



## FAQ – Frequent asked question

### **Can I reserve a particular room or suite number?**

Unfortunately we are unable to meet such requests as sometimes guests already at the hotel wish to extend their stay and remain in the same room without having to move, repacking and unpacking their luggage.

Of course we do try to satisfy such requests as far as possible. If we cannot give you that exact room you will have a room in the indicated block and/or with the characteristics that you have requested

### **Can I have a guaranteed lake view?**

Most of the bedrooms and suites have a lake view and the staff does its best to meet this frequent request. For those who insist that they must have a lake view, we have “dedicated” a number of rooms with a € 10.00 per day supplement with guaranteed lake view.

### **Can I book the “Tower suite” through a tour operator or other Internet portal?**

The 7 Tower suite, which offer splendid lake views and in which guests have the maximum privacy, may only be reserved directly through our reservation office and not through tour operators or other agents. We recommend the Tower suite (for which there is a supplement of €15.00 per day over the Standard Suite ST1 rate) for couples or families without very young children as they are accessed by 2 flights of stairs and are not easy if you have pushchairs and prams.

### **Can I reserve the Grand Family Suite for 3 persons?**

Yes, but you have to pay the full rate for four adults

### **Can I have a lower rate if I am not interested in your special half board offer ?**

The offer is already based on the bed and breakfast rate, so half board is a free offer and there is no lower price for not taking the half board. With this offer you in practice save 20-22% of what you would spend if you booked half board

### **When can I occupy the room I've reserved? What time must I vacate the room?**

The bedroom and/or suite is usually available from 3 p.m. and should be vacated by 10 a.m. on departure day. Of course we understand that customers who arrive before 3 p.m. will need a room so we do our best to make the room or suite available as soon as it has been vacated and cleaned. As many families arrive in the early morning (especially at the weekends) it is not always possible to have all the rooms ready immediately.

### **Why on check-in do I have to hand in an identity document and sign the register?**

The Public Security law requires the filling in of a guest identification document when the customer arrives: this is the so-called "Notice Register". On your arrival you must show one document (passport, identity card or driving licence) and its holder must sign the registry. We need only the surname, name and date and place of birth of the other guests (including any children).



**Will I be asked for a credit card on arrival?**

If the details of the card have already been given us, this is not necessary, otherwise yes. It is requested as guarantee for room occupancy and for any extras consumed in the hotel.

**What methods of payment are accepted?**

Any, apart from bank cheques.

**Which credit cards are accepted?**

VISA and Mastercard are the preferred cards, but we do also accept Amex and Diners.

**What will there be for dinner in the evening?**

During the waiter service period there are four courses on the menu (antipasto, first course, second course and dessert) as well as a salad and vegetable buffet, with a different choice every day; once a week, temperatures permitting, we organise a buffet dinner with outdoor grill (this is usually possible also in May and September).

During the buffet service period there will be weekly themed evenings organised with waiter service and set menu (with separate children's menu).

**Is it always buffet service for dinner in the evening?**

No, the buffet service period, when you take what you like while the staff clear, clean and set the tables and serve the drinks, is usually from 20 May to 10 September. In the other periods of the year there is « à la carte » waiter service

**All there grills throughout the whole season ?**

No, the grill is outdoors at the pool side restaurant and it is too cool here for this service in spring and autumn.

**Is it possible to have full board?**

No, the restaurant is usually closed a midday (opening only when there are meetings or special events). From mid May to mid September, however, the « Pool Bar » serves hot and cold meals such as sandwiches, pizzas, salads, cold meats and cheeses, ice-cream and fruit salad.

**Are there any special arrangement with golf courses? Can you book our green fees for us?**

Yes, we have special arrangements with nearly all of the 7 golf course in our area. To get the green fee discounts, reservations must be made through our reception which will also be pleased to book courses for you that do not have special arrangements with us . See the golf course page in the *sport* section of this web site.

**Do you accept dogs?**

Yes, dogs are welcome. The supplement is €12.00 per day. Our bedrooms do not have carpeting, so cleanliness and hygiene is assured at all times.

Dogs may not enter the indoor bar and restaurant area or the swimming pool.