

# Hotel Information

## HOTEL INFORMATION

### PRICES

Unless stated otherwise, hotels are priced per person, per night, based on two adults sharing a room.

Prices charged for single supplements reflect the real cost to us. In some hotels there are rooms that are designed for single occupancy only. These single rooms are often smaller and sometimes less well appointed.

**Child discounts**, for the first child, are always based on children sharing a room with two full paying adults, and may not apply to any upgrade supplements. Discounts for other children vary and are purely at the discretion of the hotel. Some hotels, which offer substantial discounts for children, may charge locally for food consumed. Children occupying another room will not usually be eligible for discounts. Any children staying free, even paying for a cot, will pay locally for any food consumed. Babies too large for a cot and occupying a bed will pay the lowest child discounted price. Some hotels charge infants for a cot (usually payable locally), even if you take your own. We can check for you.

If we are given a false date of birth for a child, this will be noticed, by the hotel, when you hand in your passports. We will pass on any extra charges made to us by the hotel, because of this, together with an administration charge of £25.

### OUR DESCRIPTIONS

Our choice of hotels is a varied but very personal one. Generally, we tend to go for places of "character" even if that means that, in one or two of them, their elegance has somewhat faded over the years. We have also chosen some for their locations or their particularly friendly, family-run atmosphere. If in doubt, do ask us to chat to you about them.

All of our rooms have private facilities (either shower or bath, basin and WC). Any requests for views, balconies etc should be put on your booking form and will be passed on to the hotels, but no guarantee can be given that these requests will be met. Any specific requests paid for, at a supplement, and confirmed on your voucher should be guaranteed and we should be informed immediately if these requests are not met. Prices stated are generally for rooms as described. However, this is subject to availability and, occasionally, other types of room may be offered, at the same price.

We have done our utmost to describe resorts, hotels and facilities as accurately as possible, based on our own visits to each hotel. We have included the official Italian Authorities' star rating. Please remember that hotels are awarded stars for different reasons. We have tried to indicate in our descriptions why we feel the hotel is worthy of its rating. A hotel, which has four stars for its fantastic location, may (or may not) be worthy of four stars for its food or service. We feel that our descriptions give a more realistic idea of a hotel. Even within one country a star rating system is difficult to standardise and, in Italy, as in other countries, standards vary throughout, so please do not have expectations, based on your travel to other countries or even to other parts of Italy. They are often irrelevant and it is far better to base your expectations on the facts we give and know to be true. There is a big difference between three and four star hotels. Please do not book a three star and expect four star standards, as even an expensive three star is not a four star. It may have a higher price due to the popularity of its location or any number of other factors.

Room types also vary hugely. For example, it cannot be assumed that a suite is made up of two separate rooms. The latest fashion, in Italy, seems to be that rooms start in the superior category, even though we might consider them to be equivalent to a standard room, elsewhere. Of course, proud owners always believe that theirs is best! However, please ask us and we can give or research more precise details.

Air-conditioning, where described, is run at the owners' discretion and often only in high season and at certain times of day. This is sometimes payable locally. Similarly, heating is provided at the owners' discretion and sometimes payable locally. If you are uncomfortably hot/cold, please mention it to the owner/staff.

Although many of our hotels do not stipulate a minimum stay, we strongly recommend that you consider no less than 3 nights in any one area, if you are only using hotels for touring. However, if you have chosen a self-catering base, a one-night visit to another part of Southern Italy will be an excellent idea. We are also happy to book and recommend places for short breaks. Our aim is to offer

you maximum flexibility and we will gladly chat with you about all the possibilities.

**Bed and breakfast** provides room with continental breakfast, often a buffet breakfast. With continental breakfast, fruit juice and other extras may be available for a charge. Coffee is always available, sometimes self-service from a machine. Espresso and cappuccino often carry an extra charge, but can be ordered from the waiters. Breakfasts vary enormously, in Italy, from the fairly basic continental-type breakfast to the five-star feast.

**Half-board** includes breakfast and one meal, usually evening dinner, although some hotels allow a choice of dinner or lunch. This is not always the case, so, if it is essential for you, you should ask us and we shall certainly look into it for you.

Dinner will usually be from a table d'hôte menu, with limited choice. Other guests may be booked in on a different basis and may be eating à la carte. Where an à la carte menu exists, it is usually possible to choose from that menu, if you prefer. However, it is always wise to establish whether any allowance will be given /extra charges made, before you decide, and, of course, you must pay any extra charges, before departure. If you choose to vary your terms of booking in this way, we cannot later be involved in any disagreement about extra charges.

It is not unusual, even in the best hotels, and particularly in smaller ones, to be asked to choose your dinner at breakfast. This might seem strange to some people, but it is quite a common occurrence and is not something we have (or would wish to have) any control over. It is usually for the best of motives – the chef's insistence on fresh ingredients every day, with no leftover meals held over for another day.

Italians usually dine later – even if they have babies or young children. The majority of the properties, which offer food, are catering for the Italian holiday market and this is reflected in the times the meals are served. These times are usually fixed and the hotel will not vary them.

Any extras you have during your stay, such as wine with your meals, telephone calls, cots etc must be settled by you in full before leaving the hotel. If you do not do this, we reserve the right to debit your credit/debit card for the sum owed, plus our administration charge of £25. Please ensure that you check the cost of any extras before you buy them, and that you agree your extras bill locally, before paying it. The arrangement is made directly between you and the hotel and we are not able to refund any charges, which you may dispute on your return.

If you choose a hotel, you must expect there to be other guests. We have no control over their activities.

These days, small and large hotels often host local weddings or other celebrations, which may include a firework display. Hotels do try to minimise any disturbance to their regular guests, but sometimes it may be unavoidable.

### AGRITOURIST HOTELS (see General Information also)

Our Agritourist hotels are always on working farms or country estates. We think that they are very special places and give more of an authentic flavour of the region than normal hotels. Agritourist hotel rooms do not usually have the bits and bobs, smellies, etc that you expect in normal hotels, so take your own soap, shower-cap, etc. and unlike more traditional hotels, many do not clean rooms and change towels every day. A small price to pay for a great holiday. Much of the general hotel information also applies to Agritourist hotels.

The food, in particular, is usually organic, typical of the region, very wholesome and more like home-cooked food than hotel food. Breakfasts are often simple and there is often no choice of menu, but special diets can be catered for, on request. The local wines can also be more unusual and delicious than you would find in the UK and these are often, although not always, included in the price of your stay. Special wines can be paid for locally.

Dinner is sometimes eaten around one, or several, large tables, where guests and locals, who appreciate good food, mix to enjoy a meal together. For us, this is one of the experiences to treasure about Agritourism and we have spent many a memorable evening in convivial company.

Some Agritourist properties do not open their restaurant on Sunday evenings, they offer lunch, instead of dinner. Sunday lunch is a huge tradition, in Italy, with many families choosing to go to Agritourism to eat. It is usually a wonderful experience, not to be missed.

Owner involvement varies in agritourist hotels and it should not always be assumed that it will be the owners, who welcome you, or who participate in the day-to-day running. We have tried to indicate, in our descriptions, where this is or is not the case.

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.

### CHECK-OUT AND CHECK-IN

Most hotels expect guests to check out before 1000 and not to check in before 1500. Of course, this varies and there can be some flexibility, at times. If you turn up early, chances are that your room will already be clean and you can check in, if not, you may be asked to wait. Whilst you are at the hotel, it is always best to establish the time that you will be expected to leave the room. Even if you have to check out, if you have a late flight, there is often somewhere to leave your luggage and you will usually be welcome to use the facilities. However, do check this with reception.

### YOUR CONTACTS IN ITALY

**We do not have holiday reps.** Your contact, as independent travellers, is with the hotel management and, should problems arise, please ask them to sort it out. Please do not grin and bear it! **Do not hesitate to contact them immediately.** There is absolutely no point in suffering a problem, which could be resolved, only to tell us about it, when you get back, and it is too late to do anything about it. They will do all that is possible to sort things out. Do remember that Italy is not the same as the UK and the pace of life is slower. Retain your sense of humour, have another drink or two and another portion of delicious pasta!

**If you have a problem, which cannot be resolved locally, you must contact us IMMEDIATELY so that we can help.**