

Payments:

Credit Card information is required in order to guarantee your reservation. Your credit card will be not charged until your arrival or departure or if the cancellation deadline has passed.

Payment will be settled during the stay at N4U Guest House in cash or by Credit Card , Visa , Mastercard, JBC. In any case, We could always request a prior authorization for the full amount of the booking made also to assess the current availability of the credit card used. Special offers are not refundable rate and the amount will charge by credit card on booking. From 1st of July the City of Florence will introduce the Tourism Tax for 2,00 per overnight staying and it is Not included in any Rate.

Cancellation Policy and No show:

In case of cancellation made with more than 7 days before arrival: no penalty.

In case of cancellation made with less than 7 days before arrival or no show: penalty of total amount. Some dates may have an cancellation policy with more than 25 days.

Some specials offers have a Not Refundable cancellation policy also in case of No show or date's change and the amount charge on booking.

In any case, without any exception, if You decide , during your stay , for earlier departure we will be forced to pay down all the amount of reservation.

Location:

N4U Guest House is not an Hotel

N4U Guest House is a beautiful House on the II° floor in a XIV Century Palace and such as many buildings in the Historic Center does not have the lift.

Rooms:

If you choose to stay in a particular room, N4U will do everything possible to assigned it to you. However, for logistical purposes, this may not be possible. In this case, N4U has the right to assign a different room of the same standard (Double , Triple, Quadruple) without notice also during your stay.

Some rooms have en-suite bathroom, others off suite, in this case we offer bathrobes and slippers for your comfort.

Services:

Breakfast

Your Breakfast will be served in your room, no extra service cost at 8.30 a.m. and in any case within 8.00 a.m. to 9.00 a.m.

Keys

Guests are given the keys to the entrance door of the Guesthouse and to their room. These keys must be returned at the time of checkout. We will charge you for any keys which are not returned.

House Keeping:

Rooms will be cleaned and tidied every morning at 8am and at 10am if they are made available. Otherwise, they will be cleaned on the following day.

Bathrooms

Each bathroom is equipped with soap for your hands and face and shampoo & bubble bath. Bed linen, towels and bath mats will be supplied at the time of your arrival. Each guest will promptly receive a change of sheets and towels. During your stay, sheets and towels will be changed every four days. You can request to have all the household linen changed at an additional cost of 5 euros.

Parking

3 Car parking are available for a fee, at 50 meters from the N4U Guesthouse. All the details are at section "Where We Are "

Check in

N4U guest House is not a hotel, every person is given a personal welcome. Check-in is available from 2.00 pm to 6.00 pm. However, you can check-in outside these hours **from 6.00 p.m. until 9.00 p.m. with an add cost of 30,00 euro, from 9.00 p.m. until 11.00 p.m. with an add cost of 60,00 euro and later than 11.00 p.m. with an add cost of 95,00 euro** if you inform us in advance of your arrival time by email at info@n4uguesthouse.com

Check out

Check out is until 10.00 a.m. According to room's availability you can make a Late Check-Out ,

no later than 17.00 pm , for an additional fee of 49.00 euros.

Privacy statement

N4U guesthouse is very serious about the confidentiality and privacy of your personal details. The personal information provided will only be used for processing the booking and for arranging your stay at N4U guesthouse.

You expressly authorise N4U guesthouse to process your data by booking or requesting information.

The lobby and some common areas of the N4U guesthouse may be under video-surveillance for your and our safety. It will only be used exclusively for this purpose.