

INFORMATION AND HOTEL GUIDELINES

Please note that this document, although not exhaustive, supersedes any other information available online or otherwise until further notice.

GUEST ROOM RESTYLING

Beginning January 2026, Rome Cavalieri, A Waldorf Astoria Hotel will start a bedroom restyling project. All enhancements will be carried out discreetly while continuing to deliver signature service and create memorable stays for the guests.

CHECK-IN AND CHECK-OUT

Check-In from 3:00 PM

Check-Out by 12:00 PM

Our rooms can accommodate a maximum of 3 people.

For bookings and information please write to
RomeCavalieri.Reservations@waldorfastoria.com

Digital Check-In and Express Check-Out are available.

The Kipsu digital messaging service, associated with your Hilton Honors app, provides 24/7 assistance (available 24 hours before your hotel arrival and throughout your stay). Alternatively, you can provide us with your mobile number by responding to our welcome message.

Smoking is prohibited in all indoor areas of the hotel
(Article 51 of Law No. 3 of January 16, 2003, and DCPM 23/12/03).

CITY TAX - CITY OF ROME

The City Council of Rome, with Resolution No. 255 of July 17, 2023, has approved the new City Tax rates effective October 1, 2023, for 5-star hotels, at €10 per person per night, payable by all guests regardless of the rate applied including complimentary stays.

For further information, please visit the dedicated page on the City of Rome website: [Rome City Tax](#)

TRANSPORTATION, LIMOUSINE, SHUTTLE, AND PARKING

The car and limousine service is available to and from the city center, airports, stations, and any destination in Italy. For prices and reservations, please contact the Concierge via email at ROMHI.Concierge@waldorfastoria.com

The free shuttle service is available only for hotel residents until seats are available, and it operates according to the following schedule:

[Shuttle Bus Schedule](#)

Indoor and outdoor parking areas are available. Parking service is available for a fee.

IMPERIAL CLUB

Open daily from 7:00 AM to 8:00 PM
Breakfast // from 7:00 AM to 11:00 AM
Lunch // from 12:30 PM to 2:30 PM
Tea Time // from 3:30 PM to 5:30 PM
Aperitivo // from 6:00 PM to 8:00 PM

Guests are requested to dress appropriately for the environment. For more information, please contact ROMHI.GuestRelations@waldorfastoria.com

LA PERGOLA RESTAURANT

The first and only 3 Michelin Star restaurant in Rome, led by Chef Heinz Beck

[La Pergola Restaurant Info & Reservations](#)

For any questions, contact +39 06 35092152 or email ROMHI.LaPergolaReservations@waldorfastoria.com

ULIVETO RESTAURANT & TERRACE

Open daily

Breakfast from 7:00 AM to 10:30 AM (Mon-Fri)

Breakfast from 7:00 AM to 11:00 AM (Sat-Sun)

Lunch and Dinner from 12:00 PM to 11:00 PM

Sunday Brunch from 1:00 PM to 4:00 PM (seasonal)

For information and reservations, please contact +39 06 35092145 or email ROMHI.FB@waldorfastoria.com

TIEPOLO LOUNGE & TERRACE

Open daily from 11:00 AM to 1:00 AM

Famous for afternoon tea, original cocktails, and the ventilated terrace.

To make a reservation, please contact +39 06 3509-2247 or -2055.

*Alcoholic beverage service in public bar areas ends at 2:00 AM
(Law No. 160 of October 2, 2007).

POOL BAR

Our Pool Bar is open seasonally following the hours of the outdoor pool.

ROOM SERVICE

Open daily from 7:00 AM to midnight
Late-night snack service is available from midnight to 6:30 AM.

IT KIDS CLUB

[IT Kids Club](#) available during the Summer Season and Sunday Brunch

VERY IMPORTANT PETS

There is a €35 daily supplement for pets staying at the hotel. For further information visit [V.I.P – Very Important Pets](#)

CAVALIERI GRAND SPA CLUB

[Cavalieri Grand Spa Club - FAQ](#)

SPA

Treatment Area // Open daily from 9:00 AM to 9:00 PM
Wet Area // Open daily from 7:00 AM to 10:00 PM
Sauna // Open daily from 7:00 AM to 10:00 PM
Indoor Pool // Open daily from 7:00 AM to 10:00 PM

GYM

Open daily from 6:00 AM to 10:00 PM

POOLS

Outdoor Pool // Open daily from 10:00 AM to 5:00 PM
Garden Pools // Seasonal Closure

For further information, contact the Cavalieri Grand Spa Club at +39 06 35092950 or email ROMHI.Fitness@waldorfastoria.com.

FREQUENTLY ASKED QUESTIONS AND HOTEL POLICIES

CHECK-IN

The hotel can only accommodate guests with valid identification, as per current regulations. Guest names and details are subject to electronic, computer, or fax communication to the Police Headquarters by the hotel within 24 hours of arrival, or immediately for stays shorter than 24 hours (Article 109 T.U.L.P.S.).

In addition to ID cards, Italian citizens can use equivalent documents such as passports, driver's licenses, firearms licenses, and other documents containing the holder's photograph issued by a State Administration (Article 35 DPR 445/2000). For EU citizens, valid identity documents include passports, ID cards, and driver's licenses. For non-EU citizens, passports and other documents recognized by international conventions are valid; the list can be requested at the Front Desk.

FRONT DESK REGISTRATION

Registration at the Front Desk with a valid ID is required for access to guest room floors. Registration is also required for Imperial Club guests.

MINOR GUESTS

Unaccompanied minors are not allowed to stay in the hotel. The hotel can accommodate guests under 18 years of age only if they have their own valid personal identification document and are accompanied by parents, one parent, a guardian, or a curator with a valid document of appointment from the competent court. Alternatively, they can be accompanied by another adult with a written authorization from the parents, one parent, a guardian, or a curator, along with a copy of the delegator's valid ID.

In the case of minors accompanied by only one parent who cannot prove their status with another document (birth certificate, family status), the parent must sign a self-certification according to the model provided by the hotel, in accordance with Articles 46 and 47 of DPR 445/2000, attesting to their parenthood or maternity of the minor.

IN ROOMS

- The use of stoves of any kind, open flames (e.g. candles), and irons is prohibited.
- All rooms have electronic safety deposit boxes. Only the safety deposit boxes in the Penthouse, Planetarium, Petronius, and Napoleon suites can accommodate a laptop.

SPA, GYM, AND POOLS

- Minors under 16 years of age are not allowed to use the Fitness Center and Spa facilities and can access the pools only when accompanied by an adult and under their supervision.
- The hotel is not responsible for any physical injuries resulting from the use of Grand Spa facilities, even those resulting from previous disorders or illnesses.
- The jogging path closes at dusk.
- The use of the pools is allowed for children aged 5 years or older, supervised by their parent.
- It is strictly forbidden to introduce dogs or other animals into the wellness center and pool areas.
- To move in the hallways, at the reception, and to access the bar area, it is mandatory to wear a bathrobe and slippers.
- The outdoor pools are only usable during daylight hours when a lifeguard is present.
- The hotel reserves the right to close public spa areas or facilities, including outdoor pools, for maintenance and/or private events without prior notice and without the right to reimbursement.

For more information, please visit the following link:

[Cavalieri Grand Spa Club - FAQ](#)

PHOTOGRAPHY AND VIDEO

The use of drones is not allowed. For photography and video services for commercial or advertising purposes, please send a request to ROMHI.PR@waldorfastoria.com with at least four weeks' notice.

LOST & FOUND

For lost items, please contact Guest Services at +39 06 3509 1 or email ROMHI.GuestServices@waldorfastoria.com.

SECURITY AND PRIVACY

- The hotel has a 24-hour security service and a video surveillance and intrusion system.
- Emergency fire, first aid, and evacuation teams are present in the hotel.
- [Hilton's Global Privacy Notice](#)