces or into the garden in front of these two apartments unless you are guests there.

11. Rubbish

Waste separation is an important issue in South Tyrol, and we ask you to adhere to local regulations.

Please ensure you take your

- **plastic bottles,**
- **glass,**
- **paper/cardboard**

to the recycling room in the garage area, as indicated on the map in the Arrival Guide.

12. Quiet hours and events

Please respect the **quiet hours** from 10.00 pm to 7.00 am.

Please avoid loud music or noisy activities, particularly in the evenings.

Parties and loud events are not permitted. Exceptions may be made if these have been agreed with us in advance of your stay and approved by us.

13. Photography and filming

Please respect the privacy of other guests when taking photographs or filming on the premises.

Commercial photography and filming on the premises and in our buildings is prohibited.

14. Smoking

Smoking is not permitted inside the buildings (including e-cigarettes, vaping, etc.).

Smoking is permitted on your balcony or terrace.

15. Furnishings and damage

We ask you to treat the furnishings and furniture with care and only for their intended purpose. Please report any damage immediately.

You **are liable** for any damage you cause. Should damage occur, please inform us immediately via **WhatsApp**, ideally with a photo.



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We also ask you to inform us immediately if any items of furniture are missing.

16. Guests and visitors

Please inform us in advance if additional visitors wish to stay overnight.

Due to legal regulations, these must in all cases - like all other guests - be officially registered. Such overnight stays are subject to a charge and are only permitted provided the maximum number of guests per apartment is not exceeded.

17. Pets

We do not permit pets, with the exception of dogs.

Provided prior notification has been given, you may bring a dog to certain apartments. Please note the rules regarding stays with dogs.