

## COLOUR BROCHURE

- The price guide is printed after the colour brochure, therefore all prices published in the price guide supersede any prices published in the colour brochure.
- All descriptions and information were correct at the time of printing.
- On some pages, there are general photos, which may not always relate directly to the property, but to the region. If in doubt, about views etc, please ask.

## AGRITOURISM (see Hotel Information also)

Agritourism is a scheme to encourage farmers and landowners to stay on the land, but supplement their income with a small amount of tourism. Inevitably, as with many things in Italy, the Agritourist label has been often wrongly used and misplaced, being applied to huge tourist complexes and large developments. We believe in Agritourism as it was originally meant to be, and searched for genuine working farms. Our properties are in the real spirit of Agritourism – real working farms – and your local contacts usually (although not always) will be the actual farmers/landowners themselves. Without exception, these are truly warm, friendly people and, although some speak no English whatsoever, this never seems to pose a problem for people. However, if a little wary, please ask for more details. The 5 star agritourist symbol is awarded for a number of reasons – sometimes for the way a building has been renovated or because of its significant, historical importance and sometimes for its outstanding produce. Therefore, unlike traditional 5 star establishments, you cannot take it as an automatic indication of the level of comfort and service – after all, it is still agritourism.

Bear in mind that these are working farms and you will always find farm machinery and animals such as dogs, cats, chickens and so on. They may well become your dearest friends and extremely difficult to say goodbye to – find out the Italian word for hanky before you go!

## RURAL PROPERTIES

Many of the tracks, which lead to more rural properties, are surfaced in gravel or similar. Poor weather can reduce the quality of these, so you must take care when using them, either by car or on foot. Owners will repair them, as quickly as possible.

## RECOMMENDATIONS FOR HONEYMOONS AND SPECIAL OCCASIONS



We have highlighted, with our romantic cupid symbol (!), our particular recommendations for honeymoons or any other special occasion. The properties, hotels and self-catering, have been selected for a variety of different reasons, be it stunning location, lovely food and wine, an overall special romantic feel, or because they offer a special deal for honeymooners. We have looked at places for a variety of budgets and the cupid does not necessarily imply luxury accommodation nor a child-free zone!! Of course, choices are always personal, but we will be delighted to chat about our reasons for choosing places. Please feel free to ring us to discuss your individual requirements.

- Honeymoon discounts apply to accommodation only – not to travel arrangements.
- Please note that hoteliers/property owners will often ask to see a copy of your marriage certificate upon your arrival and discounts/special offers rely on that.
- **IMPORTANT** – The names you give us for booking flights etc MUST be the names you will use, on your passports, at the time of travel. Flights booked in the wrong name will incur charges – often as much as 100%.

## SPECIAL OFFERS & PRICE BOXES

Special offers are not cumulative, unless otherwise stated, and are subject to room availability. Any reduction given as a result of a special offer, will be applied to the days/element with the lowest price, within the period of the holiday. For self-catering properties, and some hotels, the extra night price quoted in the price box must always be added to the weekly price, or multiples of the weekly price. The extra night price cannot always be multiplied by 7 to calculate the weekly price.

## SWIMMING POOLS AND OTHER FACILITIES

We have indicated approximate availability for swimming pools, but this is at the owners' discretion, and is for guidance only. Poor weather, which hampers the preparation of the pool for the start of the season, or anticipates its closure, is beyond anyone's control. However, in practice, pools are often open earlier and later than the dates given, although generally, they are not heated.

Hotels, especially, often have limited opening times for pools. This is often due to legal reasons of supervision and is outside of our control. It should never be assumed that pools are available at all hours of the day and night.

Pools are always used at the clients' own risk. They are not always within sight of the accommodation and, in any case, children should always be supervised. There should be no jumping in or diving from the poolside. There is rarely an unlimited supply of sunbeds and these are usually subject to availability. Some pools are filled with sea-water.

Due to new health and safety regulations, many properties now insist on bathing caps being worn in pools and we have no control over this. To be on the safe side, take your own or be prepared to buy one in Italy. In practice, we have found that, in many places, this is yet another Italian regulation that Italians choose to ignore. We suggest you take your lead from other Italian guests. However, some places will insist, and you will not be allowed to swim without one, so be prepared.

We cannot be held responsible for any facilities or amenities, which are not in operation due to matters, which are outside our control. If, for any reason, facilities, described in our brochure, are not available to you, you must inform us immediately, so that we can investigate on your behalf.

## COTS, MAID SERVICE AND OTHER INFORMATION

Cots can often be provided at a charge, usually payable locally. Parents should satisfy themselves that the standard of the cot meets with their approval and let us know immediately, if there is a problem. Please ask for cost unless separately priced in individual price boxes.

Maid service and babysitting can sometimes be provided, payable locally at the local rate. This is an arrangement made locally between you and the babysitter. We have no control over, nor interest in this and you must satisfy yourselves with the arrangements.

In some areas, space is at a premium and there may be a charge for the use of private car parking facilities. Car parks are usually unguarded and clients park at their own risk. Do not assume that all properties have parking – please check with us, if not specified in the description. If you are booking a car independently, we can only give advice concerning parking, etc, if asked. In certain areas, car parking has to be pre-booked, so please check.

Similar to U.K. law, Italy now decrees that smoking is not allowed in cafés, bars, restaurants and hotel dining rooms. Even though some Italians, typically, ignore this law, in general, owners are quite strict about it.

Any amount, in our brochure or price boxes, stated in euro (€), is to be paid locally.

## SPECIAL REQUESTS

Please indicate your requirements, on the booking form, and we will convey your request, but cannot guarantee its provision, unless actually confirmed by us on your Accommodation Confirmation Voucher, in the confirmed requests section.

## EXTRAS ABROAD

It is your responsibility and our strong recommendation that you pay, locally, prior to your departure, any extra charges you might incur, such as heating/air-conditioning charges, cleaning charges, drinks, etc. (Children staying free of charge, pay locally for any food consumed.) If you fail to do so, we will automatically debit your credit or debit card, at current exchange rates, and with an administration charge of £25. If you leave any items abroad, or find that you have inadvertently brought something home with you, and it needs posting, this is an arrangement you must make directly with the property/hotel, you must also expect to pay postage. We cannot accept any responsibility for arranging the return of any, but we will be happy to help, when possible.

## FLIGHTS BOOKED THROUGH LONG TRAVEL & OUR ATOL LICENCE



Most clients choose our flights. These clients benefit from, our ATOL licence and bonding, and our assurance that we are here to support them and accommodation will be available to them, in case of delayed arrival, no matter how late. For most properties, arrival times at the accommodation will be linked to clients' flights, making it extremely convenient for them.

Please see detailed information on flights and car hire on pages 25 – 27. The flight details shown are as planned by the airlines, but, as our brochure is printed months in advance, details may change. This is beyond our control. Please check your confirmation letter, and later your tickets (for E-tickets, see scheduled flights page) and car hire voucher carefully and telephone if you have any queries. Tickets and/or car hire voucher will be with you approximately 10 days prior to departure.

Your travel arrangements are subject to the terms and conditions of the airlines and other principals providing these services. For any amendments made by you once the booking has been confirmed, the principal's amendment charges will be passed on to you. All flights require 100% non-refundable payment, at the time of booking, to confirm them.

**These days, flight companies are less flexible about names on tickets, so please check them carefully. Due to the time delay between you booking your holiday and us receiving your booking form, we accept your instructions to book the flights, by telephone or email. You are totally liable for the flight charges, from this moment, and we will take credit/debit card details to cover these.**

### So:

- You must ensure that you are absolutely certain that you require the flights before giving us telephone instructions to book them.
- You must ensure that you give us the correct passenger full names and titles (as on their passports). Any later amendments could cause problems and will automatically incur AT LEAST an amendment charge. Some flights, especially scheduled and low-cost, even incur a 100% amendment charge after they have been booked. This is especially important to newly-weds.
- You must ensure that you complete the booking form equally correctly, with these details.
- Children's dates of birth must be provided accurately. A false age could result in refusal to board the child, by the airline. Children booked as infants, in particular, could be refused, if found to be older than the age stated, on the basis that there may be no seat for them. Child discounts apply, if a child is under 12 yrs, on the return leg. Infant discounts apply, if an infant is under 2 yrs, on the return leg.

## TRANSFERS

We are happy to arrange transfers to many of our hotels and self-catering properties, where a car is not included. Transfer prices were correct at the time of going to print and we do not envisage any change to the transfer costs in 2009. However, if there were any increase imposed on us by our supplier, we reserve the right to pass on these additional costs.

**If we arrange a transfer for you: In the unlikely event that your driver is delayed due to traffic, please wait for them. Do not take an alternative transfer as we will not assume responsibility for any additional costs that you may incur. Please call if you are in any doubt.**

Where transfer costs are given in hotel extra information boxes, these are approximate and provided for us by the hotels at the time of printing. These can always be organised by the hotels (through us), confirmed at the time of booking, and should be paid locally. These costs do not cover waiting time, if your flight is delayed. These hotel transfers have to be pre-booked, even when they are included in the price. A transfer cost would normally apply to a taxi for 2 people (maximum 3), but passenger numbers should be checked before booking.

The transfers to the Hotel Al Duemila, are usually included in the hotel package price, but you should always note on your booking form that you want us to organise these for you. There are specific instructions, which you will receive, when we send out your final details. Please read these carefully.

## ALDO'S AMALFI COAST & SORRENTO AIRPORT TRANSFERS AND EXCURSIONS

For all our Sorrento and Amalfi Coast properties, we offer an excellent value airport taxi transfer from Naples airport, with our friend Aldo (Cataldo Esposito), who runs a private taxi service. We, and many past clients, can certainly vouch for his reliability and he speaks excellent English. If you would like to use him, please make it clear on your booking form, or ring us and we will organise the transfers for you.

**COST PER TAXI, EACH WAY (1 TO 6 PASSENGERS):** including delays up to 2 hrs, on arrival. After that, there will be an extra charge of €30 per hour, payable locally. £92 to Sorrento and £105 to Amalfi, Praiano or Ravello. **Night Supplement 2100 – 0700: + 20%**

Aldo is also happy to do tours and special day trips. Please enquire direct with him. **His costs do not include entrance fees to sites or museums. Entrance to public sites and museums is often free to over 65's and under 18's on production of passports.**

## ALFIO'S SICILY AIRPORT TRANSFERS AND EXCURSIONS

For all our Taormina properties, we offer an excellent value taxi transfer from Catania airport, with Alfio, for only £60 per taxi (max. 4 people) or £72 per minibus (max. 7 people), each way.

Alfio runs a private taxi service and we can certainly vouch for his reliability and he speaks a little English. If you would like to use him, please make it clear on your booking form, or ring us and we will organise the transfers for you.

As Alfio runs a small taxi firm, the above transfers are subject to availability and are booked on a first come, first served basis. If we are unable to arrange a transfer with Alfio due to demand, we may still be able to arrange an alternative transfer – in these cases a supplement may be payable, or hotels may need to take payment locally.

Alfio also offers our clients excursions. You must contact him direct to arrange these, please ask and we will give you his telephone number or his email address, to make arrangements. To give you some idea of his costs, below is a list of his prices, payable locally, **priced per taxi, not per person.** This is only a selection and he is quite happy to offer other trips and other transfers, on request. Please confirm these costs with him – they were accurate at the time of going to print, but can be subject to change.

## EXCURSIONS

TAORMINA/SIRACUSA	from €180
TAORMINA/MOUNT ETNA	from €140
TAORMINA/PIAZZA ARMERINA	from €210
TAORMINA/PALERMO	from €260
TAORMINA/AGRIGENTO	from €160

Costs do not include entrance fees to sites or museums. Entrance to public sites and museums is often free to over 65's and under 18's on production of passports.