

## SELF-CATERING INFORMATION

### RENTALS

- Unless stated otherwise, rents are in £'s per week for the whole property (NOT per person).
- Accommodation prices on our website are also in euro and we are happy to accept payment in sterling or euro.
- Changeover day is usually Saturday though there is sometimes flexibility - ask for details.
- For many properties, we would strongly recommend car hire. Many (not all) have car hire included.



- Where car hire is included, it is Group C-1 air-conditioned, for up to 4.
- It is clients' responsibility to assess their needs (re passengers and luggage) and upgrade or book an extra car, if necessary.
- Clients not wanting car hire included with self-catering can have reduction of £110 per week.
- Details of car hire and upgrade charges are on page 220.
- Car hire prices on our website are also in euro and we are happy to accept payment in sterling or euro.

### OCCUPANCY

- The most suitable is always first number stated. Extra beds/sofa-beds allow up to second number, normally additional children and sometimes with supplement - as in price boxes. Sofa-beds can be less than comfortable for adults.
- Only those named on the booking form may occupy the villa/apartment. If occupancy exceeds those named, we reserve the right to evict the entire party immediately. In these instances we will not be held responsible for providing, or financing any alternative accommodation.
- We should be notified of any changes, even if they occur whilst at the property, and we will try to accommodate them, but there is no guarantee.

### OUR DESCRIPTIONS

We have done our best to ensure that the descriptions are honest and accurate. The properties are owned by "real" Italians and they do not cater for the mass British tourist market. Remember that, in warmer climates, it is not uncommon for showers to have no cubicle or shower curtain, furnishings are often simpler and fewer, and tastes are different. All the properties have shower/bathroom with hot and cold water and W.C.; kitchen area with fridge, cooking hob, some with ovens, most with hot water, but some only with cold. "Double bedrooms" do not necessarily have double beds, but often two singles together, as is typical in much of Italy. Mezzanine sleeping areas usually have low headroom, so logically they may have beds without legs! They may also have low balustrades, so not suitable for children - ask, if in doubt.

Many are equipped as holiday homes and may lack things you are used to in your own homes. Items can often be provided and owners may help with reasonable requests. Things typical of the area are not possible to change. If something is essential to your enjoyment, ask if it exists or take it with you. e.g. if the idea of making a cuppa with a saucepan is abhorrent to you, then take your own kettle; if you cannot drink wine out of glasses without stems, as in many Southern Italian homes, then take some with you.

Owners may visit to tend their olives, vines or orchards. They may well call with a bottle of their wine and fresh produce for you.

If you book a semi-detached property or apartment you should expect neighbours. We have no control over their activities.

In all self-catering properties, as is the norm in Italy, you will be responsible for the disposal of your rubbish, or a charge will be made locally, and this can be high. This is sensible in a hot climate, allowing you to dispose of your rubbish daily. There are usually "wheely-bins" nearby and bottle banks etc in the nearest town.

Open fires rarely have fireguards. You light them at your own risk and you must think about your safety. Never leave them unattended. Barbecues represent a fire hazard in a drier climate - please be sensible.

If you have any queries or requests, please ring. We are happy to provide additional information. We know so much about the properties and the areas, that we can tell you more than our brochure shows.

### AGRITOURISM - see General Information

### WELCOME PACKS

- We find that, generally, people prefer to choose their own provisions. We do not automatically provide welcome packs.
- Some owners are happy to shop for a few essential items for you (not a full week's shopping), which you should pay for on arrival. Some properties/larger complexes are unable to offer this service, but, if they have a restaurant, we can book a meal.
- For Saturday arrivals, shops are usually open on Saturday evenings. Sunday morning opening is only at certain times of the year.
- You should contact us to arrange your shopping at least a week before departure (preferably much sooner).
- If you need a meal on arrival (where offered), indicate on the booking form or ring us.

### ARRIVALS AND DEPARTURES

- Most properties specify arrivals between 1500 and 1800 and departures before 1000.
- Where these vary it will be stated on property description pages.
- There is sometimes flexibility, but if you need specific times, please ask before booking.
- Some properties levy a late arrival charge, as stated on property description pages.

- Weekly prices include rental, cleaning, bed linen, water and electricity/gas (although not usually air-conditioning/heating). Some properties may charge a small supplement, payable locally, for one or more of these.
- Fuel for heating/air-conditioning is sometimes an extra charge, payable locally (occasionally payable directly to us).
- When heating is on request, you will often be charged for the whole of the rest of your stay, and it will be switched on when payment has been received.
- Not all houses have heating/air-conditioning. Where available, it may be in the form of open wood fire, calor gas stove etc.
- In Southern Italy, fuel for fires can be expensive - they do not have a plentiful supply of wood, so use sparingly or expect to pay quite a sum. Equally, electricity is expensive - please use it sensibly. Water is also a limited resource and should not be wasted.
- Cleaning is included with some properties (not washing up). For others, there will sometimes be a final cleaning and linen hire charge, payable **ON ARRIVAL. This is not a deposit and is non-refundable and non-negotiable.**
- Towels (not necessarily typically British ones) are sometimes provided but not always, and there may be a charge payable locally. They are for bath/shower only. Often, these have to be booked, in advance. Some properties include beach/pool towels. If so, we will specify in property details.
- Some properties require breakage deposits, normally refunded on departure, if all is in order. The deposit does not limit your liability to pay the full cost of replacement or repair of damaged items. Breakage deposits can sometimes be paid by credit card, but check with us before relying on it.
- We ask that clients respect the properties and treat them with care. We rely on clients' honesty to replace anything they break or damage or to inform our agents or the owners, so that it can be dealt with before the next clients' arrival. Properties should be left clean and tidy.
- Our strong recommendation is that you pay, locally, prior to departure, any extra charges you incur, such as heating/air-conditioning, cleaning, cot hire etc. If you do not, we will automatically debit the credit or debit card (given to us at the time of booking), at current exchange rates, and with an administration charge of £25.

## HOTEL INFORMATION

### PRICES

- Unless stated otherwise, hotels are priced per person, per night, based on two adults sharing a room.
  - Accommodation prices on our website are also in euro and we are happy to accept payment in sterling or euro.
- Single supplements** reflect the cost to us. Some hotels have rooms for single occupancy only, smaller and sometimes less well appointed. Some offer single occupancy of a double.

### CHILDREN

- Discounts, for the first child, are almost 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 at the discretion of the hotel. Some hotels offer discounts for children, but 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.
- A false date of birth will be noticed by the hotel, on your passports. Any extra charges because of this, and an administration charge of £25, will be passed on to you.

### OUR DESCRIPTIONS

Our choice of hotels is varied and personal. Generally, we choose them for "character", location or their particularly friendly, family-run atmosphere.

All rooms have private facilities (shower/bath, basin, WC). Specific requests paid for and confirmed on your voucher should be guaranteed and we should be informed immediately if these are not met. Occasionally, other types of room/upgrades 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. Remember that hotels are awarded stars for different reasons. Our descriptions indicate why we feel the hotel is worthy of its rating. A hotel with four stars for its location, may (or may not) be worthy of four stars for its food or service. Our descriptions give a more realistic idea. A star rating system is difficult to standardise and, in Italy, as in other countries, standards vary, so do not have expectations, based on your travel to other countries or even to other parts of Italy. It is 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. Do not book a three star expecting four star standards. Price is also not an indication. A hotel may have a higher price due to the popularity of its location or any number of other factors.

Room types vary. It cannot be assumed that a suite is made up of two separate rooms. Rooms sometimes start in the superior category, even though we might consider them to be equivalent to a standard room, elsewhere. Please ask us.

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

We strongly recommend that you consider no less than 3 nights in an area, if you are using hotels for touring. However, if you are self-catering, a one-night visit to another part of Southern Italy will be an excellent idea. We are happy to book and place for short breaks. Our aim is to offer you maximum flexibility and we will gladly chat about the possibilities.

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

**Half-board** includes breakfast and one meal, usually dinner, although some (not all) allow dinner or lunch.

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

Extras, such as drinks, 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. Ensure that you check and are happy with 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 disputed.

It is not unusual, even in the best hotels, to be asked to choose dinner at breakfast. This is quite common and is not something we have (or wish to have) control over. It is usually for the best of motives - chef's insistence on fresh ingredients every day, with no leftovers another day.

Italians usually dine later - even if they have babies or young children. Most hotels cater for the Italian holiday market and this

[www.long-travel.co.uk](http://www.long-travel.co.uk) for further information