HOSPITALITY QUALITY AND SECURITY MANAGEMENT PROTOCOL (QS-H)

Where:

- **Q** = QUALITY
- **S** = SECURITY
- **H** = HOSPITALITY

The Meaning of the "QS-H Protocol"

The name *Hospitality Quality and Security Management Protocol (QS-H)* defines the document's ambition to go beyond a simple list of prohibitions.

A. Where "Security" (S) and "Risk Management" Lie

This component is the most evident and robust:

- **Legal and Operational Security:** The express termination clause (A.1) and the Security Deposit clause (A.4) minimize your financial and legal risk.
- **Personal and Structural Security:** The rules on absolute prohibitions (Section B) – such as violence, drugs/alcohol, and unregistered guests – and those on facility safety (shower usage C.5) aim to protect the physical security of both the property and individuals.

B. Where "Quality" (Q) and "Hospitality" (H) Lie

Quality and hospitality are not just about smiles, but also the fulfilled promise of an impeccable and peaceful environment.

- **Quality (Q):** The clauses protecting furnishings (C.3), linens, and kitchen (C.4) and bathroom (C.5) drains ensure that, for the next guest, the accommodation will be in the same high-quality condition that you commit to maintaining. Quality, in this context, means the preservation of the property.
- **Hospitality (H):** Hospitality is intrinsic to the goal of ensuring peace of mind for all guests (B.1, B.2). Section E (Services) is entirely dedicated to detailing practical services (Check-in, Check-out, extra services, taxi), which form the core of the hospitality provided.

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INTERNAL HOUSE RULES OF THE STRUCTURE

B & B ARBOSTELLA DREAM STAY

A. Legal Clauses, Termination, and Security

A.1. CONTRACT ACCEPTANCE AND EXPRESS TERMINATION CLAUSE (Art. 1456 of the Italian Civil Code)

By confirming the booking and checking the mandatory acceptance box in the booking form, the guest declares that they have read and fully accepted these Regulations and AGREE to the application of Article 1456 of the Italian Civil Code. It is specified that the violation of even a single essential rule (points B, C, D) will result in the immediate termination of the contract, the obligation to vacate the accommodation without the right to any refund, and the billing of all cleaning and damage compensation costs.

A.2. MONITORING SYSTEM AND CONSEQUENCES OF VIOLATIONS

The guest acknowledges that violations of these Regulations are classified by the Host into Serious, Medium, and Minor based on the risk caused.

- **SERIOUS VIOLATIONS:** Result in immediate termination (A.1).
- **MEDIUM VIOLATIONS:** Result in a Formal Written Warning; recurrence or non-compliance converts into a Serious Violation (A.1).
- **MINOR VIOLATIONS:** Result in a Verbal Warning or a charge; systemic recurrence leads to escalation to a Medium Violation.
- The full list of violations and their respective severity levels can be consulted in Section F of this Protocol.

A.3. DATA AND REACHABILITY

The guest commits to providing real and active personal data and contact details (phone, email), assuming responsibility for being promptly reachable throughout the entire stay for urgent communications or necessary interventions (e.g., alarm, breakdown, disturbance, requests from Authorities).

A.4. SECURITY DEPOSIT AND DAMAGES

As a guarantee and protection for the property, a security deposit of € 100.00 is required.

- **Main Method (Pre-authorization):** The property protocol provides for the automatic execution of a pre-authorization (temporary hold of funds) equal to € 100.00 on the credit card associated with the booking, carried out 48 hours prior to the arrival day. This amount does not constitute a charge and will be automatically released at check-out, subject to verification by the staff of the absence of damages, shortages, or violations of these Regulations.
- **Backup Method (Failed Solvency):** Should the pre-authorization attempt 48 hours prior to arrival fail for any reason, or if the outstanding balance is not settled digitally before the stay, the guest is strictly required to pay the amount of € 100.00 in cash directly at check-in. In the absence of damages, this sum will be fully refunded in cash upon departure.
- The guest remains fully responsible and liable for full compensation for all material, direct, indirect, and/or financial damages caused to the property, even if the total amount of the damage exceeds the value of the security deposit paid.

B. Absolute Prohibitions and Conduct (Zero Tolerance)

B.1. VIOLENCE, THREATS, AND DISTURBANCE

A zero-tolerance policy is adopted towards:

- Violent, threatening, or abusive behavior directed at the Host, staff, other guests, or neighbors.
- Loud noises, arguments, or rowdiness. Quiet Hours are strictly established after 10:00 PM.

B.2. PROHIBITION OF INDECENT BEHAVIOR AND DISTURBANCE OF THE PEACE

It is strictly forbidden to engage in indecent behavior or walk around indecently inside the apartment or in common areas (corridor and kitchen) to avoid causing situations of discomfort, embarrassment, or disturbance to other guests (tourists, families with children, and/or people traveling for work). The violation of this rule, including night-time disturbances due to poor soundproofing, will result in the immediate termination of the contract (Art. 1456 of the Italian Civil Code).

B.3. DRUGS AND ALCOHOL

It is strictly forbidden to introduce, consume, or abuse narcotic substances, and to abuse alcohol inside the apartment, in common areas, and on balconies.

B.4. UNREGISTERED GUESTS

It is forbidden to host or allow unregistered or unauthorized persons into the property, even for short visits.

B.5. MANDATORY REGISTRATION

Pursuant to current public safety regulations (Legislative Decree 11/2005 and Art. 109 T.U.L.P.S.), the Guest is required to provide a valid identity document (Identity Card, Passport, or Driver's License) to the Host at Check-in to complete the registration formalities (Notification to the Police/Alloggiati Web). Any refusal to exhibit the document (B.5) constitutes a serious non-compliance and prevents access to and stay in the accommodation, giving no right to any refund (A.1).

B.6. SABOTAGE OF THE SECURITY AND COMMUNICATION SYSTEM (Wi-Fi/Sensors)

It is strictly forbidden to disconnect, tamper with, cover, or deactivate any communication device (such as the Wi-Fi access point, signal repeater, or modem/router) or any monitoring and security device of the Property (including Aqara FP2, Amazon Air Quality Monitor, and vibration/noise sensors). Any deliberate act that interrupts the security service is considered a serious violation (Level 3) and will entail the immediate activation of the Express Termination Clause (Art. 1456 of the Italian Civil Code), resulting in immediate eviction and the withholding of the entire Security Deposit.

C. Proper Use of the Accommodation, Hygiene, and Protection of Property

C.1. SMOKING AND HYGIENE

Smoking is strictly forbidden inside the accommodation. Smoking is only permitted in designated areas (Balconies). The guest is responsible for maintaining the hygiene of the room throughout the entire duration of the stay.

C.2. FOOD AND BEVERAGES IN THE ROOM

To protect cleanliness and furnishings, it is forbidden to consume excessively oily or greasy foods, or beverages that can permanently stain fabrics and surfaces inside the room. The kitchen is available for this purpose.

C.3. RESPECT AND PROTECTION OF FURNITURE AND LINENS

The guest commits to protecting the furnishings and linens, observing the following rules:

- **Furniture and Surfaces:**
  - Do not place wet towels or clothes on wooden furniture to avoid damage.
  - Do not place hot drinks or spill alcohol on wooden furniture.
  - It is strictly forbidden to spill aggressive or hard-to-remove liquids on the furniture, such as makeup removers or solvents, due to their ability to permanently damage or stain surfaces.
- **Linens and Beds:**
  - It is forbidden to use the provided towels to remove makeup, dye hair, or clean dirty objects. For such needs, the guest is required to use their own products or disposable makeup wipes. Any permanent damage to the linens will be subject to compensation.
  - It is strictly forbidden to remove sheets and mattress protectors, or to engage in behaviors that could cause biological liquids or bodily fluids to penetrate (or pass) directly onto the mattress. Should the mattress be stained or contaminated, extraordinary sanitizing washing by a specialized company with professional machinery will be required. The fixed cost of this restoration, equal to € 100.00, will be fully charged to the guest (Art. A.4).
- **Decor:**
  - Do not tamper with or take away decorative objects, including flowers.

C.4. USE OF THE KITCHEN AND DRAIN MAINTENANCE

- **USE AND ODORS:**
  - Please keep the kitchen door closed during and after use in order to prevent the spread of odors into the apartment and common areas.
  - Please note that the use of the kitchen must not be excessive or prolonged to allow other guests the opportunity to use it.
- **MAINTENANCE AND SAFETY:**
  - It is strictly forbidden to pour cooking oils, fats, or liquids other than water down the sink drains. Waste oils and liquids must be disposed of in the appropriate containers (for the collection of waste oil or unsorted/organic waste according to local rules).
  - It is mandatory to use the appropriate wooden cutting board to chop vegetables or other foods, in order to avoid scratches to the wooden or metal surfaces of the

kitchen. Detection of blade scratches on the surfaces will result in a restoration charge.
    - It is strictly forbidden to place hot pots, pans, coffee makers, or moka pots directly on the wooden surfaces of the furniture or on the plastic tablecloth, to avoid burns, scorching, or permanent deformation of materials.
    - The use of highly pigmenting ingredients and spices (such as turmeric, curry, or fatty sauces) requires immediate post-use cleaning. The presence of indelible stains or halos that have penetrated the furniture and shelves due to guest neglect will be considered material damage to the furnishings (Art. A.4).
- **POST-USE CLEANING (Clean As You Go):**
    - At the end of use, utensils, dishes, and pots must be immediately washed, dried, and put away. It is strictly forbidden to leave dirty dishes in the sink or on the kitchen counters. It is forbidden to store dirty dishes in the cabinets. In the case of dishes, utensils, and cookware left dirty at check-out, the Dish and Pot Washing fee (Extra Service) will be applied as per Section E.4.

C.5. USE OF THE BATHROOM AND DRAIN MANAGEMENT

- **HYGIENE AND DISPOSAL:**
    - Please do not throw sanitary pads, wet wipes, or other foreign objects into the toilet, in order to prevent system clogs. Use exclusively the provided bin.
    - For hygienic reasons and to avoid foul odors, used toilet paper must be flushed down the toilet and not thrown into the bathroom bins.
- **SHOWER USE:**
    - After using the shower, the guest is requested to remain inside the shower tray or enclosure for a few moments to allow complete dripping. This is essential to prevent flooding the bathroom floor and the consequent damage to furniture and surfaces and, in particular, to avoid water infiltration and damage to the property or third parties (e.g., lower floor).
    - **Components and Taps:** It is strictly forbidden to force, hang weights from, or improperly use the shower panel, jet selectors, adjustable arm, and the sliding cursor of the shower head. Any damage or mechanical breakage resulting from forced, clumsy, or non-compliant use (e.g., forced arm cursors or torn-off selectors) will be fully charged to the guest pursuant to Art. A.4, including the cost of the replacement part and emergency plumbing intervention.

C.6. USE OF MICROWAVE AND COFFEE MACHINE

It is required to use the microwave and the coffee machine strictly following the instructions in the dedicated manuals located next to the appliances. Please clean the appliance immediately in case of spills or splashes of food/liquid. Any damage caused by improper use or lack of post-use cleaning is subject to compensation (A.4).

C.7. THEFT, VANDALISM, AND INTENZIONAL DAMAGE TO PROPERTY AND FACILITIES

Theft, destruction, vandalism, or intentional damage to security and monitoring devices (including Aqara FP2, Amazon Air Quality Monitor, and vibration/noise sensors), electrical system components (including light switches and plates smashed, bent, or uprooted with fists or physical force), or any other asset of the Property is considered a Serious Violation (Level 3). This action is classified as a criminal offense (Art. 624 c.p. - Theft or Art. 635 c.p. - Damage) and will result in: Immediate Reporting to the Competent Authorities, activation of the Express Termination Clause (A.1), and a request for damage compensation (Art. A.4), equal to the repurchase and restoration value of the device.

D. Practical Rules and Security

D.1. WASTE SORTING (RECYCLING)

The guest is obliged to respect the local municipal waste sorting rules. Bins are provided with instructions. Trash containers and their lids (manual or pedal-operated) must be used without forcing them; breaking the lids or mechanisms due to excessive pressure or kicking will result in an automatic charge for the replacement cost of the trash bin set.

D.2. BALCONY USAGE

Please pay the utmost attention when using the balcony. It is forbidden to completely close the balcony door/window when you are outside to avoid locking yourself out and having to resort to an expensive technical intervention.

D.3. USE OF MOSQUITO NETS AND ROLLER SHUTTERS

For the operation of mosquito nets and shutters/roller shutters, you are required to act with the utmost gentleness. In order to avoid structural damage, the guest is strictly required to observe the following methods of use:

- **Roller Shutters (Persiane):** It is strictly forbidden to pull violently, jerk, or force the lifting strap (cord) or its rollers.
- **Window Mosquito Nets:** For their operation, please exclusively use the designated black plastic handles. It is strictly forbidden to exert direct traction on the mesh, in order to prevent loosening, slipping out, or damaging the side edges and the mechanism.
- **Balcony Mosquito Nets:** For their operation, you must exclusively use the designated plastic chain, proceeding with fluid movements and avoiding jerks that could cause the mosquito net to come out of the tracks or break the chain itself.

- **Responsibility and Restoration:** Any mechanical failure of the mechanism, jammed roller, torn strap, as well as damage to the mesh, net, or chain due to forced, clumsy, or non-compliant use will be fully charged to the guest. The charge will include both the cost of the replacement material and the labor for the technical restoration intervention.

D.4. TOILET USAGE

To avoid damage to the flush mechanism, please press the flush button or lever exclusively on the designated spot (usually on the outside and not on the inner edge).

D.5. USE OF THE LAUNDRY SINK (BLUE BATHROOM)

- **USE AND MAINTENANCE:**
  - It is required to keep the laundry sink constantly clear. It is forbidden to use it as a support for towels, utensils, or other objects, so as not to obstruct the drains of the washing machine and the air conditioner.
  - The space inside and adjacent to the laundry sink must be kept free to allow the Host the necessary access to fill buckets and wash clothes.
  - For safety reasons, please do not place any object (including makeup, perfumes, or other accessories) on top of the washing machine. The spin cycle could cause these objects to fall or be damaged.

D.6. SUSTAINABILITY AND ENERGY SAVING

- **Energy Management and Sustainability:** Please turn off the air conditioner whenever you leave the rooms and do not leave it running with windows and balcony doors open. A conscious use of electricity and water is recommended.

D.7. OPERATION OF THE TELEVISION AND DECODER

To ensure the correct operation of the Smart TV and the decoder, please use the two provided remote controls following the order and instructions displayed in the dedicated reminder. Tampering with cables or changing the decoder settings (e.g., frequencies, language) that requires the technical intervention of the Host will result in a verbal warning and courtesy assistance, without any penalty or financial charge.

D.8. WI-FI AND NETWORK ACCESS

The Structure offers free Wi-Fi access. The access credentials (Network and Password) are displayed on a dedicated sign behind the door of each room. For cybersecurity and network management reasons, it is strictly forbidden to share access credentials with people outside the accommodation who are unregistered.

E. Services, Payments, and Useful Information

E.1. PRIVATE BATHROOM OUTSIDE THE ROOM (Privacy)

Please be informed that the room with a private bathroom is to be understood as having a private bathroom **EXTERNAL TO THE ROOM**. If privacy requirements cannot be met by this configuration, guests are kindly requested to cancel the reservation within the allowed cancellation terms. No refunds will be issued if the accommodation does not meet the guest's preference upon arrival.

E.2. TAXES AND REVENUE STAMP (MARCA DA BOLLO)

The tourist tax is €3.00 per person per night (applied strictly and exclusively for the first 7 nights of the stay, with exemption for children under 12 years of age). For stays with a total amount exceeding €77.47, the payment of a **REVENUE STAMP (Marca da bollo)** of €2.00 is required (substitute for VAT).

E.3. CHECK-IN AND CHECK-OUT

- **Check-in:** from 3:00 PM (15:00) to 2:00 AM (02:00) of the following day. Guests are required to communicate their arrival time with a 2-hour margin.
- **Check-out:** from 5:00 AM (05:00) to 10:00 AM (10:00).

  Failure to respect the Check-out time is subject to penalties and compensation based on the severity and duration of the delay, as established in Section F (M9 and P8).

Compensation for Overstay (Unauthorized Stay):

1. **Minor Delay (P8):** Between 10:00 AM and 11:00 AM without prior agreement. Results in a **Verbal Warning** (Section F.3).
2. **Severe Delay (M9 - Medium Non-Compliance):** Staying past 11:00 AM entails the application of code **Medium Non-Compliance (M9)** due to operational damage (inability to perform cleaning).

3. **Extreme Overstay (Serious Non-Compliance - G):** Staying past 2:00 PM (14:00) without prior agreement (which prevents room preparation and compromises regular Check-in for the next Guest) results in an automatic charge of an **Unauthorized Stay Compensation** equal to 50% of the room rate for the following night, escalating the infraction to **Serious Non-Compliance (G7)**.
4. **Maximum Overstay (Serious Non-Compliance - G):** Staying past 3:00 PM (15:00 - standard Check-in time) results in an automatic charge of the **Unauthorized Stay Compensation** equal to 100% of the room rate for the following night, escalating the infraction to **Serious Non-Compliance (G7)** and resulting in **Immediate Eviction (A.1)**.

E.4. EXTRA SERVICES (Fixed costs):

- **Laundry and drying service:** €10.00 (only the host is authorized to operate the appliances).
- **Dish and Pot Washing (Additional Service):** €2.00 (standard quantity) / €5.00 (excessive quantity).
- **Private parking:** €5.00.
- **Breakfast:** The room price does not include breakfast. Breakfast is an additional cost (supermarket price) to be agreed upon, but hot beverages are offered complimentary.
- **Taxi Service:** Central Station: €5.00. Salerno Airport: €15.00. Naples Airport: €30.00.

F. Classification and Guidelines for Non-Compliance

To ensure peaceful coexistence, protection of the property, and the correct application of the **Express Termination Clause (A.1)**, violations of this Regulation are classified according to their severity and entail progressive consequences:

1. **SERIOUS NON-COMPLIANCE (Level 3):** Violations that immediately compromise safety, legality, the structural integrity of the accommodation, or the peace of other guests and neighbors.
2. **MEDIUM NON-COMPLIANCE (Level 2):** Violations of operational rules that, although not posing an immediate threat to physical safety, result in damage to linen/furniture, plumbing blockages, or persistent noise disturbance.
3. **MINOR NON-COMPLIANCE (Level 1):** Violations of common sense, hygiene, or waste management rules.

F. NON-COMPLIANCE MATRIX AND EVICTION RULE (Art. 1456 Italian Civil Code)

The following matrix summarizes the violations of this Protocol, their classification, and the Guideline for the Manager's intervention, which the Guest acknowledges and agrees to apply as established in A.2.

F.1. SERIOUS NON-COMPLIANCE (Immediate Eviction) - LEVEL 3

Every event in this category, even a single occurrence, results in the **immediate application of the Termination Clause (A.1)** and the obligation to **vacate the accommodation immediately without entitlement to a refund**.

Code	Violation Description	Article Ref.
G1	Unregistered Guests / Unauthorized Visitors (even for a short time).	B.4, D.8
G2	Violence, Threats, Insults, or Intentional Damage / Vandalism of any nature to assets, furniture, fixtures, or structures of the property.	B.1, A.4, C.7
G3	Use/Abuse of Drugs or Alcohol in the accommodation/common areas.	B.3
G4	Indecent Behavior or Harassment.	B.2
G5	Severe Noise Disturbance / Unauthorized Parties (Nighttime, after 10:00 PM / 22:00).	B.1, B.2
G6	Refusal to present a valid identity document for public security registration.	B.5
G7	Extreme / Maximum Overstay in the accommodation past 2:00 PM (14:00) without prior agreement, preventing the use or sale of the next night. (See E.3 for 50%/100% Compensation).	E.3
G8	Sabotage of Security and Communication Systems (e.g., disconnecting Wi-Fi / Sensors).	B.6
G9	Theft, Misappropriation, or Removal of Security, Monitoring Devices, or any other property assets.	C.7, A.4

F.2. MEDIUM NON-COMPLIANCE (Written Warning) - LEVEL 2

These require a **Written Warning**. A second Medium Non-Compliance of any nature (repeat offense) or failure to respond to the Warning escalates to **Serious Non-Compliance (F.1)**.

Code	Violation Description	Article Ref.
M1	Smoking inside the accommodation.	C.1

Code	Violation Description	Article Ref.
M2	Damage caused by Water Infiltration or breakage of bathroom fixtures and components due to improper use (e.g., forced shower panel, broken showerhead slider or arm).	C.5
M3	Permanent Damage to Linen (Makeup, Hair Dyes, Severe Stains).	C.3
M4	Damage to kitchen countertops and furniture caused by burns (hot pots), knife scratches (failure to use a cutting board), or indelible spice/grease stains (turmeric, curry), as well as pouring oil down drains.	C.3, C.4
M5	Persistent Noise Disturbance or Failure to Observe Quiet Hours (Daytime 8:00 AM – 10:00 PM / 08:00 – 22:00).	B.1
M6	Damage caused by improper use of Microwave / Coffee Machine and failure to clean.	C.6
M7	Unreachability (A.3) or accumulation of 3 Minor Non-Compliances (See F.3).	A.3
M8	Blockage or Unusability of the Kitchen and Common Areas due to severe dirt, degradation, or failure to perform Post-Use Cleaning (C.4).	C.4
M9	Severe Check-out Delay (past 11:00 AM) compromising cleaning or accommodation preparation. (Automatic escalation to G7 if overstay exceeds 2:00 PM / 14:00).	E.3
M10	Mechanical breakage, tearing, or damage to window frames, mosquito nets, or blinds caused by forcing (e.g., broken shutter strap, jammed rollers, torn mesh, or broken chain).	D.3

F.3. MINOR NON-COMPLIANCE (Verbal Warning / Extra Charge) - LEVEL 1

These require a **verbal warning**, the charging of actual repurchasing/repair costs, or the application of specific extra costs and penalties (e.g., E.3, E.4) depending on the violation. Three (3) documented Minor Non-Compliances (P1–P8) of any nature (repeat offense) lead to an automatic escalation to **Medium Non-Compliance (M7)**.

Code	Violation Description	Article Ref.
P1	Failure to comply with Waste Sorting rules.	D.1

Code	Violation Description	Article Ref.
P2	Leaving Food or Minor Dirt in the room.	C.2
P3	Flushing unsuitable items (e.g., wet wipes) down the toilet.	C.5
P4	Minor damage or operational inconveniences caused by improper use of accessories (e.g., tampering with mosquito nets D.3, incorrect use of toilet flush button D.4, washbasin obstruction / leaning on washing machine D.5, accidental lockout on the balcony D.2 requiring firefighter intervention, or damage to trash bin lids/pedals D.1).	D.1, D.2, D.3, D.4, D.5
P5	Energy Waste (e.g., Air Conditioning running with open windows, lights left on when no one is present).	D.6
P6	Dishes, cutlery, or cookware left dirty and unwashed at check-out (Automatic application of service charge E.4).	C.4
P7	Tampering with TV/Decoder settings requiring Manager intervention.	D.7
P8	Minor Check-out Delay (between 10:00 AM and 11:00 AM) without prior notice.	E.3

G. MANAGER'S OPERATIONAL PROTOCOL (MEMORANDUM)

This Protocol is an internal addendum to Sections A.1 (Express Termination Clause) and A.2 (Monitoring System) to ensure the correct and documented application of the consequences provided for Non-Compliance.

G.1. FORMAL NOTIFICATION TOOLS

The Formal Written Warning (Level 2) must be notified using a medium that leaves a written and time-stamped proof of receipt:

1. **Primary (Traceability and Immediacy):** Instant messaging (e.g., WhatsApp, SMS) sent to the contact number provided by the Guest (A.3). Retain a screenshot of receipt/read status.
2. **Secondary (Formality):** Email to the provided address (A.3).
3. **Ideal (On-Site):** Paper document with a request for a signature upon receipt.

G.2. MANDATORY CONTENT OF THE WRITTEN WARNING

The communication, sent via the channels listed in G.1, must include:

- **Identification:** Date, time, and Guest's name.
- **Violation:** The exact Code (e.g., M1) and Article violated (e.g., C.1) of the Protocol.
- **Proof:** Reference to the collected documentation (e.g., "documented with photo taken at XX:XX").
- **Warning (Consequence):** Explicit reference to clause A.2: *"This notice serves as a Formal Written Warning (Level 2). Please be advised that any subsequent Medium Non-Compliance (repeat offense) will result in the immediate application of the Express Termination Clause (A.1) and Immediate Eviction."*

G.3. VIOLATION DOCUMENTATION PROCEDURE

Every violation must be supported by documentary proof, retained by the Manager:

1. **Material Damage / Hygiene:** Clear, dated, and time-stamped photographs/videos showing the damage (e.g., stain, dirt, blockage, broken mosquito net, dirty dishes P6/M8).
2. **Disturbance / Unauthorized Presence:** Witness statements (if available), or Manager's declaration, specifying the exact date and time of detection.
3. **Smoking (C.1):** Photographic proof or Manager's declaration of detecting smoke/odor.

G.4. GUEST'S REFUSAL TO SIGN

If the Guest refuses to sign the paper copy (G.1.3), the Warning remains fully valid. The procedure is:

1. Annotate on the Manager's copy: *"The Guest refuses to sign on date/time X."*
2. Proceed immediately with transmission via electronic channels (G.1.1 and G.1.2). Proof of electronic notification (e.g., WhatsApp blue checkmark) constitutes legal proof of knowledge and receipt of the document.

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