

# REGULATIONS

## Camplus Apartments

### CAMPLUS

Camplus manages Residences and Apartments in Italy and abroad to offer its guests the best living and study conditions.

#### OUR ACCOMMODATIONS

The condition of the accommodation is noted in the handover report, drawn up with joint consultation of the parties. Maintenance conditions that are clearly acknowledged and accepted between the parties when the contract is signed and observed during inspection of the accommodation cannot be contested.

Camplus apartments are delivered with standard furnishings that do not include pillows, bed and kitchen linen, crockery/cutlery and consumables.

Tenants are jointly and severally obliged to use and maintain the premises assigned and all of the contents therein with the utmost diligence and care, guaranteeing that all of the rooms are in an orderly condition and clean at all times.

#### CHECK-IN AND HANDOVER PROCEDURE

For a correct check-in procedure:

Sign the contract before moving into the apartment.

Pay the first rent instalment before moving into the apartment. We ask that you send us a copy of the bank transfer via email.

Book the check-in, which must take place in the apartment during office hours, from Monday to Friday, by appointment and with notice of at least 7 business days.

For a correct check-in procedure, the keys to the apartment will be delivered upon check-in within the apartment during office hours and by appointment agreed upon with Staff.

Delivery will be certified by the key delivery report signed by the client and by Staff.

#### MAINTENANCE

Ordinary maintenance within the accommodation shall be at the care and expense of the tenant, based on the quotas indicated in the agreements.

If, during the rental period, a tenant wishes to equip their room with a TV socket or room key, if not present, they may do so at their own expense, notifying Camplus Staff.

For any maintenance requests, an email must be sent to [roma.toscani@camplusapartments.it](mailto:roma.toscani@camplusapartments.it), specifying the nature of the required intervention.

#### COEXISTENCE IN APARTMENTS AND CONDOMINIUMS

An essential element to ensure proper cohabitation at Camplus Apartments is compliance with the rules of conduct and the appropriate manners of each guest, respecting first and foremost the room/apartment and the common areas. Tenants shall ensure the decorum of the accommodation and smooth cohabitation among the apartment's housemates, in accordance with the law and with the condominium regulations and, in any case, with care and mutual respect, complying with the usual rules of behaviour and good manners, especially where use of the accommodation is not exclusive.

In order to ensure proper cohabitation with housemates and other tenants in the condominium/residence, it is forbidden to make noise, listen to loud music or disturb the peace in any way, ensuring respectful behaviour towards those who wish to rest or study.

The use of musical instruments, radio, television and stereo is permitted during the day, always bearing in mind the above-mentioned rules.

Parties, barbecues or any disturbance of neighbours is strictly prohibited. In particular, unless otherwise provided for in the condominium regulations, silence is mandatory every day from 11:00 p.m. to 8:00 a.m. and from 2:00 p.m. to 3:30 p.m. Offenders will be reprimanded by Camplus Apartments Staff via email, with a fine of €50.00 in the event of repeated offence despite the warning.

The apartment must be kept clean and in good hygienic condition.

In the event of persistent neglect, Camplus will intervene directly and charge the tenants for the cost of cleaning up. Visits by or permanent presence of pets within the property is not permitted.

Bicycles and motorbikes must be parked in the appropriate condominium spaces, where present, indicated by Camplus Apartments Staff.

## WASTE DISPOSAL

The tenant is obliged to comply with local waste disposal regulations. In particular, tenants must read and comply with municipal regulations. In the event of violation of these regulations, tenants may incur the prescribed sanctions.

## CHECK-OUT, CONDITION AND KEY DELIVERY

Check-out will always be during office hours and by appointment agreed upon with Camplus Apartments Staff at least 10 days prior to leaving.

Upon leaving, the room and apartment must be:

- free of all personal belongings;
- all furnishings must be cleared, clean and in a good state of repair;
- free of photos, placards and posters; in the event of alterations to the original condition of walls, doors, appliances or any other items, tenants must provide for the restoration or payment of the costs incurred by Camplus for the relative interventions;
- the refrigerator must be defrosted, unplugged and clean;
- all food must be removed and pantries must be clean;
- personal and shared storerooms, cupboards and wardrobes must be cleared and cleaned;
- any cellars or attics cleared of all personal belongings;
- personal bicycles must be removed before the check-out date;
- any furniture belonging to the tenant must be removed before the check-out date.
- The security deposit will be returned following the above operations in accordance with the contractual timetable.

## ON-DEMAND PAID SERVICES

In order to personalise and facilitate their stay at Camplus Apartments, guests may agree on the provision of certain “on demand” services with Camplus Staff, including:

- Check-in and check-out outside of office hours or during public holidays;
- Support in transferring utilities;
- Presence at the appointment with the local distributor for the activation or deactivation of electricity and gas meters;
- Cleaning of the apartment or part of it;

For any information, or for a visit or booking request, please contact the following:

- [roma.toscani@camplus.it](mailto:roma.toscani@camplus.it)