

## Welcome to PLUS Florence

To guarantee everyone a peaceful and respectful stay, we ask you to take a few minutes to read these rules, which are also available at the entrance and on our digital channels.

By accessing the site, you automatically accept these conditions.

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### Arrival

- Entrance is subject to the presentation of a valid identity document for all guests, including children; legal registration; and management authorisation. We cannot accept copies or photos of documents.
  - We ask you to verify the accuracy of the recorded data and to report any changes (arrivals or departures).
  - The tourist tax must be paid on arrival, in cash or via electronic payment.
  - The accommodation is available from 15:00.
  - If you arrive later than 6:00 on the following day, your reservation will be cancelled.
  - Management has the authority to admit guests, allow them to stay, and require them to leave.
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### Departure

- On the day of departure, the rooms must be vacated by 10:00. If you exceed this time, you will be charged for an additional night.
  - In case of early departure, you will still be charged for the entire booked stay.
  - We remind you to return the keys and pay for any extras at Reception.
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### Minors

Minors will only be permitted access if they have a valid identity document and are accompanied by their parents or by an adult with written authorisation.

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### Visitors

- Management reserves the right to allow visitors to enter in accordance with organisational needs.
- For security reasons, the presentation of a valid original identity document is required.
- Visitors can stay on site until 22:00.

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## Accommodation

- The rooms are available from 15:00 and must be vacated by 10:00 on the day of departure.
- In case of failure to check out by the scheduled time, management may clear the accommodation and store the items until 18:00. Subsequently, storage is not guaranteed.
- Management cannot be held responsible for any theft, loss or damage to personal belongings.
- Each room is equipped with a smoke detector for fire safety.
- For hygienic reasons, food and alcohol must not be consumed in the rooms.
- The heating/air conditioning system is centralised and only works when the doors and windows are closed.
- Remember to insert the keycard into the slot to activate the electricity. In the event of loss, reimbursement may be required.
- The use of your own sheets, sleeping bags, etc. is not permitted.
- Please do not place suitcases or rucksacks on the beds.
- The accommodation is fitted with standard Italian sockets: adapters are available at Reception.
- For safety reasons, do not hang clothes on the radiators or outside the windows.

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## Private rooms

- Upon arrival, you will find the beds already made. We ask that you leave them clear of personal items to facilitate cleaning.
- No towel changes are provided during two-night stays. For longer stays, simply leave the towels on the floor to request a replacement.

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## Dormitory

- Beds are allocated based on availability, and a specific choice cannot be guaranteed.
- Once assigned, beds cannot be changed.
- The minimum age is 12 years. Minors must always be accompanied by an adult of legal age.
- We ask you to leave the tag with your name and check-out date on the bed.
- Beds are not remade during the stay.
- The towel rules are the same as private rooms.
- The lockers can be locked with a personal padlock, which can be purchased at Reception.

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## Behaviour and hours

- Guests must respect the property, common areas, and other guests.
- Guests should avoid disruptive behaviour.
- Silence is required in the rooms from 23:00 to 8:00.
- You will be charged for any damage.
- Alcohol must not be consumed in the rooms, and the use of narcotic substances is prohibited: failure to comply will result in removal without refund.
- Please do not leave personal belongings unattended.

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## Luggage storage

- Storage is free on the arrival day (8:00–22:00) and available for a fee on the departure day.
- Luggage must be collected by 22:00.
- Access is only permitted with staff.
- Uncollected items will be kept for up to 14 days.

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## Pets

- Pets are only allowed in private rooms, in compliance with the rules.
- They must always be kept on a lead.
- They are not allowed in some common areas (swimming pool, Common Room, restaurant).
- Pet owners are responsible for any damages.
- For more details, please refer to the dedicated rules.

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## Swimming pools

- Access is permitted for adults; minors must be accompanied.
- The room towels cannot be used at the pools.
- For more information, consult the pool rules.

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## Common Room

- Open from 8:00 to 22:00.
- Food in the refrigerator must be labelled with your check-out date.
- The spaces and items must be left clean.

- The site is not responsible for belongings or food.
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## Laundrette

- Open 24 hours.
  - Paid washing machines and dryers are available.
  - Please hang wet garments on the drying racks provided.
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## Restaurant and Bar

Breakfast 7:00–11:00

Dinner 18:00–22:00

Bar until 00:00

Pool Bar (seasonal) until 23:00

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## Responsibility

While ensuring the security of the site, management is not responsible for the loss of or damage to personal items.

The parking is not guarded.

Management reserves the right to remove people who do not comply with the rules.

Any reports may be communicated to the Reception.

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## Lost & Found

- Before you leave, make sure you have not forgotten any personal items. Management cannot be held responsible for forgotten items.
  - In case of loss, you can contact the property via email.
  - Items are stored for up to 14 days.
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## Emergencies

- Call 112
  - Notify Reception immediately
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## Contacts

Reception: +39 055 4684259

Emergencies: +39 3423906811

Email: [plusflorence@humancompany.com](mailto:plusflorence@humancompany.com)