

B&B Lugano

Regulations

Holiday in a bed and breakfast:

The bed and breakfast Lugano is a private house open to the public and therefore we ask our guests for the same respect they would have at home.

The rules to be observed in the B&B are not only those established by law, but above all by common sense and reciprocal respect.

The organisation is family run.

Mode of booking:

When booking your room you will be asked to leave a deposit to guarantee the booking.

The method of the down payment will be communicated by mail when we confirm the availability followed by confirmation of the booking.

In case of cancellation of the booking we ask our guests to tell us in time. The down payment will not be given back.

Arrival:

Since the B&B is family run, there is no 24-hour reception. Therefore the guests are asked to communicate their arrival time **at least 24 hours beforehand**. Please call the following phone number **+41 76 527 30 83** in case of delay.

On arrival date at the B&B every guest will be asked for a valid document/passport. These documents will be returned after the registration. You will also be asked to pay the balance of the stay in cash (CHF or EURO). It won't be repaid in case of sudden departure.

Check-in time: 14.00 am

Check-out by: 10.00 am on the departure date.- In case of late departure another day has to be paid.

Breakfast is served in the common spaces from around 8.30 am to 9.30 am and the exact time should be communicated by the guest the day before.

No liability can be accepted for the loss, theft or damage of items left in your room, as well as for private belongings left in the common zones.

On departure day it is possible to leave your luggage at the reception in order to continue visiting the town or going shopping. The exact departure time should be told in advance.

Damage or breakages:

In case of any damage or breakages to the structure of the B&B or room accessories the guest is asked to report immediately to the management. After verifying the damage the guest will be charged for it.

Please use the bathroom in a respectful manner: do not throw rubbish in toilets.

Please turn off the lights whenever you leave your room and please minimise the water consume.
Every time you leave your room or the building, please lock the doors and windows.
Please use only the bathroom assigned to you.
In case of fire alarm please look at the evacuation map and inform immediately the management.
On your arrival the keys of the building, your room and your bathroom will be given to you which you will have to return on departure day.
Please be careful of not loosing the keys otherwise we will have to charge you for them.
For public safety, the common area on the ground floor is video supervised.

Other NOs:

No unauthorized people are allowed to stay at any time in the B&B.
Pets are not allowed.
It is strictly forbidden to smoke in the rooms, in the bathrooms and inside the B&B.
You will find ashtrays outside in the garden.
Please do not throw the cigarette filters on the green.
The use of spirits and drugs is forbidden.
You are not allowed to eat in your room, move furniture, use the cooker or handle open flames.
You are not allowed to take anything away from the room or B&B.
You are not allowed to use neither the kitchen nor the washing machine.
In the respect of tranquillity and to enjoy the private property and surroundings please respect our rest hours from 14.00-16.00 and 22.00-08.00.
You should always behave in such a way that the other guests are not disturbed.
It is not allowed to use the chimney.
The common areas are open to our guests between 8.30am and 9.30pm.
The management reserves the right to refuse guests or to send them away if the house rules are not observed correctly.

Silver Room

The Silver Room offers you a modern atmosphere. It has got a double bed combined with a private bathroom/shower cubicle on the floor, hair dryer, a smooth bathrobe, TV and Free WIFI

Gold Room

The Gold Room offers you a warm atmosphere which reminds of the earth. It has got a double bed combined with a private bathroom/bathtub on the floor, hair dryer, a smooth bathrobe, TV and Free WIFI