

# Residenza del Roster

Firenze – Via Puccinotti N° 100

Dear guest,

We want to thank you for selecting us, we will try to make your stay as smooth as possible and we will ensure that you are completely satisfied. With this note we inform you about the procedures for accessing the apartment and then about the characteristics of the rooms where you will be staying.

## Check – in with agreed time

- Once you arrive in front of our front door, call +39.333.4.137.137 active 24 hours a day (backup number +39.380.888.99.22) or send a message via the app of the portal with which you made the reservation.



- Wait a few minutes and one of our representatives will come down to welcome you.
- In the photo you can see our front door and where we are
- In this case, all the explanations relating to the apartment will be given to you by our representative, therefore the following part, although it may be a future reminder for you, is not essential.

Exact address to be communicated to the driver if you are using Taxi, Ncc or other

- ✓ *Via Francesco Puccinotti n° 100 (Corner with Via dello Statuto)*

If you use the Tramway (from the "Santa Maria Novella" railway station it is a 5-minute journey)

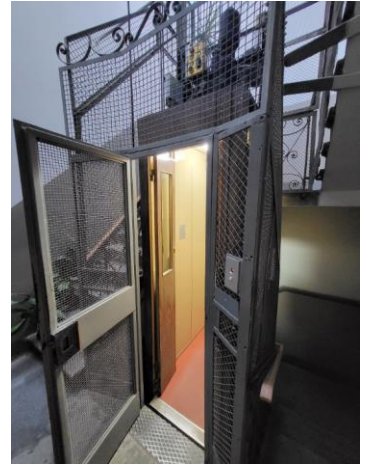
- ✓ *Line "T1" towards "Careggi" (take the "Farmacia" side of the railway station)*
- ✓ *Get off at the "Strozzi Fallaci" stop or at the next "Statuto" (see photo above)*

## Check-in out of hours

- It may happen that due to scheduling problems or commitments of our staff, it is not possible to be present on your arrival, in this case you can follow this procedure which will guide you step by step in accessing and using the apartment.
- Once you arrive in front of our door, call +39.333.4.137.137 active 24 hours a day (backup number +39.380.888.99.22) or send a message via the app of the portal with which you made the reservation, the door will be immediately opened remotely.



- Access and take the lift to the 4th floor
- After leaving the lift, the apartment is on the left, with the indication "ROSTER" on the door (it is recommended to close the lift doors well)
- Our person in charge of remote check-in during your arrival phase (and only in this case for privacy) can see the outside of the 4th floor access from the monitor, limited to the outside of the apartment)



- The first door on the landing (picture on the left) is usually always open but if it is closed it will be unlocked and you can enter by simply pushing it.
- The image below shows the door of your apartment, once you are in front of it the light will turn on automatically and you can enter simply by pushing the door that our operator will have just unlocked (sometimes to open it you need to first pull it and then push it).

- As soon as you enter, you will find your personal badge on the table in front of you, which you will need in the future to access the apartment independently.



- Take the badge and insert it in the special reader next to the entrance door to power up the entire apartment.
- You must then always carry this badge with you as you will need it to open all the access doors independently.





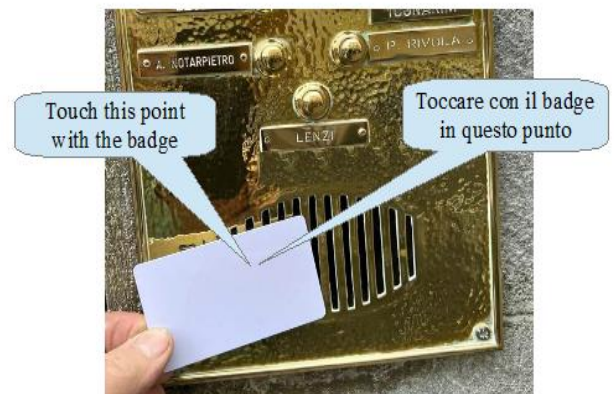
### *Exit of the apartment*

- To exit, remove the badge from the reader next to the door, the electrical current in the apartment will be deactivated after 20 seconds
- Make sure the door is closed before leaving – if you do not take the electronic key, it will subsequently be impossible to re-enter the apartment and you will need to contact us to open it remotely.
- It is recommended to check, once on the ground floor, that you have correctly closed the lift doors which you remember are not automatic

### *Independent entry into the apartment with electronic key*

To open the door on the street, place your electronic key touching the common bell as shown in the picture below.

- Pay close attention that the badge is on the left side of the brass grid,
- The door will open and you will be able to go up to the first floor (remember to close the lift again)



- Arrived at the door of your apartment, approach your electronic key to the black keypad next to the part of the apartment as shown in the picture
- The door will open and the internal courtesy light will come on for 30 seconds
- Insert your electronic key into the reader next to the entrance door to power up the apartment

- If the intermediate door is closed, it can always be opened using your badge by holding it close to the external keyboard as shown in the picture
- Usually this door is always open and you can leave it open, it stops by itself by opening it to the end



### ***Payment of the tourist tax***

- If the tourist tax has not been paid in advance through the booking portal, this must be paid in cash upon arrival, in our absence, please leave the amount due, which will in any case also be communicated by message, in the basket where you will find the access badge, as shown in the picture, any other sums agreed as extras on booking must also be left in this basket. It will be the care of our staff to pick you up the next morning after your arrival.



### ***Obligation to register passports***



- Italian law obliges us to register your personal documents by midnight on the day of arrival, so we recommend that you send us the passport photos of all the people staying in the apartment before this time. In the picture you must clearly see all personal data, passport number and picture.
- Pictures can be sent to us via whatsapp on +39.333.4.137.137 or via the chat of the portal on which you made the reservation.

### ***Check-out in the absence of our staff***

- Make sure you have taken all your personal belongings and anything else, deposit the badge in the container in front of the entrance door and then carefully close the front door.
- For security reasons, it is recommended to remove the badge from the reader on the wall and not to leave it inserted.



### ***Services inside the apartment***



- To power all kitchen-related services such as Microwave, Coffee Machine, Kettle, Toaster, etc. it is necessary to press the green button in the picture, the presence of power will be signaled by the switching on of the red light, after use, press the green button again to deactivate the power (the power is in any case automatically disconnected after 45 minutes)



- Inside the kitchen doors, there is both a refrigerator and a microwave oven. The refrigerator has a small courtesy set of milk and both natural and sparkling water.

Next to the kettle there are disposable sachets of coffee, tea, chamomile tea and sugar. In the sliding door there is pepper, salt, Tuscan oil and other small accessories for cooking. Plates, glasses, cups and cookware are in the various counters.

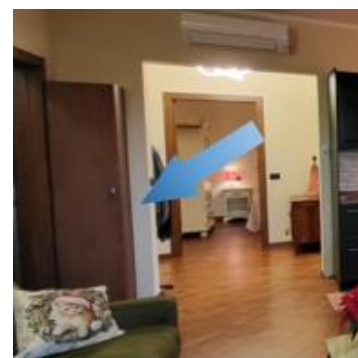
Since these are courtesy or welcome amenities, they will not be reinstated during your stay.



- The "shutters" or window blinds are electric and are controlled by buttons with an up and down arrow as in the photo.
  - ✓ For the Hall, the controls are to the right of the entrance to the hall
  - ✓ For the bathroom, the command is near the window
  - ✓ For the bedroom, the command is at the entrance to the bedroom and on the sides of the bed
- It is recommended never to fully open the rolling shutters in order to avoid possible disruptions

- All the materials for the home are available in the furniture indicated in the picture with the arrow, such as:

- ✓ Broom
- ✓ Collection box
- ✓ Vacuum cleaner
- ✓ Bucket
- ✓ Soaps
- ✓ Etc.



- Together with the badge to access the apartment you will find a green magnetic key, this is used to open the garbage collection containers found on the street.
- The closest differentiated collection point is on the left as you come out of the main door in Via Puccinotti and walk along the road for around 70 metres, on the opposite sidewalk.
- Separate waste collection is recommended
- In the apartment the containers are under the kitchen sink, it is not necessary that you dispose of them as we do on your departure but, sometimes it can be useful to avoid bad smells.
- Always find the spare bags under the sink

- Other small features of the apartment are:
  - ✓ Phone charger with multistandard attachment, on the bedroom furniture
  - ✓ Small first aid, in the bedroom closet
  - ✓ Double pillows, in the bedroom closet
  - ✓ Paper handkerchiefs, on the shelf of the bedside tables
  - ✓ Writing set on the living room desk
  - ✓ Iron and relative tablet, in the bedroom closet – Only on request

*For any need you can contact us 24 hours a day on +39.333.4.137.137 or send us a message via WhatsApp or by means of the chat on the portal with which you made the reservation*