



CHARTER OF SERVICES

AGRITURISMO L'EREMO living life in nature

Dear Guests,
we are pleased to welcome you and wish you a pleasant stay.
We present below the "service charter" to provide you with the information that will allow you to make the best use of the services we can offer you.
The entrance to the Agriturismo L'Eremo implies full acceptance and compliance with these regulations.

THE STAFF

You are at the center of our Agriturismo: you are the main source for the evaluation and constant improvement of the stay at our facility, we therefore ask you to make any request or recommendation that you consider useful.
We will be the point of reference during your stay for any further information on the farm services, but also for tourist information regarding the area.

RESERVATIONS

The reservation can be made by phone or by email. We are committed to responding to you within 24 hours. In any case, the Agriturismo will confirm the booking and the conditions offered in writing. At the discretion of the Agriturismo, a deposit may be required to deposit the reservation, equal to 30% of the total amount. The guest's credit card details may also be requested to confirm the reservation.

CHECK IN

From 4:00 pm to 19:00 pm. In case of arrivals at a different time from those indicated, please notify us in advance.

The Agriturismo L'Eremo is family-run, therefore there is no real reception service available all day. If we are not present upon your arrival, please call us at +39 0423 601642. We will be with you in two minutes.

Upon arrival, it is mandatory for all guests to show a valid personal document to allow for the registrations required by law.

Any special billing must be requested on the day of arrival.

Payments can be made in cash or by debit or credit card upon check in.

CHECK OUT

By 10:00. In case you need to stay longer, just communicate it in advance to allow the best performance of our activities also towards the other guests.

METHOD OF CANCELLATION

Reservations, canceled or modified, will be subject to the cancellation policies on the form received during the quote and confirmation of the reservation.

In case of cancellation of the reservation within the 15th day of arrival, any deposit will be returned.

In case of no-show without notice, the amount of the first night will be charged to your credit card.

PROHIBITIONS AND WARNINGS

Inside the rooms and in the common areas it is absolutely forbidden to smoke, use stoves or the like for food preparation, use stoves or the like for heating, have dinners or lunches in the rooms, move or make improper use of furniture, beds and equipment. Any damage and / or deterioration caused by guests to the equipment of the farm are the responsibility of the guests themselves.

It is not allowed to welcome and host unregistered people in the rooms.

It will be the guests' responsibility to keep valuable personal items, both in the rooms and in the

common areas of the farmhouse. We decline all responsibility for loss, theft or damage to property. Guests are given the keys to the room and the front door. In case of loss of the same, timely notice must be given to the manager.
For safety reasons, please always close the front door and the bedroom door.

PETS

Pets are not allowed.

TREATMENT OF PERSONAL DATA

Personal data and any other element learned from our company during the course of the assignment will be subject to a bond of secrecy and will be treated in compliance with the confidentiality and rights of the person through the systematic application by us of specific protection measures. and guarantees prepared for both paper and electronic data processing and measured according to the specificity of the data itself (simple personal data or sensitive or judicial data). Pursuant to and for the purposes of Legislative Decree 196/03, the customer is informed that his personal data will be processed only for the purposes determined by the contractual relationship for these purposes (including accounting and administrative purposes).

THE MAIN SERVICES

BREAKFAST

Breakfast is served in the dining room from 8:00 to 9:30 am.
Upon request, it is possible to anticipate the time.

REASSEMBLY ROOMS

The rearrangement of the room will be carried out daily if the room is vacated by 10.00 in the morning. We want to offer a sustainable hospitality model, attentive to the environmental impact and enhancement of the territory. For this you will find a lot of attention for a conscious and eco-friendly stay. The change of towels and sheets will be made only if necessary. The bathrooms are equipped with ecological courtesy set with refillable dispensers for soap / shower gel / shampoo and hairdryer. The bed linen and towels are made of natural fiber.

INTERNET

You can connect to the internet. Wi-Fi is free.

PARKING AREA

The car park is not guarded and we are not responsible for any theft or damage to vehicles. There are no particular risks, however we still recommend that you lock the cars and do not leave any objects inside the cars.

For the respect of all.

You have chosen a holiday in direct contact with nature, help us to respect it and protect the environment by trying to limit the consumption of water and electricity.

Quiet is one of our best assets, let's respect it.

Agriturismo l'Eremo thank you for your cooperation