

# SELF-CATERING INFORMATION

## RENTALS

Unless stated otherwise, all rents are priced in £'s per week for the whole property (NOT per person). Changeover day is usually Saturday (except Il Paesino, Il Vecchio Borgo, La Scuola, Masseria Gregorio & Palazzo San Pietro, which can sometimes be rented for less than one week). There is often some flexibility with other properties at certain times of the year – please ask for details. For many of our properties, we would strongly recommend car hire. Consequently, for many (although not all), car hire is included in the weekly rental price – see relevant price boxes.



Where car hire is included, this will always be a Group C-1 air-conditioned car, suitable for up to 4 people only. For larger properties, the car will inevitably not carry all members of the party and their luggage. It is clients' responsibility to assess their needs and upgrade or book an extra car, if necessary. Details of car hire and upgrade charges are on page 25 of this brochure. Clients who do not wish to take the car hire included with self-catering will be entitled to a reduction of £110 per week.

**THE MOST SUITABLE OCCUPANCY** for the property is always the first number stated. However, extra beds/sofa-beds are available to allow up to the second number. The second number normally indicates additional children and sometimes carries a supplement – these are indicated in the price boxes. Bear in mind that the sofa-beds can be less than comfortable for adults. Only those named on the booking form may occupy the villa/apartment. If occupancy exceeds the party members stated on the booking form, or the maximum occupancy stated in our brochure, Long Travel reserve the right to evict the entire party immediately. In these instances Long Travel will not be held responsible for providing, or financing any alternative accommodation. We should be notified of any changes, even if they occur while you are at the property, and we will do our best 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. Please 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 pushed 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 – please ask, if in doubt.

The houses are equipped as holiday homes and as such may lack the things you are used to in your own homes. Nevertheless, items can often be provided and owners are always happy to help with reasonable requests, but do bear in mind that things which are typical of the area are not possible to change. If we have indicated that towels are provided, these are for bath/shower use only. Some properties also include beach/pool towels. If this is the case we will specify in the individual property details. If there is something, which is essential to the enjoyment of your holiday, ask if it exists or take it with you. For example, if the idea of making a cup of tea with a saucepan of water is abhorrent to you, then please take your own kettle. If you cannot bear to drink wine out of glasses without stems, as is the custom in many Southern Italian homes, then take some with you.

All the owners are proud of their properties and may, from time to time, visit to tend their olives, vines or orchards. They may well call with a bottle of their wine and some of their 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 own rubbish. Strange as this may seem at first, when you think about it, this is very sensible in a hot climate. It allows you to dispose of your rubbish every day or even more often than that. There are usually large "wheely-bins" fairly nearby for this and it is your responsibility. If you do not do this yourselves, a charge will be made locally, and this can sometimes be quite high. There are usually bottle banks etc in the nearest town for people who prefer to recycle.

Where properties have open fires, they rarely have fireguards. Therefore, you light them at your own risk and you must think about your own safety. Never leave them unattended. Similarly, barbecues can be great fun, but represent a fire hazard, especially in a drier climate – be sensible.

We do not usually provide welcome packs, however, some owners are happy to provide a few essential items for you (not a full week's shopping) which you should pay for on arrival. If you indicate on the booking form that you would like us to organise shopping for you, the following, or a selection of the following can be provided: Toilet rolls, washing up liquid, water, olive oil, bread, pasta, tomato sauce, Italian cheese, fresh fruit & veg, milk, butter, jam, tea, coffee, fruit juice, & wine. If you require anything in addition to our suggested list, you should contact us to arrange this. Some properties/larger complexes are unable to offer this service, but, if they have a restaurant, we can book a meal for you. We have found that, generally, people prefer to choose their own provisions than pay for something, which may not be used. If you are arriving on a Saturday, shops are usually open on Saturday evenings, but on Sunday mornings only at certain times of the year. If you need us to organise some shopping/a meal on arrival, please indicate on the booking form or give us a ring.

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

## ARRIVALS AND DEPARTURES

Most properties specify that arrivals must be between 1500 and 1800 and **departures must be before 1000**. (Some require departure by 0900. See Price Box Extra Information for details.) In practice, there is often some flexibility with some properties, but if you need specific times, before booking, please ask.

Some properties levy a charge for late arrival. Sogno D'Oro No.1 & No.2 and Villa Franco on the Amalfi Coast charge €50, payable locally, after 2100. Villa Giardino in Sardinia charge €40 for arrivals after 2200.

## YOUR CONTACTS IN ITALY

**We do not have holiday reps.** However, in our final holiday information, given to you before your departure, you will be given a contact name and/or general property address and telephone number. If, at the time of booking, you have any queries about who your contact will be and the amount of English spoken, please do not hesitate to ask us.

Contacts will be the owners or managers, or, on occasions, 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 from time to time to tend to their land or plants. You will know where they are, so, if you need anything, it is up to you to contact them.

They are there to help you and are anxious to see that you have a good holiday. Should a problem arise, 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.**

- Weekly prices include property 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 – see individual property price box for details.
- Fuel for heating or air-conditioning used is sometimes at an extra charge, payable locally. Or, in the case of some trulli houses, payable directly to us – see individual price boxes for details.
- When heating is available and on request, you will often be charged for the whole of the rest of your stay, in advance. In such circumstances, heating will not be switched on until payment has been received. Not all houses have heating and/or air-conditioning available, so please ask. Where it is available, it may be in the form of open wood fire, calor gas stove etc.
- In parts of Southern Italy, fuel for fires can be expensive – they do not have a plentiful supply of wood, as we do in this country, so use sparingly or be prepared to pay quite a sum. Equally, electricity is expensive so please do 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, payable to owners or our agents **ON ARRIVAL** there will sometimes be a final cleaning and linen hire charge. The amount varies and is not included in the price. **This is not a deposit and is non-refundable and non-negotiable. See property price boxes for amount charged or call us to clarify.**
- Towels (not necessarily typically British ones) are sometimes provided but not always, and there may be a charge payable locally. Often, these have to be booked, in advance. Beach towels are rarely included. **See individual property descriptions and price boxes.**
- Some properties require breakages deposits - **see property price boxes.** Breakages deposits are normally refunded on departure, if everything is in order. The deposit does not limit your liability to pay the full cost of replacement or repair of the damaged items. Breakages deposits can sometimes be paid by credit card, but please check with us before relying on it.
- We do also ask that our 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 the matter 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 your departure, any extra charges you might incur, such as heating/air-conditioning charges, cleaning charges, cot hire etc. If you fail to do so, 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.