

CHARTER OF SERVICES

SUMMARY:

1. Charter of the Tourist Services and Reception.....	2
2. Our Management Commitment	2
3. Reception	2
4. How to reserve.....	3
5. Privacy and Internet Safety.....	3
6. Cleaning, maintenance and room checks.....	3
7. The restaurant	4
8. The swimming-pool and the beach	5
9. Safety and health of the Guest	5
10. Environment and territory care.....	6

1. Charter of the Tourist Services and Reception

Our hotel has joined the initiative supported by the Hotel-keeper Association of Caorle and the Municipality of Caorle, for the application of a standard of service acknowledged and audited by the Det Norske Veritas Certification Body. This standard, explained in the Charter of the Tourist Services and Reception, provides for the quality, environment, safety and food hygiene requirements, which we must comply with.

Actually, the implementation of the Charter of the Tourist Services and Reception means for us to enhance and qualify both our business and the territory we work in, so as to better satisfy your needs.

2. Our Management Commitment

The aim of our hotel is to satisfy all our guests and in order to do this we have decided to:

- make it public the level of service which we shall implement and improve over the time;
- comply with the requirements set by the regulations in force and the hotel classification;
- promote the development of the territory where it works;
- take care of the environment, by reducing the impact of our own activities.

The standards of the services we offer are summarised in this Charter. Further information is available in both the Charter of the Tourist Services and Reception and in the Handbook of the Quality of Service we have drawn.

3. Reception

For the guests who will chose to stay at our hotel, a receptionist is available at the reception-desk 16 hours a day.

The check-in is carried out from 12.00 a.m. and the waiting times don't exceed 30 minutes.

In case you should arrive before the expected time we will try to make your wait the most comfortable possible, by offering you a cold drink, which you can sip while relaxing and glancing through some magazines in the terrace or in the swimming-pool. Our hotel makes also available for our guests a left-luggage room, to allow them to immediately get familiar with our small town or beach.

Thanks to the absence of architectural barriers, all our handicapped guests may have an easy access to the common premises and rooms.

The hotel provides you with a car park lighted during the night and a reasonable number of car spaces, where you can easily leave your car.

The check-out is carried out within 10.00 a.m., the same day of your departure.

Our guests can choose to pay with cash card, credit card, cash or other means: briefly, they can choose the payment they think it is the most convenient for them.

It is possible to balance your account the night before your departure, in order to speed it up the operations and avoid waiting times.

4. How to reserve

All those who will ask for any information about the hotel, promotional offers or holiday packages by fax, letters and e-mails will receive a reply within max. 24 hours.

Any telephone information will be satisfied "just in time" by our staff who will be very pleased to describe you our facilities with the utmost courtesy and clarity.

Besides the Italian, our staff will provide you with information about how to reserve in English and German.

5. Privacy and Internet Safety

For the safeguard of the Internet data we guarantee, besides the use of the personal password, the protection of the server by means of firewall and anti-virus. We have also set a series of internal procedures to protect not only our Guests' data but also of all those who apply for information at the hotel.

The privacy of our Guests is also important for us: during your stay you can decide whether or not you want to be available for the outside.

6. Cleaning, maintenance and room checks

All the rooms are in accordance with the hotel style and, we hope, with the type of vacation you have chosen. You can choose about the following kind of rooms:

"Standard Room", comfortable room equipped with air-conditioning, SAT Tv, digital safe, minibar, telephone, bath and balcony to spend your vacations in the most complete relax.

"Superior Room", besides being equipped with the same comfort as the standard room, this room also offers, a wide bath with a jacuzzi shower. All this to offer you a still more unforgettable and comfortable stay.

"Junior Suite", wide room, conceived to turn your vacation into a dream. Actually, to make it still more comfortable it has been equipped with a wide bathroom with jacuzzi shower and bathing tub.

The room cleaning is carried out every day to give you the best comfort; the Manager carries out a check of the rooms at random.

All the equipment of the rooms is checked by the staff in charge, in order to allow it to work properly during your stay.

Any malfunction or break reported by our Guests or our internal staff will be promptly fixed within the day. Should the maintenance continue for a longer period, we will do our best to grant you, anyway, a comfortable stay at our hotel.

To safeguard your safety we carry out periodical controls of the systems, in order to prevent inefficiencies and dysfunctions.

In every room, besides the usual toiletries (soap, soap shower, cap, etc.), you will also find a folder containing hotel leaflets, information about our territory, and our charter of services.

The personnel at the reception-desk will take care of giving you the satisfaction questionnaire, where you will find room for your suggestions and reporting any possible bad service which you may have incurred during your stay.

7. The restaurant

Our restaurant is open:

BREAKFAST: between 08.00 a.m. and 11.00 a.m.

LUNCH: between 12.30 a.m. and 14.00 a.m. (Menu à la carte)

DINNER: between 19.30 a.m. and 20.30 a.m.

If you need to have an earlier breakfast (for example the day of your departure or in case of outings), our hotel is available to satisfy your needs.

The menu includes at least a typical local dish and our wine list also proposes typical local wines.

To let you know our territory through its cuisine, our chefs buy above all local products and arrange or promoted theme evenings.

In case some of our Guests should suffer from any food intolerance or allergy, our cooking staff will be very pleased to cooperate with them in order to satisfy any particular need they may require.

We invite you to inform us about any particular request you may have: we will propose you alternative menus and will be available for the preparation of particular foods that either you can recommend our chefs to prepare.

As a healthy guarantee of the food we cook, our kitchen is equipped with the HACCP (Hazard Analysis and Critical Control Point), which allows you to check the hygiene of the food following each step of its preparation, through precise controls.

8. The swimming-pool and the beach

The swimming pool is equipped with beach umbrellas, deck chairs and beach beds to make your hours of relaxation more comfortable.

The water is steadily under control, according to the regulations in force.

Moreover, you may find exposed and at our guests' disposal the rules for the use of the swimming pool which set the times and the line of conduct to be kept.

A bather assistant is present at the swimming pool in order to grant you the utmost safety. An external analysis laboratory carries out a further control, every fifteen days.

Our Hotel has entered into an agreement with the association running the stretches of sand, in order to offer you a service which may satisfy your needs as much as possible.

As a result, you can enjoy a clean and well kept beach, equipped with all the equipment which may make satisfactory your stay (for example, numbered beach umbrella spaces – at least one for each room – composed of a beach umbrella and two sun beds, bathing huts, etc.). Your safety is safeguarded, by assuring you rescue and first aid services.

Moreover, a free entertainment service will make still more enjoyable your days.

Upon your arrival and in order to make easier for you the identification of your beach umbrella we shall give you a card with its number on it.

9. Safety and health of the Guest

Besides what above-mentioned for the safety of our Guests hereunder, we have modified our facilities according to the regulations in force. We have set specific control procedures and instructed the personnel how to behave in the emergency situations.

The security exits are clearly shown and identified in case of evacuation of the building.

10. Environment and territory care

The environment and the territory are everyone's heritage and as such we try to safeguard it.

Our staff uses low environmental impact products for cleaning.

We use low-energy consumption lamps (approx. 75% for the outdoor and 75% for the indoor), moreover the showers are equipped with mixers to reduce water consumption (flow and temperature adjustment) and the WC is provided with "stop" and "half flow" buttons.

We encourage you to take small measures to reduce the pollution at the lowest level.

Our hotel guarantees the change of towels according to the hotel classification. We kindly invite you to change the towels only if you really make use of them.

Our personnel at the reception-desk will be pleased to give you all information on the public means of transport, as well as about hours and indications to get to the nearest bus-stop.

Moreover, in order to admire our small town and go more easily through the narrow streets or to the sea-front, our facilities make at your disposal some bicycles; we will also suggest you some wonderful excursions.

We provide you with further information concerning the transfer from and to the main air and railway terminals of our area, which we will arrange in co-operation with the public transport company of the territory.

Thanks to these initiatives, you can avoid using your car for small journeys.

If you are interested in knowing our region more deeply, we will be very pleased to provide you with all information about nature, wine-gastronomic and cultural journeys.