



# LE FAVOLE

## *Agriturismo*



Dear Guests,

we are happy to welcome you and wish you to spend a peaceful stay in our farmhouse.

We present you our Service Charter with the useful information for your stay.

For any further information about our services, tourist information about the surroundings, events and local festivals, curiosity about our territory, you can find us at our reception or at our wine shop.

### **Booking and payment of the stay**

Booking can be made by phone and by e-mail. Once the availability is verified, an e-mail will be followed with the information necessary to confirm the booking.

The booking can be considered confirmed upon receipt of a credit card as a guarantee or with the payment of a deposit and in case of non-use of the booked stay, this deposit will not be refunded. The remaining amount must be paid on the day of arrival.

### **Departure and arrival time**

Check-in from 3 p.m. to 11 p.m.

On request and on availability it is possible to agree an early arrival.

At the moment of the check-in will be asked a identity document for registration.

Check-out within 10 a.m.

### **Payments**

Payment methods accepted are: cash, credit card, bancomat.

### **Tourist tax**

Pordenone area is a tax free territory.

### **Cancellation fees**

In case of cancellation, change or non-presentation, it will be withhold the amount requested at the moment of the confirmation of booking.

### **Processing of personal data**

The personal data and any other element learned by our company during the course of the assignment, will be subject to the binding force of confidentiality and will be treated with the utmost respect of human rights through the systematic application on our part of appropriate measures for the guarantee and protection of information, whether obtained by hard copy or electronically commensurate with the specifics of the information itself (simple personal data or sensitive or legal data).

Pursuant to and for the purposes of Article 13 of the European Regulation (GDPR) 2016/679 D.Lgs. 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).



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### SERVICES

Buffet **breakfast** is served in the room near the reception from 7.30 a.m. to 10 a.m.

Daily **rearrangement** of the **rooms**.

Free **internet** wi-fi. The password is available in each room.

#### **Swimming-pool**

The swimming-pool is open from 9 a.m. to 8 p.m., except for maintenance, and its use is reserved for guests only.

Before access to the swimming-pool, please read the swimming-pool rules.

#### **Heating and air-condition**

The system is regulated at an ideal temperature and in compliance with current regulations.

The temperature can be changed by a few degrees by turning the thermostat or by contacting the reception.

#### **Four legged-friends**

Small domestic animals are welcome in our farmhouse.

In respect of the other guests, the sanitary regulations and the safety of all, we invite you to read the regulation for acceptance of pets.

#### **Wine shop**

Our wine shop is open from 8.30 a.m. to 12.30 p.m. and from 3 p.m. to 7 p.m. (Sunday and Tuesday morning closed). Our staff is at your service for wine tasting, information and cellar tour by appointment.

#### **Security**

For your safety the door entrance and the gate are closed during the night.

Each guest can entry with their card. In case of necessity contact 0434-735604.

In case of loss of the key and/or of the remote control will be charged respectively € 15 and/or € 30.

The park area is not guarded.

#### **For the respect of all**

We invite our Guests to adopt a behavior that respects the quiet and relax of other customers.

The guest must respect the environments, equipment and furnishings that are located in the farmhouse.

The kind guests have keep the TV at a volume that respects the peace of the environment in particular during hours of rest: from 1 p.m. to 4 p.m. and from 11 p.m. to 8 a.m.

Introduce unauthorized people into rooms or common area is forbidden.

#### **Smoking in the structure is forbidden**

It is absolutely forbidden to use heat emission devices in the rooms.

Le Favole staff thanks all guests for the collaboration.

We wish you a pleasant stay!