WELCOME



ComoStay
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ORTENSIA APT.

Via Ugo Ricci,1 Tremezzina CO, Italia

Your Digital Holiday Home



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Made with Gamma

CHECK IN

Check In Time 4:00 PM



Please, at check-in:

1. ***Check the house*** *and report any damage or malfunction to the Host (within the next 24 hours);*

Scan *this QR code to* ***report damages*** *or share* ***suggestions*** *for improving your stay. Your* ***feedback*** *is important to us and helps us maintain* ***quality*** *and enhance* ***guest satisfaction****. Thank you for choosing our accommodation!*



2. *Provide for the registration of* ***ID card*** *of each guest following the link for self-check-in or deliver a copy of the ID's to your Host;*



3. *Pay* ***Tourist Tax***

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WIFI

NETWORK

Vodafone-34645179

PASSWORD

k7jubx6zajwmjdx

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HOUSE RULES

1 REGISTRED GUESTS

At your arrival we kindly ask you to provide a valid identification (ID card, passport
or driving license) according to the applicable law. Your personal data will be treated in accordance with the applicable law and the privacy legislation.

2 DURING YOUR STAY

To avoid flooding, we ask you to close doors and windows before leaving the house. Please, in case of strong winds keep the umbrellas or outdoor awnings folded.

3 POOL, BALCONIES AND TERRACES

Children should be supervised by a responsible adult at all times when around the pool area, balconies or terraces. It is forbidden to enter the swimming pool area with pets, bottles or glasses;

4 DAMAGE AND BREAKAGE

Any claims of damages caused by the Guests should be immediately reported to the Host.

5 IS PROHIBITED

TO SMOKE INSIDE THE PROPERTY
MAKING NOISE DURING THE DAY AND ESPECIALLY AFTER 11 PM
CHARGING ELECTRIC CARS IN OUR ACCOMMODATION







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CONTACT INFORMATIONS



YOUR HOST:

+39 335 77 66 480
*(WhatsApp **chat only**)*

comostayrent@gmail.com

EMERGENCY

EMERGENCY NUMBER: **112**

HOSPITAL

- Gravedona ed Uniti
  Via Moriggia Pelascini, 3
  +39 0344 92401
- Hospital – Menaggio
  Via Virginia Casartelli, 7
  +39 0344 33111



PHARMACIES

Via Regina, 36, GRAVEDONA
+39 034482144

Via IV Novembre, 30, MENAGGIO
+39 034432051

Via Statale, 93, LENNO
+39 034455141

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ADDITIONAL CHARGES

OBLIGATORY **Tourist TAX**

3,0 € per person per day

OPTIONAL

Cot Bed linen NOT included		20 €/stay
High chair		10 €/stay
Pet		25 €/stay
Pool towels		3 €/stay
Additional set of double **bed sheets**		€ 25
Additional set of single **bed sheets**		€ 20
Additional set of **towels**		€ 10

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LOCAL TAXI



TAXI

- +39 031 261515 (Radio Taxi Como)
- +39 338 2047279 (Mario)
- +39 351 7512507 (Andrea)
- +39 335 8036670 (Fausto)
- +39 333 8601035 (Diego)
- +39 393 8173143 (Germano)
- +39 333 2100189 (Giovanni)
- +39 347 3520540 (Roberto)

MINIVAN

- +39 348 7431408 (Franco)
- +39 347 4528995 (Ernesto)
- +39 347 7256816 (Solda Transfer)
- +39 0344 55422 (Soldarini Transfer)

ADDRESS OF YOUR PROPERTY:

Via Ugo Ricci,1 Tremezzina CO, Italia

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RESTAURANTS

TREMEZZINA

1. LA DARSENA - Via Regina, 3, 22016 Tremezzo CO
2. LA FAGURIDA - Via Rogaro, 17, 22016 Tremezzo CO
3. AL VELUU - Via IV Novembre, 22016 Tremezzina CO
4. RISTORANTE PIZZERIA IL CRIS - Via Armando Diaz, 13, 22016 Lenno CO
5. ROTEO - Via Vincenzo Puricelli, 4, 22010 Sala Comacina CO
6. CANTINA FOLLIE - Via Alessandro Volta, 16, 22019 Tremezzina CO
7. RISTORANTE 'BELLE ILE' - Via Statale, 25, 22011 Griante CO
8. ANTICA TRATTORIA DEL RISORGIMENTO - Via Sant'Abbondio, 8, Azzano

MENAGGIO

1. LA TRATTORIA COSTANTIN - Via Carlo Camozzi, 16, 22017 Menaggio
2. PIZZERIA LUGANO - Via Como, 26, 22017 Menaggio CO
3. RISTORANTE DEL PORTO - Via IV Novembre, 21, 22017 Menaggio CO
4. RISTORANTE LAGO - Viale Benedetto Castelli, 9, 22017 Menaggio CO
5. BAR IL TANAMANA - Via IV Novembre, 93, 22017 Menaggio CO

BELLAGIO

1. RISTORANTE MELLA - Piazza S. Giovanni Battista, 6, 22021 Bellagio CO
2. RISTORANTE ALLE DARSENE DI LOPPIA - Via Melzi d'Eril, Bellagio CO
3. ANTICO POZZO RISTORANTE - Salita Antonio Mella, 26, 22021 Bellagio
4. RISTORANTE SILVIO - Via Paolo Carcano, 10/12, 22021 Bellagio CO

CREMIA

1. RISTORANTE LA BAIA - Frazione San Vito, 8, 22010 Cremia CO
2. RISTORANTE PIZZERIA LUMIN - Via San Vito, 158, 22010 Cremia CO
3. VERANDA BEACH - Via Regina, 890E, 22010 Pianello del Lario CO

DOMASO

1. LA RONDE - Via Case Sparse, 16, 22013 Domaso CO
2. MOJITO CAFÈ PIZZERIA - Via Garibaldi Giuseppe, 43, 22013 Domaso

RISTORANTE CINYO - Via Regina Levante, 63, 22013 Domaso CO

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SUPERMARKET

TREMEZZINA

1. SIGMA LENNO - Via Statale, 28, 22016 Lenno CO IT'S THE CLOSEST
   OPEN: Monday – Saturday: 08.00 – 19.30
   Sunday: 08–12:30

2. CRAI AZZANO - Via Statale, 58, 22010 Tremezzina CO
   OPEN: Monday – Saturday: 08.00 – 12.30 / 15.00 – 19.00

3. PANE DE MARIA – BAKERY - Via Statale, 62, 22016 Azzano CO
   OPEN: Monday – Saturday: 05.00 – 13.00 / 17.00 – 19.30

MENAGGIO

1. CONAD CITY - Via Guglielmo Marconi, 3, 22017 Menaggio CO
   OPEN: Monday – Saturday:
   07.30 – 13.00 / 16.00 – 19.00

2. CONSORZIO AGRARIO - Via IV Novembre, 101, 22017 Menaggio CO
   OPEN: Monday – Saturday:
   08.00 – 12.30 / 15.30 – 19.00

3. IL FORNAIO – BAKERY - Via Lusardi, 44, Menaggio CO
   OPEN: Monday – Saturday:
   07.30 – 13.00 / 16.00 – 19.00

OTHER SUPERMARKETS IN THE AREA

1. CARREFOUR MARKET - Via Statale Regina, 85 C, 22010 Carlazzo CO
   OPEN: Every day 24/24



2. IPERAL DONGO - Via Statale, 208, 22014 Dongo CO
   OPEN: Every day 08.00 – 20.00

1. CONAD CITY DONGO - Via Giampietro Matteri, 24, 22014 Dongo CO
   OPEN: Monday – Saturday:
   08.30 – 12.30/15.30 – 19.30

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GARBAGE

PLEASE PUT YOUR WASTE ON THE STREET, AGAINST THE WALL OF YOUR COMPOUND

AFTER 8.00 PM ON THE DAYS INDICATED BELOW

WET / ORGANIC WASTE



SUNDAY and THURSDAY	Collection in small WHITE-BIODEGRADABLE BAGS (provided by the host) - even bags from the supermarket are fine. PLEASE LEAVE THE BROWN BIN OUTSIDE ON THE STREET, AND PLEASE, REMEMBER TO PICK IT UP THE NEXT DAY

PLASTIC + METAL



MONDAY	Collection in YELLOW-TRANSPARENT BAG (provided by the host).

DRY / UNDIFFERENTIATED



SUNDAY	Collection in GRAY-TRANSPARENT BAGS (provided by the host) - with identification code.

PAPER, CARDBOARD, TETRA PAK



WEDNESDAY	Tie it with a string to avoid dispersion or place it in paper or cardboard bags or boxes. NOT PROVIDED

GLASS

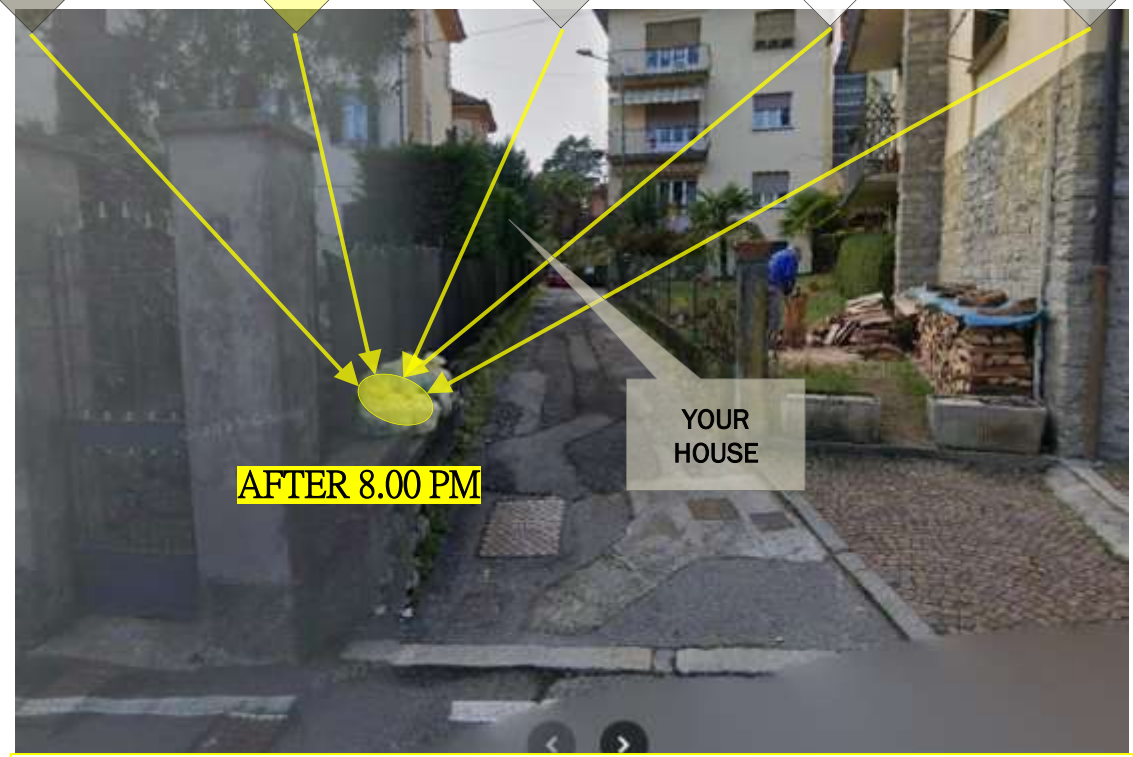


TUESDAY	The glass should be placed in the green bin (provided) and put out on the street on Sunday evening after 8 PM. The bin should be retrieved the following day, which is Tuesday morning.

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GARBAGE

ORGANIC	PLASTIC + METAL	UNDIFFERENTIATED	PAPER	GLASS
BIODEGRADABLE BAG		NON-RECYCLABLE MIXED WASTE		
	YELLOW BAG	GREY BAG	IN BOX OR PAPER BAG	
SUNDAY and THURSDAY AFTER 8 PM	MONDAY AFTER 8 PM	SUNDAY AFTER 8 PM	WEDNESDAY AFTER 8 PM	TUESDAY AFTER 8 PM



ON THE LAST DAY OF YOUR STAY, LEAVE THE WASTE SEPARATE IN THE PROPERTY

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IMPORTANT NOTICE FOR TENANTS

The electrical meter capacity of the apartment is **3 kW.** If the electrical network is overloaded, the meter will automatically shut down.

To avoid power interruptions, **do not turn on more than two high-consumption appliances at the same time**, such as:

- Electric oven
- Induction cooktop
- Washing machine
- Dishwasher
- Hair dryer
- Iron
- Water kettle

If the meter shuts down, you must **disconnect some devices and manually reset the meter.**



ELECTRICITY EMERGENCY

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CHECK OUT

Check Out Time 10:00 AM

Before your departure we kindly invite you to:



KITCHEN

Leave the kitchen clean, with no leftover food (only packaged food can be left). Wash all dishes and utensils.

BATHROOM

Remove the towels from the bathroom floor.



GARBAGE

On the day of your departure, leave the apartment free of waste and unsealed food-



DOORS AND WINDOWS

Close all windows to prevent damage from rain.



ELECTRICITY

Turn off all indoor and outdoor lights, as well as the air conditioning and TV.



DELIVER THE KEYS

Leave the keys in the proper KEYBOX or deliver them to the Manager



PERSONAL BELONGINGS

At check-out, please make sure you don't forget any personal belongings. We are not responsible for any items left on the property. If found, it will be your responsibility to arrange shipping via courier.

We would like to inform you that if the property won't be released by 10.30 am, you will be charged an additional day.

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FULL HOUSE RULES

Dear Guest, The rules to be followed in our apartments are not only those established by law but also dictated by common sense and mutual respect. They may seem excessive, but they serve to ensure a pleasant and peaceful stay.

ARRIVAL

- Check-in is available from **4:00 PM to 8:00 PM**, unless special arrangements are made.
- Please inform us in advance of your expected arrival time, as we do not have a fixed reception.
- Upon arrival, a valid ID (identity card, passport, or driver's license) must be presented and will be immediately returned.
- Personal data will be processed in accordance with current privacy regulations and will not be shared with third parties.

KEYS

- The apartment keys are available in a **safety lockbox**.
- In case of loss, a **penalty of €50** will be applied for key and lock replacement.

DEPARTURE

- Guests must leave the apartment by **10:00 AM** on the day of departure unless otherwise agreed upon at check-in.
- After **10:30 AM**, an additional day will be charged.
- Before departure, please:
  - Empty and dispose of the trash;
  - Wash the dishes;
  - Turn off all lights and air conditioning;
  - Close windows and skylights;
  - Leave used towels on the bathroom floor;
  - Return the keys to the **safety lockbox** or hand them over to the manager.

CONDITION OF THE PROPERTY

- The apartments are delivered in perfect order and cleanliness.
- Any damages will be assessed at the end of the stay and may be charged.

BED LINEN AND TOWELS and CONSUMABLE MATERIALS

- Additional bed linen and towels can be requested for an extra fee.
- Items such as toilet paper, coffee capsules, and dishwasher capsules are provided as a complimentary welcome supply and will not be replenished during your stay.

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RULES DURING THE STAY

- **Silence after 11:00 PM.**
- Avoid **excessive noise** in the stairwell, especially at night.
- **Do not move furniture** (wardrobes, tables, beds, etc.).
- **Smoking is prohibited** inside the apartment and in the building stairwell.
- **Do not throw waste into the toilet**, except for toilet paper.
- The apartment **is not available for illegal activities**.
- **Pets are not allowed.**
- **Charging electric vehicles is prohibited.**

REFUNDS

A refund may be requested in the following cases:

- Late departure beyond 10:00 AM.
- Damage to furniture or other apartment items.
- Failure to return the keys.
- Presence of undeclared guests in the reservation.

RESPONSIBILITY

- •The manager may access the apartment only in case of emergency to check for any damage or hazards, after notifying the guests.
- Guests must carefully safeguard their valuables. **We are not responsible for theft or loss.**
- Before leaving, ensure that **lights, appliances, TV, air conditioning** are turned off and **gas and water** are shut off.
- **It is strictly forbidden to bring weapons, flammable substances, foul-smelling items, or unauthorized electrical appliances.**
- **We are not responsible** for interruptions in services such as gas, electricity, water, internet, or heating that are beyond our control.
- **Parties and disturbing neighbors are prohibited.**
- **Do not remove** any items from the apartment (towels, sheets, chairs, tables, cutlery, accessories, etc.).
- In case of **violation of the rules**, we reserve the right to remove the guest or cancel the reservation.

COMPLAINTS

For any issues, contact us immediately: we will do our best to resolve them. Any damages or problems must be reported before departure so they can be promptly addressed.

The confirmation of the booking and use of the apartment imply reading and acceptance of these rules. For all matters not expressly indicated, reference is made to current regulations and common sense.

Thank you for choosing our apartments for your vacation!

We wish you a pleasant stay and a wonderful holiday at Lake Como!