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**a. DO YOU WANT TO BOOK A HOLIDAY HOME?**

On this portal you will find all the holiday homes managed by MY GARDA HOLIDAY at the best price, plus portal commission.

Enter the desired travel dates, location and number of persons in the search engine. You will be shown all available accommodations with the total price. You can make a secure booking directly on our website by clicking 'book'.

**b. ARRIVAL INSTRUCTIONS**

**WHEN DO I RECEIVE ARRIVAL INSTRUCTIONS?**

2 days before your arrival date, we will send you arrival instructions, provided that the online check-in has been completed for all travellers.

If you have not received the email with arrival instructions, please check if you have checked in online and contact us by email at [booking@mygardaholiday.com](mailto:booking@mygardaholiday.com). We will respond during office hours.

**FROM WHAT TIME CAN I ENTER THE ACCOMMODATION?**

Arrival at the accommodation is possible from 16:00 to 21:00.

Please inform us in good time if arrival before 21:00 is not possible. We will organise an independent entrance.

We cannot guarantee on-site assistance after 21:00 hours.

### **c. CHECK-IN ONLINE**

#### **WHY DO I HAVE TO CHECK IN ONLINE?**

Every accommodation facility is obliged to send travellers' data to public institutions (police headquarters, ISTAT). The data collected are: Name, surname, place and date of birth of all travellers. The main guest is also asked for their home address and ID number.

Holiday homes do not have a reception on site, so data collection must take place prior to the guest's arrival date, via online check-in.

#### **HOW CAN I CHECK IN ONLINE?**

Go to the online check-in area on our website. You will find it in the GUEST AREA.

You will have to enter your login details that you received by e-mail when you confirmed your booking. The email with your credentials had in the subject line "Activate guest account for your stay".

Also check your SPAM folder if you do not find the above-mentioned email.

#### **PROBLEMS WITH FILLING IN ONLINE CHECK-IN**

If the online check-in does not open correctly for you, you may try again in another browser.

If you are unable to proceed with check-in, please check that you have confirmed the privacy statement below.

#### **INSTRUCTIONS FOR OPENING THE KEY LOCK**

<https://youtu.be/4L6Qazremys?si=TAqEOcjKDE1ASQEH>

#### **d. ORGANISATION OF DEPARTURE**

Departure must be organised by 10 a.m. In the summer season, a late departure cannot be guaranteed. Guests are kindly requested to remember a few rules on their departure:

- All guest waste must be disposed of before departure
- Leave the refrigerator empty and the kitchen tidy
- Put all inventory back in its place (sun loungers, parasols, etc.)
- Check that you have not forgotten any personal belongings in the accommodation
- Put the key back in the lock where it was found on arrival (NEVER LEAVE THE KEY IN THE ACCOMMODATION!).

Thank you.

#### **e. CONTACT THE AGENCY**

Office hours: Monday – Friday: 09:00 – 13:00 / 14:00 – 18:00

Saturday (summer): 09:00 – 13:00 / 14:00 – 18:00

Telephone Hotline: Many of our customers' questions can be clarified with a call to the MY GARDA HOLIDAY telephone switchboard. We will be happy to help you!

 +39 030 6972946

Mail: For booking: [booking@mygardaholiday.com](mailto:booking@mygardaholiday.com)

For Housekeeping / damages: [service@mygardaholiday.com](mailto:service@mygardaholiday.com)

Per payments: [amministrazione@mygardaholiday.com](mailto:amministrazione@mygardaholiday.com)

Other: [info@mygardaholiday.com](mailto:info@mygardaholiday.com)

## **f. PAYMENTS, DEPOSITS, REFUNDS**

### **CHECK THE PAYMENT STATUS OF A RESERVATION**

In the client area of our website you can check the status of your reservation payments, change your credit card details and complete your online check-in.

[www.mygardaholiday.com/intranet/localizer](http://www.mygardaholiday.com/intranet/localizer)

Log in with your registration details.

### **IBAN FOR CREDIT TRANSFERS**

If you would like to pay for your stay by bank transfer, remember to put your reservation number and your surname in the subject line and send the bank transfer account to [amministrazione@mygardaholiday.com](mailto:amministrazione@mygardaholiday.com) **INTESTATARIO: MY GARDA HOLIDAY SRL**

IBAN: IT95C0200855250000105541649  
BIC: UNCRITM1H77

### **WHAT TO DO IF THE CREDIT CARD DOES NOT WORK?**

MY GARDA HOLIDAY accepts the following cards: VISA, MASTERCARD.

American Express cards are not accepted.

The bank circuit used by MY GARDA HOLIDAY for secure credit card payments is SYSPAY. Credit card details can only be used for the purpose of payment of the booking and for the security deposit provided in the booking.

If a payment is rejected, we kindly ask you to check with your bank whether the coverage is sufficient, whether you need authorisation for the payment and whether the card details have been entered correctly.

If a payment is rejected several times, we reserve the right to cancel the booking.

It is possible to pay for your stay by bank transfer. Please send the bank account to [amministrazione@mygardaholiday.com](mailto:amministrazione@mygardaholiday.com). Thank you.

## **SECURITY DEPOSIT**

The security deposit is pre-authorized on the customer's credit card. The pre-authorization will be automatically released 7 days after departure.

It is not possible to pay the deposit in cash!

Only in the event of damage reported during the stay or after the guest's departure will the agency be able to block the deposit.

The tourist guest can be held responsible for any damage to the inventory and property, which occurs during his stay!

## **RETURN OF THE DEPOSIT**

If you wish to verify the refund of a deposit, please send an e-mail to [amministrazione@mygardaholiday.com](mailto:amministrazione@mygardaholiday.com) stating your booking number and the method of payment of the deposit. Should it have been deposited by bank transfer, we ask you to provide the IBAN for the return.

## **g. CHANGE / CANCELLATION OF RESERVATION**

### **CANCEL A RESERVATION**

#### **If you booked through an external portal (booking.com, Airbnb, ecc.):**

If the booking was made via an intermediary portal, please cancel via the portal. The cancellation terms valid for your booking apply.

#### **If you booked on [www.mygardaholiday.com](http://www.mygardaholiday.com):**

Please email your cancellation request and your IBAN for possible refunds to [booking@mygardaholiday.com](mailto:booking@mygardaholiday.com).

We will send confirmation of the cancellation and provide a refund if applicable, according to the cancellation terms applicable to your booking.

## **CHANGE A RESERVATION**

### **If you booked through an external portal (booking.com, Airbnb, ecc.):**

You will have to make the reservation change request via the client service of the brokerage portal used for your reservation.

### **If you booked on [www.mygardaholiday.com](http://www.mygardaholiday.com):**

To change a booking made on our portal, please email [booking@mygardaholiday.com](mailto:booking@mygardaholiday.com) with your change request. We will be happy to make the change possible, cancellation terms and availability permitting. You will receive a new booking confirmation if the change has been applied.

## **h. ELECTRICITY, HEATING, HOT WATER, AIR CONDITIONING, WIFI**

### **ELECTRICITY**

The supply of electricity in Italy is limited to 3.5 kW per housing unit. This means that if several electrical devices (e.g. washing machine, dishwasher and hairdryer) are used at the same time, an overload could occur, resulting in a power failure. In this case we ask you to switch off at least one electrical device and follow the instructions in the apartment guide to reach the external meter. You may need the key to open the meter.

### **HEATING**

All accommodations have heating and/or air conditioning with a heating function. If you travel in spring or autumn, you can turn on the heating if you need it.

To switch on the heating, where the holiday home has an individual gas boiler, you must switch the boiler to 'winter' mode with the symbol. Then the desired temperature can be selected at the thermostats in the flat. If the flame symbol appears, this means that the heating is on.

To heat up quickly, we recommend using the air conditioners (where present) in HEAT / winter mode.

Please switch off the heating before your departure.

## HOT WATER

Should you run out of hot water, please check the following:

1. Check at the thermostat in the flat that the boiler/hot water function has not been switched off by mistake. On the thermostat you will find a button with a tap symbol, which must be pressed to operate the hot water function.
2. Check the boiler pressure. The pressure should be around 1.5 bar. If it should be 0, the boiler must be charged or reset, following the model instructions.
3. If the boiler shows an error, please contact us at [service@mygardaholiday.com](mailto:service@mygardaholiday.com) or call the telephone hotline. stating the name and address of the flat and the error code. We will help you as soon as possible. Thank you.

## AIR CONDITIONING

If your accommodation is equipped with air conditioning, its use is included in the accommodation price. Please use the air conditioning system in an environmentally friendly and consumption-friendly manner:

- Switch off the air conditioner when leaving the accommodation
- Keep windows and doors closed when the air conditioner is on.

**Important note:** The air conditioning must be set to the same mode (heating/cooling/dehumidification) in all rooms!

Different settings would cause serious damage to the system for which the host can be held responsible.

## WIFI

The presence of the Internet line is indicated in the equipment of the holiday home.

The Wifi code is visible both on the back of the router and in the arrival information.

Under no circumstances can the agency be held responsible for any inefficiency of the internet provider or interruption of service.

## **i. PADLOCK KEYS**

### **CODE AND KEY PADLOCK POSITION**

The code to open the key lock for the accommodation will be sent in the email containing the arrival instructions. It is a numeric code of 3 or 4 numbers. The arrival instructions are sent 2 days before the arrival date, if the online check-in is completed and the payments for the stay have been completed.

The precise location of the key lock for your accommodation is indicated in the arrival instructions.

We recommend that you view the arrival instructions before you set off, so that you are prepared when you arrive on site, especially if you arrive in the evening and there is no sunlight.

### **HOW TO OPEN THE KEY LOCK**

We use 3 types of padlocks for flat keys. If you have difficulty opening the padlock, please follow the instructions in the video.

If the padlock does not open, please contact us via the telephone hotline.

We will assist you as soon as possible.

## **j. RANALLI PALACE**

You can book rooms at the Aparthotel Ranalli Palace at [www.mygardaholiday.com](http://www.mygardaholiday.com). The rooms are equipped with a refrigerator, coffee machine, private bathroom and can accommodate 2 persons.

The Luna and Sole flats are located on the ground floor and have an internal kitchenette, double room and sofa bed.

There is a shared kitchen in the basement. Parking spaces subject to availability in the building's private garage and additional free covered parking spaces in the garage of the Migross supermarket next door.

Breakfast is on special terms with Migross Bistrot.

## **k. EQUIPMENT OF THE HOLIDAY HOME**

### **KITCHEN EQUIPMENT**

All our flats and holiday homes are equipped with a kitchen and cooking utensils, dishes and cutlery.

A coffee machine is available. Since coffee machines have to be replaced from time to time, it is not possible to say which model of coffee machine will be present in your accommodation. However, it is certain that all common types of coffee capsules can be purchased in local supermarkets.

To see a detailed list of the facilities of the accommodation you have booked, click on your accommodation in the "ACCOMMODATION" section and then on "Show more features".

### **BED LINEN & TOWELS**

Our cleaning service prepares your accommodation with bed linen and towels for use in the accommodation. Please bring your own beach/pool towels for use outside the accommodation.

At Lake Garda, holiday accommodation is prepared with bed linen and not duvets. Double beds are not covered with single sheets/blankets, but with double sheets. Unfortunately we cannot accept requests for changes in the preparation of the accommodation.

### **WELCOME KIT**

In MY GARDA HOLIDAY accommodation on Lake Garda, we provide our guests with a few single portions of shampoo, shower gel, soap and toilet paper in the bathroom.

In the kitchen you will find 2 dishwasher tablets, 2 washing machine tablets, 1 dish sponge and dishwashing liquid, as well as some rubbish bags.

This welcome kit is intended as a first courtesy supply. It is not possible to supply guests during their stay.

## **I. GENERAL REGULATIONS MY GARDA HOLIDAY**

### **RULES FOR THE STAY**

1. Guests are kindly requested to notify us by 9 p.m. on the day of arrival if they find a lack of cleanliness on arrival in the accommodation. A re-cleaning by the cleaning provider will be organised as soon as possible.
2. Should you discover damage already present on arrival in the accommodation unit, please report it with photographic documentation by 11 a.m. on the day after arrival to the agency ([service@mygardaholiday.com](mailto:service@mygardaholiday.com)). We will repair/replace it as quickly as possible, where possible. The guest can be held responsible for damage and malfunctions that were not reported by him and are found in the accommodation after his departure.
3. Please report any malfunctions or damage caused during your stay before your departure to the agency. We will assess the case and arrange accommodation as quickly as possible.
4. Smoking is forbidden inside the accommodation.
5. Please respect the hours of silence (10 p.m. to 8 a.m. and 1 p.m. to 2 p.m.) in the residences and in all accommodation that has neighbouring residences.
6. It is forbidden to reprogram/reset WiFi routers or TV channels. Otherwise the cost of the technician will be charged to the guest.
7. Please separate waste and observe the collection days where door-to-door service is provided. It is important to take away all rubbish before departure. Should we still find rubbish in the accommodation, we reserve the right to charge an additional EUR 80.00 for the inconvenience.

8. Please always close awnings, sunshades, windows and shutters before leaving the flat (including velux in the attic).
9. In residences it is not acceptable to hang towels or laundry over balcony railings. We ask guests to use the clotheslines provided in the building.
10. Please turn off the air conditioning before leaving the accommodation for several hours and before your departure. We also ask you not to leave the air conditioning on while windows and doors are open.
11. Please be careful with the key and never leave it in the door from the inside when leaving. If a locksmith is needed, it will always be the guest's responsibility.
12. Please use only the indicated parking space / car park / garage.
13. Children under 3 years of age must always wear a nappy in bed and a nappy / swimming costume where there is a swimming pool.
14. Use of the swimming pool (where present) is always at your own risk. Please respect the rules displayed in the pool area.
15. In accommodation where animals are not allowed, pets are not allowed. In accommodation where pets are allowed, a written request must therefore always be made to the agency. It is not possible to bring more than 1 pet. The charge for pets is 7€/day. Pets are not allowed on beds and sofas and must not be left alone in the accommodation. They may not be allowed in the common areas of the residences.

16. Please leave the kitchen clean, the refrigerator empty and all crockery / cutlery / pots and pans well washed; otherwise the agency reserves the right to charge an additional EUR 50.00.
17. Please return the deck chairs, parasol and all other inventory items to their places upon departure. For the detailed equipment of the accommodation concerned, we invite guests to consult our website [www.mygardaholiday.com](http://www.mygardaholiday.com) in the "accommodation" section.
18. Please remember that check-out is by 10 a.m. Please put the keys back where you collected them on arrival.



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## REFUND RULES

1. If the accommodation is not ready by 16:00 on the day of the guest's arrival and the cleaning service does not finish it by 16:30, a refund is applied according to the following formula to reimburse the number of hours the guest could not use the booked accommodation:  
Reimbursement amount = (Accommodation rate per night minus extras: 24)\*number of hours the accommodation could not be used after 4:30 PM
2. The agency cannot under any circumstances be responsible for the proper functioning of the internet line of a property. All contracts are in the name of the property owner. In the event of a malfunction of the internet line, the agency shall inform the owner and/or the provider of the line. Refunds cannot be applied to the customer for malfunctions of the internet line due to inefficiency of the provider, force majeure, bad weather or other faults.
3. All accommodation is cleaned by professional cleaning services after each departure. In addition, background cleaning is carried out at the beginning of each season. The cleaners follow the high standard required by the agency for check-out cleaning. Nevertheless, it is possible that an item may be forgotten. If the guest is not satisfied with the level of cleanliness found on arrival, he/she has the opportunity to report the problem by 9 p.m. on the day of arrival at [service@mygardaholiday.com](mailto:service@mygardaholiday.com), attaching a photo. The agency will send the cleaning service for the following day to rectify the problem. It is not possible to request refunds for this type of case.
4. It is not possible to request reimbursement for all types of external factors, which the agency cannot influence, such as: building sites, problems with neighbours, disturbances of the peace, problems with central installations, disturbances caused by insects, disturbances caused by bad weather.
5. All accommodation is owned by private owners, who rent the holiday home through the agency MY GARDA HOLIDAY SRL, which acts as an intermediary. The agency requires a standard inventory from the owner in order to guarantee guests an optimal level of comfort during their holiday. The agency cannot influence subjective evaluation factors such as: degree of personal satisfaction with the mattresses in the accommodation, evaluation of the aesthetics of the furniture, quality of soundproofing, etc. Should there be any problems with the inventory or damage, please report the problem by 11 a.m. on the day following the arrival date to [service@mygardaholiday.com](mailto:service@mygardaholiday.com). We will replace/repair the reported item as soon as possible. Refunds cannot be requested for this type of case.

## **TERMS & CONDITIONS**

No persons other than those named in the booking are allowed in the flat or pool area.

Since every accommodation facility is obliged to send traveller's data to public institutions, it is required to complete the online check-in prior to arrival with the personal data of all staying guests.

The data required are as follows: name, surname, date and place of birth; document number, place and date of issue of the document of the person named in the booking; tax code (Italian guests); full address and mobile phone number.

You can find the online check-in area on our website [www.mygardaholiday.com/intranet/localizer](http://www.mygardaholiday.com/intranet/localizer); login details were sent to you by e-mail at the time of booking confirmation.

The presence of a pet brought by the customer into an accommodation in which it is not explicitly permitted is a breach of contract; consequently, the landlord/agency has to withdraw from the contract and pay an amount of EUR 200.00 for special cleaning. Any damage caused by the pet brought by the customer must be compensated by the customer.

Before the start of the stay in each accommodation, a security deposit is requested as a pre-authorization on the customer's credit card. The agency shall release the security deposit by credit card as soon as the house has been checked at the end of the stay and no anomalies/damage or shortcomings have been found.

Should the amount for repairing the damage caused by the customer exceed the amount of the deposit paid, the agency will ask the customer for the difference for the balance of the amount. It will be the agency's responsibility to prove the amount of the intervention by invoice.

The use of the holiday home, grounds and sports facilities or the pools and/or saunas present is entirely the responsibility of the customer.

Please note that the swimming pools are open from 01/06 to 15/09 (where applicable). Dates may vary depending on weather conditions and residence regulations, the agency is not responsible for any slippage in the opening dates of the pools

The liability of the agency or the lessor for temporary failure or non-functioning of water, electricity, air conditioning, wifi, lifts (if any) or sports facilities and/or swimming pools and saunas is excluded.

The agency shall not assume any liability for deficiencies in performance caused by cases of 'force majeure'. Neither the agency nor the lessor shall assume liability in the event of theft/break-ins. In the case of unforeseen events or causes not attributable to the agency, for which the accommodation could not be occupied by the guest in the booked period, the agency will provide the guest with another accommodation unit with the same or superior characteristics without any reimbursement to all parties. No liability will be attributable to the agency. The agency shall not assume any liability for deficiencies in performance caused by cases of 'force majeure'. Neither the agency nor the lessor shall assume liability in the event of theft/break-ins. In the case of unforeseen events or causes not attributable to the agency, for which the accommodation could not be occupied by the guest in the booked period, the agency will provide the guest with another accommodation unit with the same or superior characteristics without any reimbursement to all parties. No liability will be attributable to the agency.