



Customer Service Charter

It will provide you with the necessary information to make the best of the services we offer to have a great stay with us.

Welcome from the Management

The team.

Stoyan and Monica, the owners. We will be the reference point for any assistance you may require throughout your stay, both regarding the services we provide as Agriturismo and as Fattoria Didattica (the nature trails and workshops we organise) and any touristic information you may need about the area, events, local and typical products.

Booking.

You can book on the phone, or online. We will reply within 24 hours.

Check-in

From 14:00 to 19:00. Should you be arriving at a different time, please let us know in due time. It is necessary to have a valid personal document.

Check-out

check-out is by 10:30, unless otherwise agreed with us in advance.

Payment

You can pay cash or with cashcard or credit card..

Cancellations.

- You may cancel free of charge up until 15 days before arrival;
- You will not be refunded your deposit (30% of your stay) if you cancel between 14 and 5 days before arrival.
- If you cancel under 5 days from arrival you will be charged 90% of your stay.
- In case of 'no show' or early departure you will be charged the total cost of your booking.

Agriturismo San Lorenzo di La Forca e la Zappa s.s

Voc. San Lorenzo 21 Casacastalda, Valfabbrica (PG)

www.agriturismosanlorenzo.com

tel: 075/909058. Cell: 3283824248/ 3297323581

VAT Number: 03598410540

Authorisation agriturismo: 0004369 del 23-06-2018

Personal data processing.

In accordance with article 13 of EU Regulation 2016/679 and regarding the information we will be provided, so as to protect and secure the people and other subjects related to personal data processing, we would like to inform you that the data we collect will be used to:

1. Fulfil the obligation from the article 109 of RD 18.6.1931 n773 to register the data of our guests and communicate them to the Police Headquarters.
2. Comply with applicable administrative, accounting and tax regulations;
3. Receive Messages or phone-calls addressed to you.
4. Speed up the check-in procedure for your next stay with us.
5. Send you offers and update on prices and services.

We would also like to inform you that the provvisionone of data is mandatory as to the processing relative to point 1 and 2. In case of refusal we will not be able to host you in our Agriturismo.

If you agree to the processing relative to point 3, 4 and 5, you will need to provide your consent by signing the dedicated form. Your consent may be withdrawn at any time.

For any further information and to exercise the rights conferred by the article 7 of the Privacy Law, you can talk to Monica Scagnelli who is in charge of data processing.

These data (personal information, credit card number given as a guarantee or to pay for the stay, list of products/ services purchased, arrival and departure dates) are processed in such a way as to guarantee your data safety, using all the safety information measure to avoid information theft.

In the event the safety of your data is compromised and/ or your data are shared to a third party, you will be immediately notified.

The processing of your data will stop when you leave the agriturismo. However, if you wish to stay in touch with us and be updated on activities, offers and news from us, some personal data can be processed for such communications, unless you explicitly withdraw your consent.

MAIN SERVICES

Breakfast

Breakfast will be served in the restaurant hall from 8:00 to 10:30 a.m.

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Dinner

Dinner is served at 8:00 pm in the restaurant hall.

In case you haven't booked the half board, if you want to dine with us, you need to let us know by 10:00 a.m the same day.

We have a set menu, that we decide day by day, depending on what our vegetable garden provides us with. Our dishes are prepared with ingredients from our farm as well as local farms. We prepare traditional dishes with a personal touch. We have a set menu specifically for children.

If you have allergies or intolerance to any food you are kindly requested to mention it when booking.

Swimming pool

- You can use the swimming- pool between 9:00 a.m to 8: 00 p.m
- Children under 12 are not allowed to enter the pool without an adult accompanying them.
- The swimming pool is 1.50 mt on all sides
- You need to use the shower before going into the water.
- You have to use your towels on the beds and chairs of the pool, If you do not have towels, we will be glad to provide you with some. Please, you are kindly requested not to use the ones in the bathroom.
- You have to use suitable footwear when entering the pool area.

Nature Trails Labs

We organise labs for children and adults, for groups and families, both in Italian and in English. For further Information, please task Monica or Stoyan.

Pets.

We are happy to have your pets as guests too and should you need it we can give you bowls for food or water, blankets, mats etc.

The animals of the guests are allowed in the common areas, including the restaurant and the area around the swimming pool, but the need to be kept on the lead. As for the swimming pool, the animals are not allowed in the water.

FURTHER INFORMATION

Volume and quiet

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Our kind guests are kindly requested to respect the quiet of the environment, especially between 2:00 and 4:00 p.m and 11:00 pm and 9:00 a.m when other guests may be resting.

Rearrangement of the rooms.

The rooms are cleaned every 4 days and linens are changed every 7 days. If you would like to have your room cleaned every day there is an extra-charge of €5 a day and the room needs to be vacated by 10:00. In the bathroom you will find complimentary toiletries and hair dryer.

Internet

Wi-Fi is available and free in all the areas of the agriturismo. Ask Monica for the password.

Keys.

The management is not responsible in any way for loss or theft of items left unattended on the premises.

You will be given the keys upon arrival and you will decide whether you want to take them with you when going out or to leave them with the management, In the latter case the keys will be kept in a dedicated place. Keys have to be given back to the management upon departure. chiavi

Parking

The parking is not guarded. There are no particular dangers, however we advise you to lock your car.

The animal enclosure.

If you would like to see the animals up close, we kindly ask you not to enter the enclosure on your own, but to ask Stoyan, who will be happy to take you and answer all your questions.

Care for the environment.

Attention to the environment is a key factor in our way of life and therefore in the way we run the farm and consequently the farmhouse.

We kindly ask our guests to reduce waste to the minimum and to use the bins for separate collection of waste at disposal on the premises.

We kindly ask you to not drop litter on the premises or in the Woods around.

Indoors smoking is not allowed.

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