

General Terms and Conditions (GTC)

Hotel Ristorante Tiffany – Ceriale

Welcome to the official website of Hotel Ristorante Tiffany, a fully renovated 3-star hotel located in Ceriale, Via Aurelia, 78. These General Terms and Conditions govern the relationship between our facility and the guest, from the booking phase to the conclusion of the stay. Please read the following carefully.

1. Reservations

Reservations can be made directly via email or by phone. **A reservation will be considered confirmed only after receiving our confirmation email**, which will be accompanied by a request for a deposit or a credit card guarantee, **and upon receiving the payment confirmation of the deposit or the credit card details**.

Alternatively, Hotel Ristorante Tiffany is also available through online booking platforms such as **Booking** and **Airbnb**, where special rates and offers can be found. Reservations made through these platforms are subject to the policies and commissions provided by them.

2. Prices

The rates for stays at Hotel Ristorante Tiffany are expressed in euros and include VAT. Updated rates are available on our official website and may vary based on seasonality, promotions, and the types of rooms requested.

Currently, for the year 2025, the Municipality of Ceriale does not apply the tourist tax, therefore this amount will not be charged to guests.

3. Types of Services Offered

Hotel Ristorante Tiffany offers the following types of stays:

- **Bed & Breakfast:** breakfast served from 8:00 AM to 10:00 AM.
- **Half Board:** includes breakfast and dinner.
- **Full Board:** includes breakfast, lunch, and dinner.

The rates for half-board and full-board treatments vary based on the period and the number of nights of stay. By law, such treatments are available only for stays of at least three nights. For stays of less than three nights, meals will be charged separately according to the updated annual rates.

Please note that half-board and full-board options may not always be available, as their availability depends on the seasonality and availability of the facility.

Dining hours are as follows:

- **Lunch:** guest arrival for lunch is expected between 12:30 PM and 1:00 PM.
 - **Dinner:** guest arrival for dinner is expected between 7:30 PM and 8:00 PM.
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4. Payment Methods

The payment for services can be made using the following methods:

- Cash (up to the limits allowed by current regulations)
- Credit/Debit Cards (Visa, MasterCard, etc.)
- Bank Transfer in advance (upon request)

The hotel reserves the right to make a pre-authorization on the provided credit card for guarantee purposes.

5. Cancellation Policy

Cancellation policies vary depending on seasonality and applied rates. The specific cancellation conditions, including any penalties, can be found in the PDF document attached to this page. We invite the guest to download and review the document before confirming the booking.

6. Check-in and Check-out Times

- **Check-in:** from 2:00 PM
- **Check-out:** by 10:00 AM

Requests for early check-in or late check-out will be considered based on availability and may incur additional costs. It is recommended to contact the reception in advance to check availability.

7. Early Check-in and Late Check-out Policies

- **Early Check-in:** Standard check-in is from 2:00 PM. However, guests who wish to access their room earlier may request it in advance at the reception. This option is subject to daily availability and must be confirmed by our staff.
 - **Late Check-out:** Check-out must be completed by 10:00 AM. If guests wish to delay their departure, we kindly ask that they inform reception in advance. Without prior notice, a **15-minute grace period** will be granted. After this period, the following surcharges apply:
 - **Check-out by 11:00 AM:** €20.00 per room
 - **Check-out by 12:00 PM:** €50.00 per room
 - **After 12:00 PM:** if the room is available, a full additional night will be charged. Otherwise, the management reserves the right to take necessary measures to enforce stay conditions, including possible notification to the relevant authorities.
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8. Luggage Storage

In case of early arrival or late departure, Hotel Ristorante Tiffany offers a free luggage storage service. Guests can leave their luggage safely and use the common areas while waiting.

9. Stay and House Rules

To ensure a comfortable and safe stay, the guest is required to comply with the following provisions:

- **Behavior and mutual respect:** Guests are required to behave respectfully towards the staff, other guests, and the property. It is recommended to avoid behaviors that could disturb others, especially in the evening and night hours.
- **Smoking:** In accordance with current regulations, smoking is prohibited inside rooms and covered common areas. Outdoor spaces are available for those who wish to smoke.
- **Damage to the property:** Guests are responsible for any damages caused to the hotel property, including rooms and common areas. In case of negligence, the hotel reserves the right to charge for repair or replacement costs.
- **Access and hours of common areas:** Access to common areas (restaurant, reception, etc.) is allowed based on established hours. Guests are kindly requested to respect these hours to ensure the proper functioning of the facility.

- **Security:** Guests are invited not to leave valuables unattended in the rooms or common areas. Each room is equipped with a safe to ensure the safety of personal belongings. The hotel is not responsible for unattended items.
 - **External visitors:** External visitors are not allowed in rooms without the authorization of the management. Access management is designed to ensure the safety and privacy of guests.
 - **Behavior in case of emergencies:** In case of an emergency, guests must follow the instructions provided by the staff and the evacuation procedures. It is essential to be aware of the location of emergency exits and safety devices present on the property.
 - **Respect for staff:** Guests are required to maintain respectful behavior towards the hotel staff, who are committed to ensuring high-quality service.
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10. Children and Extra Beds

Hotel Ristorante Tiffany offers double, triple, and quadruple rooms (the third and fourth beds are available exclusively for minors).

Children are welcome. Upon prior request, the following can be arranged:

- Travel Cot
- Extra beds (with an additional fee)

The availability of extra beds is limited and should be checked at the time of booking.

11. Pets

For health reasons of the owner, pets are not allowed inside the facility. We apologize for the inconvenience and thank you for your understanding.

12. Wi-Fi and Parking

- **Free Wi-Fi:** The property offers free Wi-Fi in rooms and common areas.
 - **Parking:** Various public parking spaces are available near the hotel.
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13. Rooms and Comfort

All rooms at Hotel Ristorante Tiffany are fully renovated and equipped with:

- Private bathroom with shower
 - Air conditioning and heating
 - Flat-screen TV
 - Safe for securing valuables
 - Refrigerator
 - Balcony with view (available in most rooms)
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14. Valuables and Responsibility

Guests are invited to store their valuables in the private safe available in each room. The hotel is not responsible for items left unattended in rooms or common areas.

15. Complaints

If any issues arise during the stay, guests are encouraged to promptly contact the reception for a timely resolution. We are committed to resolving any situation in the best possible way.

16. Personal Data Processing (Privacy)

Personal data provided by guests will be processed in accordance with current legislation (EU Regulation 2016/679 - GDPR). For further details, please refer to our Privacy Policy.

17. Jurisdiction

In the event of disputes, the competent court will be that of Savona, unless otherwise provided by law.

18. Acceptance of Terms

The general terms and conditions and the specific terms form an integral part of the sales contract, and their global acceptance is mandatory before the completion of any sale. The booking request implies adherence to these sales conditions and full acceptance of their provisions.

Contacts

- Email: hoteltiffanyceriale@gmail.com
- Phone: +39 0182 990757
- Whatsapp: +39 334 6589466

Thank you for choosing Hotel Ristorante Tiffany. We look forward to offering you a comfortable and pleasant stay.