

GENERAL BOOKING CONDITIONS

These General Booking Conditions have contractual force and govern the relationship between **Erregi S.r.l.** (hereinafter “Erregi”) and the guest (hereinafter the “Guest”). Prior to confirming any reservation for accommodation or for any service offered and managed by Erregi, the Guest is invited to carefully read these conditions. By confirming the reservation, the Guest agrees to be bound by all obligations and provisions contained herein.

Erregi reserves the right to amend these conditions at any time. Such amendments shall be effective from the moment of their publication. Guests are encouraged to periodically verify any updates.

Last update: 3 February 2026

1. Booking

1. Reservations may be made through Erregi’s website, by email or by telephone, subject to the provision of credit card details as a guarantee, payment of a deposit or the full amount, or according to the applicable cancellation and payment terms. The remaining balance shall be paid at check-in.
 2. The Guest is prohibited from transferring the use of the accommodation or the reservation to third parties without the explicit consent of Erregi.
 3. A reservation shall be considered valid only upon completion of all steps required by the booking procedure. Erregi reserves the right to verify the accuracy of the information provided by the Guest and may cancel the reservation if the booking conditions are not satisfied.
 4. In the case of group bookings, the person making the reservation is responsible for the conduct of all group members in relation to these conditions and must obtain their consent before providing their personal data to Erregi.
 5. Erregi expressly reserves the right to cancel a reservation in cases of force majeure or circumstances beyond its control and not attributable to its will. In such cases, the Guest shall be entitled solely to a full refund of amounts already paid and shall not be entitled to any further compensation.
 6. Guests are invited to communicate any special requirements at the time of booking (for example accessibility or specific service needs). If such requirements are essential, the Guest must verify their feasibility before confirming the reservation.
 7. Erregi reserves the right to assign a different accommodation in Livigno of equal or higher category than that originally booked. The final assessment of such changes rests exclusively with Erregi. The indicated location of the property is not contractually binding.
 8. Should extraordinary maintenance be necessary during the stay, the Guest must allow access to staff or authorized contractors. Such access shall occur without compromising the safety and peace of the Guests, who must cooperate to allow efficient execution of the works.
-

2. Rates and Payments

Rates indicated on the website or communicated by email or telephone may vary depending on seasonality, duration of stay and other factors. Rates are calculated on a daily basis, irrespective of arrival time.

1. Payment may be made through methods accepted by Erregi, including credit/debit cards, bank transfer or electronic payment systems. Checks and non-euro currencies are not accepted.
 2. Early departure does not entitle the Guest to any refund. Extension of the stay is subject to availability and payment of the applicable rate.
 3. Local taxes or additional costs (e.g., cleaning fees, security deposit, etc.) shall be clearly indicated before confirmation.
 4. Erregi reserves the right to verify and charge supplements not included at booking, including those relating to pets, late check-in, cribs, or additional services. In such circumstances, Erregi reserves the right to request payment of such additional amounts, which will be communicated to the Guest at the stage of verify.
-

3. Cancellation Policies

1. Cancellation policies vary depending on the accommodation and period and are specified at booking.
 2. In general, the Guest may cancel the reservation within the deadline set to obtain a partial or full refund, if due. Cancellations made after the established deadline result in the full loss of the amount paid.
 3. In the event of non-arrival (“no show”), the deposit paid will be held as a penalty. Furthermore, Erregi will request the Guest to pay the remaining amount in full, as provided in the reservation.
 4. No exceptions are permitted unless expressly confirmed in writing by Erregi. Failure to arrive within check-in hours (see the following art. 4, point 1) constitutes cancellation and no-show. Otherwise, the contract shall be deemed cancelled, the reservation will be reported as *no show* and the conditions will be applied provided for in Article 4, point 3.
 5. Inability to reach the destination for any reason, including illness or health issues, does not entitle the Guest to any refund.
-

4. Times and Conditions

1. Check-in and registration take place at Erregi’s office, Via Isola 110/B, from 4:00 PM to 7:30 PM. Guests are kindly asked to provide an approximate arrival time.
2. A valid identification document is required for each Guest, including minors.
3. Alternative check-in times must be requested in advance and may incur an additional charge.
4. Accommodations are available from 4:00 pm and include bed and bath linen for the number of registered Guests. Replacement linen is available upon request and subject to a surcharge.
5. Check-out must occur by 9:30 am. Accommodations and all spaces connected to the reservation (parking, garage, ski storage, etc.) must be released by 9:30 am on the day of departure. Guests are kindly asked to provide an approximate departure time.
6. Erregi will not in any case be liable for any damage to persons or property suffered by the Guests, which is not attributable to it or which results from violation by the Guests of the provisions contained in these booking conditions. Erregi will also in no case be liable for any damage to persons or things caused to third parties by intentional or negligent acts of the Guests or persons subject to their legal responsibility, for

protection or surveillance, as well as dependent on violation of the provisions contained in these booking conditions.

7. In addition, Erregi does not assume any liability or offer refunds or compensation for service disruptions or interruptions caused by force majeure events, such as power, water, gas or connectivity supply disruptions, unexpected plant or equipment failures, loss of objects or personal values of Guests, who are otherwise responsible for the custody of their property.
 8. Erregi is also not responsible for damage resulting from natural or force majeure events, such as atmospheric phenomena, natural disasters, epidemics, disease, falling trees, branches or other natural products, strong winds, accidents or damage to vehicles parked in the area of the facility.
 9. In the event of any disruption attributable to the events indicated above, no discounts, refunds or compensation will be granted to the Guest upon departure.
-

5. Security Deposit

1. During the registration procedure, a security deposit of €200.00 will be required, to be paid in cash. This deposit will be held by Erregi as a guarantee and will be refunded at check-out, subject to verification that no damage has been caused to the property and that the established house rules have been respected. This amount is fully refundable, provided that the following requirements are met:
 - no damage to the property or the surrounding area, except for normal wear and tear;
 - proper waste disposal and compliance with separate waste collection regulations, using the designated areas provided by the Municipality of Livigno;
 - all dishes and kitchen utensils used must be cleaned and returned to their respective cupboards and containers;
 - all keys and any parking/garage access cards or devices must be returned to Erregi at check-out;
 - any outstanding payments must be settled before departure;
 - check-out must take place on time, without delays;
 - no loss of or damage to bed linen and towel sets;
 - no incidents involving the Guest being asked to leave by Erregi or by law enforcement authorities.

The Guest is required to immediately inform Erregi of any damage or malfunction found during the stay. Full and cumulative compliance with all the above conditions will allow the complete refund of the security deposit at the end of the stay.

2. The security deposit is not included in the rental fee and may not be considered as part of it.
-

6. Governing Law and Jurisdiction

1. This short-term rental agreement is governed by Italian law.
 2. For any dispute relating to the interpretation or execution of these terms and conditions, the competent court shall be the Court of Sondrio.
-

7. Contacts

For any questions or requests for clarification, you may contact Erregi at the following email address: info@erregilivigno.it or by phone at: +39 0342 996116.

8. Privacy and Cookies

Before or during the booking process, you may consult Erregi's Privacy and Cookie Policy for further information regarding privacy, cookies, how Erregi may contact you, and how your personal data may be processed.

9. Specific Regulations

Guests are required, without exception, to comply with the following Regulations.

9.1 Pet Policy

1. The presence of pets within the property is permitted only with prior authorization from Erregi, which reserves the right to assess the request based on the needs of the property and compatibility with other Guests.
2. Pets must comply with all mandatory vaccination requirements, where applicable. Proof of insurance coverage for any damage caused by the animal to property or persons is appreciated.
3. The Guest is required to promptly inform Erregi, at the time of booking, of their intention to bring pets. The Guest must also comply with all instructions and guidelines provided by Erregi in order to ensure harmonious and respectful coexistence with other Guests.
4. Only small and medium-sized pets are permitted, with a maximum of two per accommodation. For large dogs and all other animals, including cats, written authorization from Erregi is mandatory. Erregi reserves the right to accept or refuse any animal at its sole discretion and to deny admission if the animal does not correspond to the description provided by the Guest.
5. The Guest who chooses to stay with a pet is fully responsible for the animal's conduct throughout the entire stay. It is the Guest's responsibility to keep the animal under constant control, ensuring that it does not damage the property or common areas and does not disturb other Guests. In any case, pets must be kept on a leash or inside appropriate carriers in all common areas.
6. It is strictly forbidden to leave pets unattended at any time inside the accommodation, on balconies, in common areas, or outside the property. Pets must always be under the supervision of the Guest.
7. The Guest is responsible for providing for all needs related to the comfort of their pet. It is strictly forbidden to use the property's bed linen or towels for the animal, for example for grooming purposes. If traces of hair, excrement, or other residues are found on linen or beds, an extra charge will be applied for the cleaning or replacement of the contaminated items.
8. It is also strictly forbidden to allow pets to climb onto beds, sofas, chairs, tables, bathtubs, or showers, in order to ensure the cleanliness, hygiene, and health standards of the property.
9. Guests staying with pets must strictly comply with the property regulations, particularly regarding quiet hours, so as not to disturb other Guests. If a pet causes

disturbance during quiet hours, the Guest will be required to immediately remove the animal from the property.

10. The daily surcharge applied for each pet is intended to cover the additional costs necessary for the thorough cleaning of the accommodation. Please note that the property does not provide food, bedding, or accessories of any kind for pets.
 11. The final decision regarding the acceptance of pets rests exclusively with Erregi, which also reserves the right to refuse entry to animals that were not previously declared at the time of booking. The Guest acknowledges that some properties may not accept pets and that, in the event of failure to provide prior notice, Erregi assumes no responsibility and will not be obliged to provide alternative accommodation solutions. In such circumstances, the Guest must strictly comply with the property regulations.
-

9.2 Heating Regulations

1. According to current legislation, there are specific provisions regarding the use of heating systems in terms of operating hours, days, and maximum annual temperatures, established based on the relevant climatic zone. Livigno, located in climatic zone F, is not subject to time or hourly restrictions for the activation of heating; however, the temperature parameters established by law must still be respected. The relevant legal references are contained in Presidential Decree (DPR) No. 74/2013, particularly Articles 3 and 4.
 2. According to the aforementioned regulation, the temperature in heated rooms must not exceed 19°C, with a tolerance allowing a maximum increase of 2°C; therefore, the temperature must never exceed 21°C.
 3. During the winter season it is strictly forbidden to leave apartments with windows open. Such behavior, in addition to causing a significant waste of thermal energy and environmental damage, may pose a risk to the heating system itself, which could suffer irreparable damage in the event of a malfunction or extremely low external temperatures. Furthermore, it is forbidden to open windows in order to keep the heating system running for the purpose of drying wet clothing or other items.
 4. However, it is mandatory to ventilate the rooms for at least 10 minutes per day. This practice is essential to ensure proper air exchange, preventing the formation of condensation and the development of mold, which can compromise air quality and the healthiness of the environment. Adequate daily ventilation helps maintain a healthy indoor climate and prevents damage to structures and furnishings.
 5. Any customer who fails to comply with these provisions will be subject to an additional charge, the amount of which will be determined at the discretion of Erregi, in order to cover the additional costs resulting from improper use of the heating system.
-

9.3 Code of Conduct

1. Smoking is strictly prohibited inside the buildings and in common areas, including ramps, ski storage areas, garages and similar spaces.
2. From 11:00 p.m. to 7:00 a.m., absolute silence must be observed. Guests are also required to keep the volume of televisions, radios or other devices at moderate levels and to communicate in moderate tones of voice, so as not to disturb the peace of other Guests. Violation of this rule may result in the intervention of Security Personnel

and, at the discretion of Erregi, a charge or deduction from the security deposit, the amount of which will be determined at Erregi's discretion.

3. It is strictly forbidden to carry out actions that may damage the local ecosystem or the accommodation facilities.
4. Access to the accommodations with ski boots, skis, snowboards, bicycles or other sports equipment is not permitted.
5. Maintenance operations such as polishing, blade sharpening or repairs of bicycles and similar equipment are not allowed inside the facility unless carried out in areas specifically designated by Erregi.
6. The use of musical instruments, both acoustic and electronic, is not permitted inside the accommodations.
7. It is not allowed to move furniture or change the arrangement of furnishings within the accommodations.
8. Access to areas reserved for facility staff is prohibited.
9. Appropriate and respectful clothing towards other Guests and in accordance with standards of public decency is required within the facility.
10. It is forbidden to damage plants, flowers or other decorative elements present in the area.
11. Please do not throw paper or waste outside the designated containers.
12. It is forbidden to enter the building with weapons, knives, sticks or other blunt objects.

9.4 General Regulations of the Property

1. The Guest undertakes to comply with the General Regulations of the property and not to cause damage to the property. The staff responsible for security, as well as Erregi itself, are tasked with enforcing these rules among all Guests. Failure to comply with the Regulations and with the instructions given by Erregi will result in the Guest being removed from the Property and, if necessary, reported to the Public Authorities should the Guest's conduct constitute a criminal offense.
2. The conduct of all Guests, whether adults, minors or individuals under guardianship, supervision or protection, is relevant for contractual purposes. A serious violation of the regulations or rules of coexistence may result, at Erregi's discretion, in the immediate termination of the contract and removal from the property. In such cases, Erregi may retain the amounts already paid and request payment of the outstanding sums, including as compensation for damages, without prejudice to the right to claim compensation for any further damages.
3. Parents and those exercising legal responsibility or supervision are responsible for the behavior of minors, incapacitated persons or individuals subject to protective measures. Such persons must be supervised to ensure compliance with quiet hours and the rules of the Property. Any behavior that may disturb other Guests in nearby rooms or apartments is prohibited.
4. Minors who are not accompanied by an adult will be admitted to the property only if they are in possession of a waiver/declaration signed by their parents or legal guardians. The document must also include the contact details of the signatories and a copy of their identity document.
5. Access to the facilities is strictly reserved for the persons indicated at the time of check-in. Entry of persons other than those indicated at check-in is prohibited in order

to ensure the safety and tranquility of all Guests. The only exception to this rule is allowed with the prior explicit consent of Erregi. If unauthorized persons are found inside the facilities, this will be reported to the competent authorities, with extra costs charged starting from the first day of the reservation. In such cases, Erregi also reserves the right to immediately terminate the stay contract with the Guest and charge the agreed booking amount as compensation for damages, unless it is exceptionally decided to allow the stay of persons not included in the reservation, with the charge of any additional costs.

6. The accommodations offer the possibility of using outdoor parking spaces, the availability of which varies depending on the type of property selected.
7. Access to the Limited Traffic Zone (ZTL) is regulated by specific provisions, which the Guest will be informed about at the time of booking confirmation. Such access is allowed only for a limited number of vehicles, equal to the number of parking spaces available at the property.
8. Where available, the covered garage may be used upon payment of an additional fee. However, depending on the specific conditions of the accommodation, the garage may be included at no extra cost.
9. Guests are required to park motorcycles and cars exclusively in the designated areas and in a proper manner, without causing inconvenience or disturbance to other Guests.
10. In any case, reference should be made to the detailed information provided in the description of the individual accommodation, which will clarify any differences or inclusions relating to parking services.
11. Erregi reserves the exclusive right to assess whether the Guest's vehicle has been parked appropriately. If a parking space is not included with the accommodation, the Guest must comply with road regulations and find a suitable parking space, even if it is located away from the property. Any costs related to parking outside the property are the responsibility of the Guest.
12. To ensure the peace and quiet of all Guests, owners or users of particularly noisy mopeds are kindly requested to start their vehicles outside the parking area, preferably near the exit leading to the street.