

Charter of Services



LOCANDA DELL'ORSO BEVITORE

Via Vittorio Emanuele 42

www.burlotto.com

orsobevitore@burlotto.com



Introduction

La Locanda dell'Orso Bevitore is a small accommodation facility born in 2004 to welcome visitors looking for a relaxing place and discover the passion of our land. The Locanda is part of the farm COMM. G.B. BURLOTTO, historical winery founded in 1850.

This Charter of Service is the document that provides you the general information over the services of our Accommodation and the rules for using. The service charter will be amended / updated periodically even on pleasing your suggestions or recommendations.

Index

| | |
|--|---|
| Introduction..... | 1 |
| Index..... | 1 |
| Booking and Cancellation..... | 2 |
| Check-in and check-out | 2 |
| Animals | 3 |
| Privacy | 3 |
| Cleaning, maintenance and room's services..... | 3 |
| Room's rules | 4 |
| Breakfast..... | 4 |
| Service Bar - Small Meal..... | 4 |
| Swimming pool rules | 5 |
| Winery visit / wine tasting | 5 |
| Other services | 6 |
| Safety and host's health (Emergencies)..... | 6 |
| To respect everyone:..... | 6 |



Booking and Cancellation

Our rooms, suites and apartments can be booked :

- Directly from our website:
<http://www.burlotto.com/it/prenotazioni.php>
- Sending an e-mail to:
orsobevitore@burlotto.com
- Calling the number +39 (0)172 470447; in that case we also need a confirmation mail to:
orsobevitore@burlotto.com
- Through agency (in that case you have to follow the agency rules)

In all cases, the confirmation will be written (by voucher or confirmation e-mail). In general, where not otherwise specified, this is our "Cancellation Policy":

| | Up to 2 rooms booked | | | | From 2 to 5 rooms booked | | | | From 6 to 10 rooms reserved | | | |
|-------------------------|----------------------|--------------------------|-------------------------|-----------------------|--------------------------|---------------------------|-------------------------|------------------------|-----------------------------|---------------------------|--------------------------|------------------------|
| | Up to 15 days before | From 14 to 7 days before | From 7 to 2 days before | From 1 day to no show | Up to 20 days before | From 19 to 10 days before | From 9 to 3 days before | From 2 days to no show | Up to 30 days before | From 29 to 15 days before | From 14 to 7 days before | From 6 days to no show |
| From 1 to 3 nights stay | Free | 20% | 1 night | 100% | Free | 25% | 50% (min. 1 night) | 100% | Free | 30% | 50% (min. 1 night) | 100% |
| More than 3 nights stay | Free | 30% | 50% | 80% | Free | 35% | 50% | 80% | Free | 40% | 50% | 80% |

In case of earlier departure, cancellation fee is 80% of the amount of cancellation. We suggest you to let us know your intention, as soon as possible, so we can try to resell the room; if we replace the reservation the cancellation fee mustn't be paid. Sending us your credit card details, automatically you accept the cancellation policy.

Every modify or cancellation to booking done through OTA or Agency, must be done with the same OTA or Agency; we can't accept directly from guest.

Check-in and check-out

Burlotto family manage directly this small tourist accommodation, helped by people we trust; we are at your disposal to give you any information you need during this time:

8.00 - 12.30 e 17.00 -19.00

or, in necessary, you can find us at this numbers: +39 (0)172 470122 - +39 380 4262124

Our check-in time is:

11.30 - 12.30 e 17.00 - 19.00

We are willing to welcome you at different time, subject to agreement by email to orsobevitore@burlotto.com or calling +39 0172 470447 at least one day before your check-in day. In some particular case, for night check-in, we can arrange a sort of self check-in leaving keys in safe.

In case of earlier check-in or if the room is not ready we'll ask you to leave the luggage in your room or in a checkroom, in order to complete the room.

For check-in we need to have, for each guest, a valid Identity Card or Passport.

You must leave the room for check-out at **10.30**; you can use the swimming pool up to 19.00 of departure day. Usually we issue your receipt early in the morning, so if you need to have invoice you must advise at least one day before your check-out.

We accept payment by debit card, credit card and cash (maximum allowed by Italian law)

Animals

Small animals are welcome, free but with forewarning. For hygiene and security is not permitted them to go up and stay on bed, sofa, and on any upholstered furniture. Guest must be equipped with dog's bed, bowls, and anything that animals need for their permanence.

Animals are not allowed in breakfast room and swimming pool. Dogs must be on a leash.

Is never allowed to leave animals alone in the room, in particular during time of cleaning room.

Privacy

Personal data and all other elements gathered by our Company during the assignment, will be subject to the secrecy and will be treated with respect for privacy and personal rights through the systematic application of our special safeguards and warranty prepared both for the handling of paper and electronic data and measured to the specificity of the data itself (simple personal data or sensitive data or judicial). Pursuant to and for the purposes of Legislative Decree no. 196/03 we inform the customer that their personal data will be processed only for the purposes determined by the contract for these purposes (including accounting and administrative purposes). It has established a set of internal procedures to protect the data of guests and all those who have requested information from the hotel.

On booking you will be asked the following information:

- Telephone number that will be registered in order to contact you for information about your stay.
- Credit card that will be used only in case of charges for cancellation; the data provided will be protected by password and completed the stay will be removed from the system.
- The email address will be registered in a database; at check-in you will be prompted for permission to send offers / promotions / information by the structure

Upon check-in you will be asked to submit a document valid (identity card, passport or driving license); this document will be photocopied and stored. Your data will be sent to the relevant police station as required by the Laws.

Cleaning, maintenance and room's services

All our room are in harmony with the style of accommodation facility and we hope, with the type of vacation you have chosen. They are furnished of any comfort, for example balcony, private bathroom, hairdryer, air conditioned, TV, TV sat, fridge, small safe, internet WiFi, bed linen and towels, hotel amenities (soap, gel douche, headset, etc...)

In the underground of house there is a small cellar where you can find a furniture composed by small boxes; there is a box for each room in which you'll find water, coke, orangeade, and bottles of our wine. This box is your personal "minibar"; on the table of the cellar you will find the price list. We control and replace every day and we charge on the bill at end of stay.

All rooms and suite will be clean every day during this time:



10.00 – 14.30/15.00

For the apartments, the daily clean is provided only for solution A and C (excluded kitchen corner and dishes that are at customer's charge), while for solution B two time a week.

Washing dishes is not included in the price; an extra price will be charge on the bill in case you'll leave dirty dishes at check-out (€ 25,00-50,00).

All of the rooms and apartments facilities are controlled by the staff, to permit you the perfect use during your sojourn; repairs to malfunction or failure are detected or reported by guests will be performed in the shortest possible time.

To safeguard your safety we carry out periodical inspections of the facilities, to prevent inefficiencies and dysfunctions.

Room's rules

The air conditioning use is allowed only during the stay in the room; windows must be left closed and the lights off in the host absence. The service staff is authorized to access the room for putting in pristine conditions acknowledged in case of guest absence.

There may be extra costs in the event of non-compliance of the above points.

It is strictly forbidden to smoke; It is allowed only in open spaces.

We ask our guests to keep the volume of television and any music equipment with a level that respects the peace and harmony of the environment, particularly during rest time from 14:00 to 16:00 and from 23:00 to 9:00.

It's forbidden to use, in rooms, equipment for extra heating and open flames

Breakfast

Breakfast is included in price of rooms, suite and apartment sol. A and C (excluded in sol. B).

Our rich breakfast includes sweet and savory home made products or coming mostly from **local farms**. It is served in the breakfast room at the ground floor during this time:

8.30 - 10.00

On demand it is possible to anticipate the breakfast (maximum 7.30) requiring the internal personnel structure or by sending a request by SMS +39 380 4262124 before 19.00 of the day before; confirmation will follow.

We kindly request to be notified well in advance of allergies or intolerances, so as to prevent any possible risk and also be able to provide suitable products.

Service Bar - Small Meal

We are available for bar service (drinks and small snacks) during the following hours:

8.00 - 12.30 e 17.00 -19.00



During summer, only on demand, filling out the form that you will find on the table during breakfast, it will be possible to have lunch service (cold dishes) in the following hours:

12.30 – 14.00

Swimming pool rules

The pool is only accessible to guests of our rooms in accordance with the healthcare authorization received.

Beach towel is not provided by the property and is not allowed to use the towels supplied to the chamber.

OPENING ORE 9.30 CLOSING ORE 19.00

SWIMMING POOL HEIGHT: **140 cm**

Person in charge: Cristina Alessandria ☎ 380 4262124

EMERGENCY: ☎ 118

- It's forbidden to use the swimming pool out of opening time
- Boys younger than 12 years have to be accompanied by a major
- The companion of the minor undertake all sorts of responsibility during the use of the swimming pool
- It's forbidden to dive
- It's forbidden to bathe for 3 hours after meals .
- It's forbidden to skip the basin foot-wash
- It's obligatory to make a shower before enter in the swimming pool
- It's forbidden to enter in the swimming pool area with shoes; obligatory to use slippers.
- It's forbidden to enter in the swimming pool area dressed
- It's forbidden to stay naked (without the bathing costume)
- It's forbidden to run, play with ball and make dangerous games.
- .
- It's forbidden to use the swimming pool to persons who cannot swim.
- It's forbidden to shout, make a racket, or disturb the other guests
- It's forbidden to dirty the water of the swimming pool in any way
- Animals are not admitted
- It's forbidden to eat into the swimming pool area
- It's forbidden to make diving without breathing apparatus
- Put your rubbish into the containers provided
- It's forbidden to use the swimming pool in case of bad weather.
- It's forbidden to enter into the flowerbed outside the swimming pool

Winery visit / wine tasting

We will be very pleased to drive you into a visit of the historic winery and into a wine tasting; since it's a family business, we ask to arrange an appointment in the following ways:

- Asking to our service staff
- Calling this number: +39 (0)172 470122
- Sending an e-mail to orsobevitore@burlotto.com or burlotto@burlotto.com



Other services

We have a free, unguarded private car park. available to guests, in the entrance, there is a mini-PC connected to internet.

Other services available on demand:

- Trekking map, book and publications on our land, for free loan (they must be returned in the end of holiday; an extra price will be charge on the bill in case you'll forgot to leave).
- Laundry machine
- Booking restaurant, taxi, guided tours, escursions
- Rent bike, e-bike, vespa 125cc, cars

In the breakfast room you will also find information and publications on the numerous activities in the area, about restaurants, wine cellars.

Our structure adheres Tourist Consortium Langhe Monferrato Roero promoter of the project "Authentic Experience"; Qualified staff will be happy to provide information and help you organize your stay. For info and reservations: +39 0173 362562 - info@tartufoevino.it – www.booking-experience.tartufoevino.it

Safety and host's health (Emergencies)

For the safety of our guests, in addition to what has already been described above, we have modified our facilities as required by law.

In each room there is a floor plan of the structure with an indication of the escape routes, identification of fire extinguishers and procedures for the evacuation of the building.

EMERGENCY NUMBER 📞 112

To respect everyone:

- we invite you to adopt a respectful behavior of the quiet and relaxation of other guests;
- is strictly forbidden to enter private premises and the kitchen
- the guest is required to respect the environment, equipment and furnishings that are found in the Farmhouse;
- is strictly forbidden to smoke inside the structure;

We also ask to be environmentally friendly and reduce waste to a minimum.

