



SERVICE CHARTER

ALLOGGI AGRITURISTICI "LE VIGNOLE"

The Grillo Family welcomes you and wishes you a pleasant stay.

Valli and Silvia are at your disposal for any information, to give answers to your questions, being careful to give you the best advice on how to have fun...or relax in the surrounding hills.

*You may also tag us in your Facebook/Instagram posts during your stay.
Our page is Accommodations "Le Vignole" @alloggilevignole*

Our opening hours and opening times

Our structure is open all year long

Check-In

*Arrival time is from 11.00 am and then flexible for the rest of the day, upon notice.
Kindly let us know your arrival time in advance for a better organization and for a better management of hospitality services by calling the + 39 3334348966 (Silvia - International Guest)
or at +39 3356661800 (Valli)*

Check-Out

*Rooms must be vacated not later than 10:30 a.m. on the day of departure; Should there be a delay, please inform us in advance in order to ensure a good organization and management of hospitality services.
If necessary, a charge will be agreed for the cost of the extension of the stay.*

Cancellation policy

Should the reservation be cancelled, the amount of 30% previously paid as a deposit during the booking process, will be charged to the room.

Main services

*The rearrangement of the rooms and the cleaning of the bathroom are carried out daily.
The bathroom linen is changed and left on the floor, so who's going to clean the room will know it has to be replaced. The bed linen is changed every four days and every different room reservation.*

Breakfast

Breakfast is served in the breakfast room (entrance 4) with a self-service buffet, from 7.00 a.m. to 9.30 a.m. on weekdays and from 7.30 a.m. to 10.00 a.m. on public holidays. By prior arrangement it is possible to have breakfast before or after the time previously indicated.

Lunch and dinner

The property does not offer the restaurant service, however the staff will be available to suggest the best places in the area where you can have lunch, dinner or the structures we work with.

Internet

It is possible to connect to the internet via WiFi free of charge and throughout the hotel: rooms, outdoor and indoor common spaces. You can find different access points but with the password 23042013

ADDRESS AND CONTACTS

Azienda Agrituristică "Le Vignole" di Soc. Agricola Francesco Grillo & C. s.s.

Strada dei Lavina, 7 - 31016 Pinidello di Cordignano (TV)

www.alloggilevignole.it - info@alloggilevignole.it

le Vignole

Parking

The car park is not guarded, but is located within the property; there are no particular risks, however, it is advisable to close the cars.

Obligations of customers

It is asked and recommended to adopt a respectful behaviour of the calm and the relaxation of the other guests. Please respect the structure, as well as other guests and animals. It is forbidden to introduce in the rooms or in the common areas people not belonging to the agritourism, except by prior agreement. It is strictly forbidden to smoke in the rooms and internal spaces.

Additional services

It is possible to visit the farm, but children must always be accompanied. We are at your disposal for any information about excursions, tours, activities and tours to do in the area.

In this case we can book these activities for you through our contacts. A couple of bicycles with child seat are available. In case you would like to go out on a group bike ride, please let us know in time so we can arrange rental bikes for everyone!

For any further request please contact Silvia e Valli.

Pets

Pets are only allowed in the apartment. Only small pets, which are used to being in the house, are allowed. An additional amount will be required.

Our tips for a cleaner environment

In summer, when the air conditioning is on, we remind you to close doors and windows.

Water is a primary good, when you go out remember not to forget the taps open and before going outside remember to always turn off the light.

If you are staying in the apartment, remember to ask Silvia and Valli how to separate the waste into the appropriate bins.

All the staff wishes you a good stay

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