

SERVICES CARD

LIBERTY

HOTEL HOME FOR ELDERLY

11 Ernesto Di Fiore Street, Cupra Marittima (AP)

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1) PURPOSE AND CHARACTERISTICS OF SERVICE

The purpose of House Hotel is to provide guest rooms and services to allow a completely independent life, characterized by the highest possible degree of choice and self-determination in a comfortable and friendly environment.

The House Hotel offers accommodation for short and long periods in persons aged not less than 58 years, and people with disabilities.

As the level of self-sufficiency of the guests, the Hotel Casa want to promote the self-management of their domestic and social life, promoting attitudes of solidarity and mutual support.

DESCRIPTION OF THE BUILDING

The House Hotel is located in Via E. Di Fiore n° 11 in the town of Cupra Marittima, about 150 meters from the sea.

The building surrounding a courtyard with a garden and a part which is composed of four floors.

On the ground floor there are spaces for collective use and general services: the entrance with the reception, the dining room with adjoining room, multi-purpose hall for social activities, an area for physical activity, surgery, a service room for staff and various toilets.

In the three upper floors (first, second and third) there are five units per floor, with floor space exceeding 40 sq m, four of which are allowed to visit and another one accessible to visitors, for a total of 15 residential units (including 12 guests and 3 accessible) and a capacity of 30 seats.

The vertical connections of the building are made through two staircases and a lift suitable for wheelchair users (maximum 8 people).

In addition, the internal spaces and the paths of the structure can all be visited and rationally designed for easy accessibility by users and staff.

Outside, the building has private and public green spaces, suitable equipped to spend pleasant moments of relaxation and conversation.

DESCRIPTION OF UNITS 'LIVING

All units have:

- A kitchen-living room with kitchenette with 4 gas hobs, electric oven, dishes, refrigerator freezer, 2 sofa beds, dishwasher, washing machine, color TV with satellite, table and chairs;
- Bedroom furnished with two beds, two bedside tables wardrobe with sliding doors and 4 drawers;
- Balcony with table and chairs;
- Restroom suitable for persons with disabilities: water with a bar of various heights depending on the physical requirements of the host, washbasin, bidet, shower floor with flush folding seat, mirror, hair dryer, alarm call, support bars at the cup and the shower, lever taps and accessories arranged to make its use easy and immediate;
- Intercom in the kitchen and living room;
- Safety box;
- Central heating in winter and summer air conditioning.

SPECIAL EQUIPMENT AND ACCESSORIES

The hotel is equipped with appropriate technical and technological aids for the safety and support for users, in particular it's equipped with aids for blind, deaf, visually, hearing and mobility impaired people:

- Internal fixtures and fittings of intense color in order to stand out on the white walls and be more easily perceived by visually impaired people;
- Bright and non-reflective floors with dark skirting delimiting the vertical walls from the floor;
- Light marble stairs with a band of dark color skid proof mosaic placed on the tread, dark riser and skirting, to give a greater perception of the stairs in the direction of rise and fall;
- Shutters with electric control;
- Safety against flooding: flooding sensor inside the bathroom and living room-kitchen, with water shut-off valve;
- Safety against gas leak: valve of the gas sensor in the galley;
- Safety against gas leak: piezoelectric valve in the gas stove to stop the flow of gas in case of accidental switching off of the flame;
- Fire Safety: sensor smoke detector in every room, fire extinguisher and reel on each floor;
- Electrical safety: all units are equipped with ground leakage circuit breaker (lifesaving) and emergency lights;
- Availability of aids for deaf and hearing impaired people ;
- Centralized system for remote assistance.

2) ADMISSION

RESERVATION

The reservation for the period of stay is happens by direct contact with the user or by agreement with local authorities; then, depending on availability and subject to the waiting list, will be decided upon the date of entry into the house. However the no acceptance of the reservation is at the discretion of Hotel management.

To the question of acceptance, the applicant must submit:

- Copy of an identity document (ID);
- The card verification of health condition completed by the hotel guest 's doctor on a special form (Annex 1);
- For stays guaranteed by local authorities (f.e. local council), notice of the availability of charge commitment on the part of the administration of the institution concerned for the presumed period of stay;
- For long term stays (more than three months), a statement certifying the income of the person who stays in order to verify the existence of coverage for payment of the fee.

Only after the management has accepted the validity of the documentation and has received and accepted the deposit, the reservation becomes binding for both parties.

ENTRY PROCEDURE

Before the consignment of the accommodation, the host must:

- Subscribe to the rules of procedure;
- To sign a lease agreement specifying, among other things, the period and the cost of stay;
- Sign the equipment inventory of the booked apartment;
- Pay a deposit and part of the renting.

During the operations of the Hotel House entrance, guests will be welcomed by the Head of the structure that introduces them, supporting their setting.

After the first fifteen days of their stay, called "test", the guest of the house and the person in charge of the House will assess if there are conditions to confirm the entry. In case of interruption of the stay shall proceed as provided for by regulation.

The contract has a maximum duration of 12 months after which if the guest wishes to continue his stay must sign a new contract.

PROCEDURE OUTPUT

Guests must leave the apartment in the following cases:

- 1) to the end of the stay;
- 2) for non-payment equal to 30 days in the payment of the fee.

The guest must leave the apartment, at the discretion of the Head of House Hotel, also in the following cases:

- 3) if his behavior is causing disruption to community life;
- 4) when introducing subtle or health care needs that the organization of the House Hotel cannot face because of the loss of the state of self-sufficiency by the host .

If the guest decides to end his stay in advance may do so under the conditions of the rules of procedure.

3) FEE EXPENSES

Prices are per week and / or monthly and are determined annually.

The payment of the stay is anticipated and must be paid in time and manner provided in the rules of procedure.

SERVICES INCLUDED IN HOSPITALITY FEE

In the fee are included:

- The use of the apartment, furniture and equipment listed in the inventory subscribed during entry operations;
- Consumption of electricity, water and gas (as long as regular and ordinary);
- The use of the safe after the signature of a handover of the keys;
- The use of common spaces for collective use;
- The use of physical activity room;
- Renting the equipment for the emergency phone service;
- Cleaning of common areas;
- Delivery of mail at home.

PAID AVAILABLE SERVICES

The hotel also offers extra services on request, not included in the fee of hospitality and payable apart:

- The weekly and final cleaning of the accommodation, on request;
- The service of change of bed linen and towels, on request;
- Delivery by trained personnel of meals (breakfast, lunch and dinner) with at least 48 hours before;
- Beach service, for the summer season, including an umbrella and two chairs;
- Air conditioning in the summer;
- Bicycle rental;

The structure is not liable for any damage to property or personal injuries caused by external services to it.

DEPOSIT

The guest must pay a deposit before the entrance, depending on duration of stay, as provided by rules of procedure.

4) COMMUNITY ORGANIZATION AND RULES OF LIFE

Guests can enjoy complete freedom and inside the house he can:

- Organize as it sees fit their free time;
- Enter and exit at any time of day;
- Use of common areas;
- Receiving visitors, upon notice to the direction of the structure, from 9:00 to 13:00 and from 16:00 to 21:00;
- Temporarily give hospitality to the house personal assistant only if previously authorized in writing by management.

Inside the hotel the guest is obliged to:

- Do not smoke;
- Do not accommodate pets;
- Do not throw objects from windows or give foodstuffs for animals;
- Take care of his person and clothing;
- Avoid disturbing noises, especially during the hours of rest;
- Use of audiovisual equipment in rooms used only for common tasks in a manner that does not constrain persons living with and in any case at low volume;
- Properly use the toilet;
- Avoid storing in cabinets and in bedside tables perishable food and however improper items;
- In every way not to cause disturbance to other guests and, in general, avoid blatant and harassing aggressive behaviors or otherwise incompatible with a peaceful community life;
- Respect the rules established by management from time to time.

5) HOW TO CONNECT WITH THE NETWORK AND COORDINATION OF LOCAL SERVICES

Opening up to the local community of the activities of the House Hotel, is made through the involvement of other actors involved in social activities, recreational and tourism such as voluntary associations, tourism associations, religious and recreational activities to organize moments of recreation and leisure; also users of the House Hotel may participate in festivals and performances, held in the local context, guided tours in tourist areas of the Province of Ascoli Piceno, region Marche, Lazio, Abruzzo and Umbria, outdoor excursions and stays at Sea bathing establishment in the summer.

The House Hotel is located near the center of Cupra Marittima in a residential and tourist area very well served, it is well integrated into the urban setting where guests can easily access all the external services.

Nearby there are supermarkets, bars, bakeries, pubs, pizzerias, restaurants, beaches, gym, beachfront, exhibition of malacology, archaeological park, banks, post office, urban and suburban bus stops, railway station, pharmacy and health district.

6) HOW TO ACCESS TO PERSONS OUTSIDE THE STRUCTURE

Visits by relatives and acquaintances are to be agreed with the direction of the structure and will take place from 9:00 to 13:00 and from 16:00 to 21:00.

Volunteers and / or other staff in voluntary civil or any other form of collaboration will have access to the Casa Hotel as agreed with management.

7) MODE OF OPERATION OF REPRESENTATIVE UNIT OF GUEST AND FAMILY

In order to improve and ensure the smooth operation of the service, at the request of guests can be appointed the representative unit of the guests and family structure composed as follows:

- N° 1 representative of the elderly guests designated by them;
- N° 1 representative designated by the same family of guests.

The Unit can make proposals, suggestions and opinions for better management and optimization services provided and for the general operation of the House. The proposals, opinions and suggestions made by the Unit are taken into account and carefully evaluated by management, but are not binding for the same.

The Unit's term of office is 3 years and in case of prolonged absence of one of the components you will elect a new one.

8) MODE OF KEEPING OF THE REGISTER OF ATTENDANCE

Will be held at the local lodge a register in which shall be recorded the attendance indicating identity, date of entry and exit date of each guest.