



OUR SERVICES

Agriturismo Le Tre Rose



OUR SERVICES

Dear Guests,

We are pleased to extend a warmest welcome to you. On this page you can view the information on all the services offered at the Agriturismo Le Tre Rose. This information will allow you to make the best use of the services we can offer you to ensure a pleasant stay at our facility.

Entry to our farmhouse entails full acceptance and compliance with this regulation.

Our Staff

The staff members will be the point of reference for any problem that may arise during your stay, and for any further information on the Agriturismo services available to you, but also for tourist information regarding the surroundings, local events and curiosities regarding the area.

Booking

Reservations can be made either by telephone, by e-mail or by the form on our website. Once availability has been verified, we will respond within 24 hours of the request. In any case, the Agriturismo will confirm the booking and the conditions offered in writing, possibly requesting the guest's credit card details.

Check-in

From 2.00 pm to 7.00 pm on the day of arrival.

Please always communicate your expected arrival time in order to welcome you as best as possible.

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

If guests experience an unexpected event or are unable to reach the property at the time communicated, they can contact us on +39 351 9227660 to notify of the delay or for information on how to find us.

After 24 hours of delay on the expected arrival, if no communication is received, the booking will be considered cancelled with expected penalties.

OUR SERVICES

Check-out

We ask you to check out by 10.00 am.

Please do not leave food or drinks inside the room.

If there is a need to stay longer, please let us know in advance to allow our activities to be carried out better.

Early departure does not give the right to any refund.

Terms of payment

The balance of the stay will be paid upon check-in procedure.

The payment methods accepted at our facility are: cash, debit cards and credit cards.

Any special invoicing must be requested the day before departure.

Stay taxes

The tax, with an amount equal to €1.00, applies to each accommodation (i.e. for each person and for each stay), up to a maximum of 4 consecutive nights, even repetitive, for the payment period (quarter) with reference to the type of hotel and non-hotel accommodation facilities located in the territory of the Municipality of Rosignano Monferrato, as regulated by the current regional regulations on tourism.

Cancellation Policy

Cancellation of the reservation must be sent via email to: booking@cantinazanello.it

Cancelled reservations will be subject to penalties as follows:

- up to 15 days before the arrival date no penalty will be applied;
- 15 days before the arrival date, a penalty equal to 50% of the amount of the first night will be charged;
- from the day before the arrival date and in case of no-show without any notice, the amount of the first night will be charged to the credit card.
- In case of early departure, the full cost of the booked stay will be charged.

OUR SERVICES

Main services

Breakfast:

Breakfast is served in the restaurant area from 08.00 to 10.00. Upon request it is possible to anticipate the time.

Room cleaning:

Linens are changed every three days.

Extra cleaning and linen supplies may be requested for a fee.

The bathrooms are equipped with personal care products and hairdryer.

A kettle with various infusions is available to guests in the rooms.

Internet:

Wi-Fi is free with a password that will be provided upon check-in.

Theft and Loss

The property is not responsible for theft or loss of objects left unattended inside the structure.

Parking:

The car park adjacent to the structure is public and free but is not guarded: although there is no particular risk for your vehicles, but for greater safety, we recommend that you lock your cars.

Pets

Pets are not allowed in our farmhouse.

Heating

The system is autonomous. The temperature can be varied by rotating the thermostat located inside each room.

In order to avoid excessive consumption and for better functionality, please pay particular attention to ensuring that doors and windows remain closed while the system is operating, especially in your absence.

Reporting accidental breaking

We kindly ask our guests to inform of eventual accidental breaking of any objects during the stay.

Reporting damages or inconveniences

It would be much appreciated if our guests could inform us of any damages or inconveniences encountered during the stay. This will allow us to improve our services.

OUR SERVICES

Keys

Guests are given the keys to the room and the entrance door. In case of loss of the same, the management must be promptly notified. The cost of replacement will be charged. For safety reasons, please always close the entrance door and the bedroom door.

For everybody's respect

Inside the rooms and in the internal common areas it is absolutely forbidden to smoke, use extra heating devices and open flames in the rooms, eat 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 is the responsibility of the guests themselves.

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

It will be the guests' responsibility to keep valuable personal objects, both in the rooms and in the common areas of the farmhouse. We decline all responsibility for loss, theft or damage to property.

We invite you to adopt behaviour that respects the peace and relaxation of other guests, animals, environments, equipment and furnishings found in the farmhouse.

We kindly ask to our guests to keep the television and any music systems at a volume that respects the harmony of the environment, especially during rest hours: from 2.00 pm to 4.00 pm and from 11.00 pm to 9.00 am.

Some of the company areas are prohibited or closed, for everyone's safety we ask you to respect the prohibition signs.

Children inside the farm must ALWAYS be accompanied by a responsible adult, the Management declines any responsibility for accidents involving children left unattended.

OUR SERVICES

Processing of personal data

Personal data and any other element learned by our Company during the course of the assignment will be subject to secrecy and will be treated in compliance with confidentiality and personal rights through the systematic application on our part 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 such purposes (including accounting and administrative purposes).

The staff of Agriturismo Le Tre Rose thanks you for your collaboration.