

can be reflected in the times meals are served. These are usually fixed and hotels will not vary them.

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

Hotels often host local weddings or celebrations, which may include fireworks displays. They try to minimise disturbance to guests, but it may be unavoidable.

AGRITOURIST HOTELS/AGRITOURISM

- see General Information

CHECK-OUT AND CHECK-IN

Most hotels expect guests to check out before 1000 and not to check in before 1500. There can be flexibility, at times. If you arrive early, your room may be clean and available, or you may be asked to wait. Whilst at the hotel, establish the check-out time. If you have to check out, but have a late flight, there may be somewhere to leave your luggage and you may be allowed to use the facilities. However, check with reception.

GENERAL INFORMATION

HOLIDAYS BOOKED THROUGH LONG TRAVEL - YOUR FINANCIAL SECURITY



Holidays with 100% financial protection are the ONLY ones to book. Don't risk doing anything else. Long Travel is a fully bonded company, a member of AITO, and, with our ATOL licence and full AITOT bond, your money is secure with us. Booking elements separately (even by credit card) can put your money and your holiday at risk. One sure way of knowing you are fully protected is by booking every element with US.

(Long Travel is bonded with the CAA (ATOL No. 4029) and with AITO Trust Ltd (No. 1094), ensuring that in the event of Long Travel's financial failure, either a full refund will be given or the holiday will continue as planned.)

OUR BROCHURE AND WEBSITE

- DETAILED DESCRIPTIONS ARE ON THE WEBSITE. PLEASE READ THESE OR ASK US TO PROVIDE THEM FOR YOU, BEFORE YOU BOOK.
- Descriptions and information were correct at the time of printing our brochure.
- General photos may not always relate directly to a property, but to a region. If in doubt, please ask.
- Distances and times are always approximate.
- It is possible to order a brochure and to enquire about availability through the website.
- If overseas, it is sometimes easier to use the website as a guide to what you want us to book. Once you have an idea, contact us, by phone or email, and we will get your booking underway.
- Our website sometimes has extra properties featured, due to brochure printing deadlines.
- Once you have found the property you are interested in, you can contact us by email or by phone. We may also, from time to time, email you with holiday ideas and news.
- We are aware that some people want to deal only by email. However, we feel that everyone wanting to book with us should always contact us by phone at some point during the booking process. This is because the holidays we organise require personal service and any extensive queries are always best answered over the phone.
- All email enquiries will be dealt with as quickly as possible, but please include a daytime contact number, as not all of our sales staff have access to email.
- Accommodation & car hire prices in euro are on our website, and we are happy to accept sterling or euro.

AGRITOURISM

Agritourism is a scheme to encourage farmers and landowners to stay on the land, but supplement their income with tourism. Inevitably, 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 search for genuine working farms. Our properties are in the real spirit of Agritourism.

Your local contacts will usually 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. Owner involvement does vary and it should not be assumed that it will be the owners, who welcome you, or participate in the day-to-day running.

5 star agritourism is awarded sometimes for a building's historical importance, its restoration or its outstanding produce. Unlike traditional 5 star, it is not an automatic indication of comfort and service - after all, it is still agritourism.

Remember, these are working farms and you will always find farm machinery and animals such as dogs, cats, chickens, etc. They often become dearest friends, difficult to say goodbye to - find out the Italian word for hanky before you go!

Agritourist hotels give an authentic flavour of the region. Rooms do not usually have bits and bobs, smellsies, etc. as in normal hotels, so take soap, shower-cap, etc. Many do not clean rooms and change towels daily. Much of the Hotel Information on page 222 otherwise applies.

Food is usually organic, typical of the region, wholesome and more like home-cooked food. There is often no choice of menu, but sometimes special diets can be catered for. Breakfasts are often simple. Local wines are usually excellent and may be included in the price.

Dinner is sometimes eaten around one, or several, tables, where guests and locals mix. This is one of the experiences we treasure about Agritourism and we have spent many memorable evenings in convivial company.

Some Agritourist restaurants do not open Sunday evenings, offering lunch, instead. Sunday lunch, a huge Italian tradition, is usually a wonderful experience, not to be missed.

RURAL PROPERTIES

Many tracks, leading to more rural properties, are surfaced in gravel or similar. Poor weather can reduce their quality, so take care when using them, by car or on foot.



HONEYMOONS AND SPECIAL OCCASIONS

Our romantic cupid symbol (!!) highlights our recommendations for honeymoons or any other special occasion. Selected for a variety of reasons - stunning location, lovely food and wine, overall special romantic feel, or the special deal offered - we have looked at places for different budgets, and the cupid does not necessarily imply luxury accommodation nor a child-free zone!! We will be delighted to chat about our reasons for choosing places.

- Honeymoon discounts apply to accommodation only - not travel arrangements.
- Hoteliers/property owners often ask to see a marriage certificate upon arrival. Discounts/special offers rely on that.
- **IMPORTANT** - 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 availability. Any reduction will be applied to the days/element with the lowest price, within the period of the holiday. For self-catering, and some hotels, the extra night price 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 indicate approximate availability for pools etc, but this is at the owners' discretion, and is for guidance only. Poor weather, beyond our control, may hamper preparation for the start of the season, or anticipate its closure. In practice, pools are often open earlier and later than dates given, although generally, they are not heated.

Hotels, especially, often have limited pool opening times, due to legal reasons of supervision, and outside our control. Pools are not usually available all hours of 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 health and safety regulations, many properties insist on bathing caps and we have no control over this. Take your own or be prepared to buy one in Italy. In practice, we often find that this is a regulation that Italians ignore. We suggest you take your lead from 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 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.

Maid service and babysitting can sometimes be provided, payable locally. We have no control over, nor interest in, this arrangement made locally between you and the babysitter, and you must satisfy yourself with the arrangements.

In some areas, there may be a charge for car parking. Car parks are usually unguarded and clients park at their own risk. Do not assume that all properties have parking. Parking sometimes has to be pre-booked, so please check.

Smoking is not allowed in Italian cafés, bars, restaurants and hotel dining rooms. Even though some ignore this law, owners are usually quite strict about it.

SPECIAL REQUESTS

Indicate your requirements, on the booking form. We will convey your request, but cannot guarantee its provision, unless actually confirmed 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 departure, any extra charges you incur, such as heating/air-conditioning, cleaning, drinks, etc. (Children staying free pay locally for 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.

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

Any items left abroad (or inadvertently brought home with you), which need posting, please arrange directly with the property/hotel, and expect to pay postage. We cannot accept responsibility for this arrangement, but we will be happy to help, when possible.

YOUR CONTACTS IN ITALY

- We do not have holiday reps.
 - For hotels, your contact is with the hotel management.
 - For self-catering, in our final holiday information, before departure, you will be given a contact name and/or property address and telephone number. Contacts will be the owners or managers or someone, who looks after the property renting for the owner. Your contacts are there to greet you, on arrival, and to help with any problems that may crop up, or in an emergency. They will generally not pay you visits, although they may be around at times to tend to their land or plants. You will know where they are, so, if you need anything, you should contact them.
 - If, when booking, you have any queries about your contact and the amount of English spoken, please do not hesitate to ask us.
 - They are there to help you and anxious to see that you have a good holiday, should a problem arise, please do not grin and bear it! Contact them immediately. There is no point in suffering a problem, which could be resolved, only to tell us about it, on your return, when 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.**