

Apartment Rules

We are happy to host you, and we thank you for choosing Edo in San Francisco rooms & apartments.

We invite you to read our internal rules, not only rules required by law but, above all, dictated by common sense and mutual respect.

1) The reservation request can be made by phone +393357794223 or email to edo.bal@yahoo.com. You will then receive confirmation from us of the reservation, accompanied by all the information relating to the stay and the payment methods to be made within 10 days before your arrival.

2) The cancellation request must be sent by email to the email address edo.bal@yahoo.com and will have the following conditions:

- cancellation or modification up to 10 days before the expected arrival date is free of charge.
- In case of cancellation or modification made after this deadline, 100% of the total reservation will be charged.
- In case of no-show or early departure, 100% of the total reservation will be charged.

3) The balance of the reservation must be paid by bank transfer 10 days before the arrival date.

4) Check-in The rooms are available from 3:00 pm to 8:00 pm. Since Edo In San Francisco is a family-run establishment, there is no reception service available at all hours of the day as is the case with hotels, therefore each customer is required to communicate by telephone to the owner of the establishment the expected arrival time at least 24 hours before arrival. This way we will be able to welcome you in the best way, avoiding unnecessary waiting.

5) Upon arrival, you will need to provide us with valid identity documents (Passport or Identity Card), necessary for the registrations required by current legislation. Failure to comply with this obligation constitutes a violation of the rules of the penal code and authorizes us to ask for the immediate abandonment of the establishment. Our guests' data are processed in accordance with current privacy legislation.

6) Check-out Rooms must be vacated by 10:00 am.

- Upon request, we can store your luggage until the end of the day. The keys must be returned upon check-out.

7) It is forbidden to turn on your own stove. In accordance with legislation and for safety reasons, induction hobs and other appliances in the kitchen are available for cooking. It will be your responsibility to tidy up.

8) The rooms and bathrooms are cleaned and linens are changed weekly and obviously when guests change.

9) We recommend correct and civil use of the toilet and sponges, avoiding throwing anything in the toilet (please use the appropriate bins). In addition, we recommend turning off the lights and air conditioning every time you leave the apartment. We recommend the correct use of appliances by following the specific instructions.

10) Smoking is absolutely not allowed inside the apartment. This rule must be observed to protect those who will come after you, as well as fire prevention regulations. The fire extinguisher is located in the entrance hall.

11) We inform you that the apartment does not have a safety deposit box, for this reason we ask you not to leave any valuables in the house. We ask you to always close the door. Edo in San Francisco declines all responsibility for the loss, theft or damage of any object of your property left unattended. Any damage to objects/appliances must be declared and compensated immediately to the house manager.

12) In accordance with the regulations and the rules of the Municipal Police, we ask you to observe silence in the time slot between 2:00 pm and 4:00 pm and from 10:00 pm to 8:00 am.

13) It is strictly forbidden to receive prolonged visits and additional overnight guests. Check-ups can be carried out. It is not possible to host animals.

We are sure of your kind cooperation, we remain at your disposal for any clarification and we wish you a peaceful and happy stay.