

HOSPITALITY QUALITY AND SAFETY MANAGEMENT PROTOCOL (QS-H)

Where Q = QUALITY S = SECURITY H = HOSPITALITY

The Meaning of the "QS-H Protocol"

The name Hospitality Quality and Safety Management Protocol (QS-H) is not casual: it defines the document's ambition to go beyond a simple list of prohibitions.

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

This component is the most evident and strong:

- **Legal and Operational Security:** The Express Termination Clause (A.1) and the Security Deposit Clause (A.3) minimize your economic 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 the safety of facilities (shower use C.5) aim at the physical safety of the structure and the people.

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

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

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

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INTERNAL REGULATIONS OF THE ACCOMMODATION

B & B ARBOSTELLA DREAM STAY

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A. Legal Clauses, Termination, and Safety

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

The Guest, by confirming the reservation and mandatory ticking the acceptance field in the booking form, declares to have read and fully accepted these Regulations and to **ADHERE** 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 charge of all cleaning and damage compensation costs.

A.2. MONITORING SYSTEM AND CONSEQUENCES OF VIOLATIONS

The Guest acknowledges that the violations of these Regulations are classified by the Manager as **Grave** (Serious), **Media** (Medium), and **Minore** (Minor) based on the risk caused.

- **GRAVE INADEMPENCES:** Result in immediate termination (A.1).
- **MEDIE INADEMPENCES:** Result in a Formal Written Warning, the recidivism or non-observance of which converts into a Grave Inadempence (A.1).
- **MINOR INADEMPENCES:** Result in a Verbal Warning or a charge, the systemic recidivism of which results in escalation to a Media Inadempence.
- The complete list of violations and their degree of gravity are available in Section F of this Protocol.

A.3. DATA AND CONTACT INFORMATION

The Guest undertakes to provide real and active personal and contact data (phone, email), assuming the responsibility of being promptly reachable for the entire duration of the stay for urgent communications or intervention needs (e.g., alarm, faults, disturbance, requests from the Authorities).

A.4. SECURITY DEPOSIT AND DAMAGES

A cash security deposit of €100.00 is required upon check-in, as a guarantee. This amount will be fully refunded in cash upon check-out, after verifying the absence of damage or violations of the

Regulations. The Guest is still obliged to fully compensate for all material and/or economic damage caused to the structure, even if the amount exceeds that of the security deposit.

B. Absolute Prohibitions and Conduct (Zero Tolerance)

B.1. VIOLENCE, THREATS, AND DISTURBANCE

A zero-tolerance policy is adopted towards:

- Violent, threatening, or insulting behaviour directed at the Manager, staff, other guests, or neighbours.
- Annoying noises, disputes, or shouting. Quiet Hours are strictly established after 10:00 PM.

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

It is strictly forbidden to engage in indecent behaviour or walk around the apartment or common areas (hallway and kitchen) in a way that causes situations of discomfort, embarrassment, or disturbance to other guests (tourists, families with children, and/or people coming for work). The violation of this rule, including annoying night noises due to poor soundproofing, results in the immediate termination of the contract (Art. 1456 c.c.).

B.3. DRUGS AND ALCOHOL

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

B.4. UNREGISTERED GUESTS

It is forbidden to host or allow unregistered or unauthorized persons to enter the structure, even for brief visits.

B.5. REGISTRATION OBLIGATION

Pursuant to the current legislation on public safety (Legislative Decree 11/2005 and Art. 109 T.U.L.P.S.), the Guest is obliged to provide a valid identity document (Identity Card, Passport, or Driver's License) to the Manager at Check-in, for the completion of registration formalities (Police Headquarters/Alloggiati Web Communication). Any refusal to show the document (B.5) constitutes a grave breach and prevents access and stay in the accommodation, giving no right to any refund (A.1).

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

C.1. SMOKING AND HYGIENE

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

C.2. FOOD AND DRINKS IN THE ROOM

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

C.3. RESPECT AND PROTECTION OF FURNISHINGS AND LINEN

The Guest undertakes to protect the furnishings and linen, observing the following rules:

- **Furniture and Surfaces:**
 - Do not place wet towels or clothes on wooden furniture to avoid damage.
 - Do not place hot beverages or spill alcohol on wooden furniture.
 - It is strictly forbidden to pour aggressive or difficult-to-remove liquids onto the furniture, such as makeup remover liquids or solvents, given their ability to permanently damage or stain surfaces.
- **Linen and Beds:**
 - It is forbidden to use the towels provided to remove makeup, dye hair, or clean dirty objects. For such needs, the Guest must use their own products or disposable makeup remover wipes. Any permanent damage to the linen will be subject to compensation.
 - Do not remove sheets and mattress covers to avoid directly soiling the mattress.
- **Décor:**
 - Do not tamper with or take away decorative objects, including flowers.

C.4. USE OF THE KITCHEN AND DRAIN MAINTENANCE

USE AND ODOURS:

- Please keep the kitchen door closed during and after use, to prevent the spread of odours in the apartment and common areas.
- Please note that the use of the kitchen must not be excessive or prolonged to allow other guests 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 (WEEE or organic waste).
- It is mandatory to use the specific wooden board/cutting board provided for cutting vegetables or other food, in order to avoid scratching the wooden or metal surfaces of the kitchen.
- Please do not place boiling pots and pans directly on plastic or wooden surfaces.

POST-USE CLEANING (Clean As You Go):

- Upon completion of use, utensils, plates, and pots must be immediately washed, dried, and put away. It is strictly forbidden to leave dirty dishes in the sink, on the dishwasher, or on the kitchen shelves. It is forbidden to store dirty dishes in the cupboards. In case of dirty

dishes, crockery, and pots left at check-out, the cost of Plate and Pot Washing (Additional 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 napkins, wet wipes, or other foreign objects into the toilet bowl, in order to prevent clogging of the system. Use only the provided bin.
- For hygiene reasons and to avoid foul-smelling exhalations, 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 cabin for a few moments to allow complete drainage. This is essential to prevent flooding of the bathroom floor and 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).

C.6. USE OF MICROWAVE AND COFFEE MACHINE

The microwave and coffee machine must be used strictly following the instructions provided in the dedicated manuals, positioned 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 failure to clean after use is subject to compensation (A.3).

D. Practical Rules and Safety

D.1. WASTE SEPARATION

The Guest is obliged to respect the municipal rules for waste separation. Bins are provided with instructions.

D.2. BALCONY USE

Please exercise maximum caution when using the balcony. It is forbidden to completely close the balcony door/window when outside to avoid being locked out and having to resort to costly technical intervention.

D.3. MOSQUITO NET USE

For the movement of window mosquito nets, please use only the specific black plastic handles. Improper use or pulling of the net may cause damage or breakage of the mechanism and mesh, the repair costs of which will be borne by the guest.

D.4. TOILET USE

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

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

USE AND MAINTENANCE:

- It is required to keep the laundry area constantly clear. It is forbidden to use it as a support for towels, utensils, or other objects, so as not to obstruct the washing machine and air conditioner drains.
- The internal and adjacent space to the laundry area must be kept clear to allow the Manager the necessary access for filling buckets and washing clothes.
- For safety reasons, please do not place any objects (including makeup, perfumes, or other accessories) on top of the washing machine. The spin cycle could cause such objects to fall or be damaged.

D.6. SUSTAINABILITY AND ENERGY SAVING

Energy Management and Sustainability: Please turn off the air conditioner whenever leaving the rooms and do not leave it on with windows and balconies open. Conscious use of electricity and water is recommended.

D.7. TELEVISION AND DECODER OPERATION

To ensure the correct functioning of the Smart TV and the decoder, please use the two remote controls provided, following the order and instructions displayed in the dedicated memo. Tampering with the cables or changing the decoder settings (e.g., frequencies, language) requiring the technical intervention of the Manager will be subject to the charge of an assistance cost (E.4).

D.8. WI-FI ACCESS AND NETWORK

The Structure offers free access to the Wi-Fi network. Access credentials (Network and Password) are displayed on a special sign behind the door of each room. For computer security and network management reasons, it is strictly forbidden to share the access credentials with people external to the accommodation and not registered.

E. Services, Payments, and Useful Information

E.1. BATHROOM EXTERNAL TO THE ROOM (Privacy)

Please be informed that the room with a private bathroom is understood to have a private bathroom **EXTERNAL TO THE ROOM**. In case of privacy needs that cannot be satisfied by this configuration, the guest is kindly requested to cancel the reservation within the prescribed terms. No refunds will be made if the accommodation is not liked upon arrival.

E.2. TAXES AND REVENUE STAMP

The tourist tax is €1.00 (February–September) or €1.50 (October–January) per person per night. For stays amounting to more than €77.47, payment of a **REVENUE STAMP** of €2.00 (substituting VAT) is required.

E.3. CHECK-IN and CHECK-OUT

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

Failure to respect the Check-out time is subject to sanctions and compensation based on the severity and delay, as established in Section F (M9 and P7).

Compensation for Overstay (Unauthorized Stay):

- **Minor Delay (P7):** Between 10:00 AM and 11:00 AM without prior agreement. Results in a Verbal Warning (Section F.3).
- **Serious Delay (M9 - Medium Breach):** Staying beyond 11:00 AM results in the application of the Medium Breach code (M9) due to operational damage (impossibility of cleaning).
- **Extreme Stay (Grave Breach - G):** Staying beyond 2:00 PM without prior agreement (which prevents preparation and compromises the regular Check-in of the next Guest) automatically entails a charge of **Compensation for Unauthorized Stay** equal to **50% of the cost of the stay** for the following night, converting the infringement into a Grave Breach (G).
- **Maximum Stay (Grave Breach - G):** Staying beyond 3:00 PM (standard Check-in time) automatically entails a charge of **Compensation for Unauthorized Stay** equal to **100% of the cost of the stay** for the following night, converting the infringement into a Grave Breach (G) and resulting in **Immediate Expulsion** (A.1).

E.4. EXTRA SERVICES (Definitive Costs):

- **Washing and drying clothes:** €10.00 (only the host is authorized to operate the appliance).
- **Washing Dishes and Pots (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 cost) to be agreed upon, but the hot beverage is offered complimentary.
- **Taxi Service:** Central Station: €5.00. Salerno Airport: €15.00. Naples Airport: €30.00.

F. Classification and Guidelines for Breaches

In order to ensure peaceful coexistence, the protection of property, and the correct application of the express termination clause (A.1), violations of these Regulations are classified according to their severity and entail progressive consequences:

1. GRAVE BREACHES (Level 3) These are violations that immediately compromise safety, legality, the structural integrity of the accommodation, or the peace of other guests and the neighbourhood.

2. MEDIUM BREACHES (Level 2) These are violations of operating rules which, although not immediately endangering physical safety, cause damage to linen/furnishings, obstruction of facilities, or persistent disturbance of the peace.

3. MINOR BREACHES (Level 1) These are violations of common sense, hygiene, or waste management rules.

F. BREACH MATRIX AND EXPULSION RULE (Art. 1456 c.c.)

The following matrix summarizes the violations of this Protocol, their classification, and the Guideline for the Manager's intervention, which the Guest declares to have taken note of and accepts the application as established in A.2.

F.1. GRAVE BREACHES (Immediate Expulsion) 🚨

Any single event in this category results in the immediate application of the Termination Clause (A.1) and the obligation to immediately vacate the accommodation without the right to a refund.

Code	Violation Description	Article Reference
G1	Unregistered Guests / Unauthorized Visitors (even briefly)	B.4, D.8
G2	Violence, Threats, Insults, or Intentional Damage	B.1, A.3
G3	Use/Abuse of Drugs or Alcohol in the accommodation/common areas	B.3
G4	Indecent Behaviour or Harassment	B.2
G5	Serious Annoying Noise/Unauthorized Parties (Nighttime, after 10:00 PM)	B.1, B.2
G6	Refusal to show a valid identity document for public safety registration.	B.5
G7	Extreme / Maximum Stay in the accommodation (Overstay) beyond 2:00 PM without prior agreement, which prevents use or sale for the following night. (See E.3 for 50%/100% Compensation).	E.3

Certamente. Ecco la traduzione in inglese delle pagine 11, 12 e 13 del tuo regolamento, inclusa la matrice delle inadempienze medie e minori e il protocollo operativo per il Gestore.

F.2. MEDIUM BREACHES (Written Warning - Level 2) ⚠️

These require a Written Warning. The second Medium Breach of any nature (recidivism) or failure to respond to the Warning converts into a Grave Breach (F.1).

Code Violation Description	Article Reference
M1 Smoking inside the accommodation	C.1
M2 Water Infiltration Damage (e.g., shower, sink, unsealed shower box)	C.5
M3 Permanent Damage to Linen (Makeup, Dyes, Serious dirt)	C.3
M4 Spillage of Oils/Fats/Aggressive Liquids into drains	C.4, C.3
M5 Persistent Annoying Noise or Disregard for Quiet Hours (Daytime 8:00 AM – 10:00 PM)	B.1
M6 Damage caused by improper use of Microwave/Coffee Machine and lack of cleaning	C.6
M7 Failure to be Reachable (A.2) or Disregard of 3 Minor Breaches (See F.3)	A.2
M8 Obstruction or Unusability of the Kitchen and Common Areas due to serious dirt, degradation, or failure to comply with Post-Use Cleaning (C.4)	C.4
M9 Serious Delay in Check-out (beyond 11:00 AM) which compromises the preparation of the accommodation or cleaning. (Automatic escalation to G7 if the stay exceeds 2:00 PM)	E.3

F.3. MINOR BREACHES (Verbal Warning/Charge - Level 1) 💡

These require a Verbal Warning or the charge of an extra cost (E.4). Three (3) documented Minor Breaches (P1-P7) of any nature (recidivism) result in automatic escalation to a Medium Breach (M7).

Code Violation Description	Article Reference
P1 Failure to comply with Waste Separation Rules	D.1
P2 Leaving Food or Minor Dirt in the Room	C.2
P3 Throwing unsuitable objects (e.g., wipes) into the toilet	C.5
P4 Minimum Damage to Furnishings or Accessories (e.g., improper use of handle, tampering with mosquito nets D.3)	D.3
P5 Energy Waste (AC left on with open windows)	D.6
P6 Dirty, unwashed dishes, crockery, or pots left at check-out (Automatic application of service cost E.4)	C.4
P7 Tampering with TV/Decoder settings, requiring Manager intervention	D.7
P8 Minor Delay in Check-out (between 10:00 AM and 11:00 AM) without prior communication.	E.3

Certamente. Ecco la traduzione in inglese delle pagine 11, 12 e 13 del tuo regolamento, inclusa la matrice delle inadempienze medie e minori e il protocollo operativo per il Gestore.

F.2. MEDIUM BREACHES (Written Warning - Level 2) ⚠️

These require a Written Warning. The second Medium Breach of any nature (recidivism) or failure to respond to the Warning converts into a Grave Breach (F.1).

Code Violation Description	Article Reference
M1 Smoking inside the accommodation	C.1
M2 Water Infiltration Damage (e.g., shower, sink, unsealed shower box)	C.5
M3 Permanent Damage to Linen (Makeup, Dyes, Serious dirt)	C.3
M4 Spillage of Oils/Fats/Aggressive Liquids into drains	C.4, C.3
M5 Persistent Annoying Noise or Disregard for Quiet Hours (Daytime 8:00 AM – 10:00 PM)	B.1
M6 Damage caused by improper use of Microwave/Coffee Machine and lack of cleaning	C.6
M7 Failure to be Reachable (A.2) or Disregard of 3 Minor Breaches (See F.3)	A.2
M8 Obstruction or Unusability of the Kitchen and Common Areas due to serious dirt, degradation, or failure to comply with Post-Use Cleaning (C.4)	C.4
M9 Serious Delay in Check-out (beyond 11:00 AM) which compromises the preparation of the accommodation or cleaning. (Automatic escalation to G7 if the stay exceeds 2:00 PM)	E.3

F.3. MINOR BREACHES (Verbal Warning/Charge - Level 1) 💡

These require a Verbal Warning or the charge of an extra cost (E.4). Three (3) documented Minor Breaches (P1-P7) of any nature (recidivism) result in automatic escalation to a Medium Breach (M7).

Code Violation Description	Article Reference
P1 Failure to comply with Waste Separation Rules	D.1
P2 Leaving Food or Minor Dirt in the Room	C.2
P3 Throwing unsuitable objects (e.g., wipes) into the toilet	C.5
P4 Minimum Damage to Furnishings or Accessories (e.g., improper use of handle, tampering with mosquito nets D.3)	D.3
P5 Energy Waste (AC left on with open windows)	D.6
P6 Dirty, unwashed dishes, crockery, or pots left at check-out (Automatic application of service cost E.4)	C.4
P7 Tampering with TV/Decoder settings, requiring Manager intervention	D.7
P8 Minor Delay in Check-out (between 10:00 AM and 11:00 AM) without prior communication.	E.3

G. MANAGER OPERATIONAL PROTOCOL (MEMORANDUM)

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

G.1. FORMAL NOTIFICATION TOOLS

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

1. **Primary (Tracking and Immediacy):** Instant messaging (e.g., WhatsApp, SMS) to the contact number provided by the Guest (A.3). Keep a screenshot of the receipt/read status.
2. **Secondary (Formality):** Email to the address provided (A.3).
3. **Ideal (In Person):** Paper document with a request for signature as proof of receipt.

G.2. MANDATORY CONTENT OF THE WRITTEN WARNING

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

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

G.3. VIOLATION DOCUMENTATION PROCEDURE

Every violation must be supported by documentary evidence, kept by the Manager:

- **Material Damage/Hygiene:** Clear, dated, and time-stamped Photographs/Videos showing the damage (e.g., stain, dirt, clogging, broken mosquito net, dirty dishes P6/M8).
- **Disturbance/Unauthorized Presence:** Testimonies (if available), or Manager's declaration, with precise indication of the date and time of detection.
- **Smoking (C.1):** Photographic evidence or Manager's declaration of smoke/odour detection.

G.4. GUEST REFUSAL TO SIGN

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

- Annotate on the Manager's copy: "Guest refuses to sign on date/time X."
- Proceed immediately with sending through electronic channels (G.1.1 and G.1.2). Proof of electronic notification (e.g., WhatsApp blue tick) is the legal proof of knowledge and receipt of the document.