



VILLA GIOBATTA
— Barolo —

CHARTER OF SERVICES

Welcome

Introduction

Villa Giobatta is an accommodation facility born in 2020 with the intention of giving hospitality to tourists looking for a place to relax and discover the passion for our territory; designed for extended stays, it is ideal for couples, families or groups looking for a structure at their disposal for a holiday in complete autonomy. Villa Giobatta in Barolo, as well as Locanda dell'Orso Bevitore in Verduno, are part of the COMM. G.B. BURLOTTO, historic wine producer founded in 1850.

This service charter is the document that provides you with all general information on the services offered by our structure and the rules for their use. The service charter will be modified / updated periodically also at your pleasant suggestion or notification.

Contacts

Please refer to Cristina for any request

*WhatsApp or call to **+39 328 8642597 - +39 (0)172 470122 - +39 3804262124***

*Mail to **villagiobatta@burlotto.com***

Sommario

<i>Introduction</i>	1
<i>Contacts</i>	1
Sommario.....	2
Attachments:.....	2
Accommodations	3
Booking terms and conditions.....	3
Reception and departure	3
Animals.....	4
Privacy.....	4
Accommodation's services and equipment	4
Cleaning and maintenance ^[P] _[SEF]	5
Common services	5
Extra Services	6
Rules of conduct in the apartments	6
Winery visit / wine tasting	6
Other services	6
Guest health and safety (Emergencies).....	7
For the respect of all	7

Attachments:

[Complete list of kitchen's equipment](#)

[Kitchen's appliances instruction manuals](#)

Accommodations

The villa can be booked entirely by a group of people or split into two residential units with different size solutions.

Alba 4 and **Barolo 4** apartments are ideal accommodations for 4 guests per unit as they both consist of a kitchen and two bedrooms. For the more numerous, the most appropriate solution is the **Monforte 6** apartment with 6 beds (3 bedrooms and a kitchen), while for single couples there is the **Alba 2** alternative, with a bedroom and a kitchen. Obviously we have also thought of the less fortunate people with a ground floor apartment, fully accessible by wheelchair: **Monforte 2**. Each bedroom is always combined with a bathroom and all accommodation solutions will always have a kitchen available to make the living room self-sufficient.

Booking terms and conditions

The entire structure or apartments can be booked::

- Directly from our website to the page: <http://www.burlootto.com/it/prenotazioni.php>
- By sending an information request to the e-mail address: villagiobatta@burlootto.com
- Calling the following numbers **+39 (0)172 470447 - +39 328 8642597**
- WhatsApp to **+39 328 8642597**
- Through agencies (in this case the processing conditions are specified by the agency)

In all cases, except for bookings through external agencies only, confirmation will be made via **PMS ZAK, with online check-in management**. Will send a link where you have to:

- verify details of reservation in "Summary"
- confirm the reservation with credit card information through "Guarantee your reservation"
- give us a mobile number, with country code, in "Online checkin". It's basic in case we need to contact you on the road.

Moreover you can:

- inform us about check-in time or notes in page "Remarks and Check-in hour"
- fill in the personal informations of all guests, needed for the check-in, in the page "Online checkin". Alternatively you can send a picture of each document by WhatsApp to +39 328 8642597 (please, the reservation number on the page "Summary" must be indicated in the message - es: CJ0002). The documents must also be shown at check-in or during the period of stay, to verify data correspondence.

PLEASE NOTE THAT WITHOUT CREDIT CARD INFORMATION THE RESERVATION WILL NOT BE CONFIRMED BY THE SYSTEM. TELEPHONE MOBILE NUMBER IS ALSO NECESSARY.

The credit card comes as reservation guarantee and as protection for any damage; to this end we can make credit card **pre-authorization** for the cost of the stay plus € 500 for damage coverage. The customer can decide the final payment method in the structure.

Unless otherwise agreed, our "**Cancellation Policy**" is as follows:

Free cancellations or changes up to 30 days before the arrival date.

For subsequent cancellations or no shows, the full amount will be charged (100% penalty)

For early departures, 100% of the cost of the unused stay will be charged.

We suggest that you inform us immediately; an attempt will be made to replace the reservation by reselling the room and, if successful, the penalty will not be charged.

By sending us your credit card details, you explicitly agree to the cancellation policy.

Cancellation can be done via **PMS ZAK** on **CANCELLATION**

It is also possible to cancel the reservation by sending an email to villagiobatta@burlootto.com

Changes or cancellations to bookings made through the agency must be made through the agency itself.

Reception and departure

The accommodation business is managed directly by us, supported by people we trust; we will be at your disposal at the Verduno headquarters (Locanda dell'Orso Bevitore) to provide you with all the information you will need during the following times::

8.00 - 12.30 and 17.00 - 19.00

instead we can be reached by telephone, also via WhatsApp, at the following telephone numbers and in the following time slot:

+39 (0)172 470447 - +39 328 8642597

8.00 - 13.30 and 15.00 - 20.00

Emergency: +39 (0)172 470122 - +39 380 4262124

Check-in:

Check-in **must be arranged at least 24 hours in advance**, by writing to:

villagiobatta@burlootto.com

WhatsApp to **+39 328 8642597**

A self check-in system can be arranged, especially for arrivals at night; in this case all the instructions will be sent to be able to access your accommodation in complete autonomy and a subsequent meeting will be arranged to provide you with all the informations on the accommodation you will need.

If you arrive earlier than the scheduled time or the room is not yet ready, we will invite you to leave your luggage directly in the accommodation intended for you or in a deposit in order to complete the preparation of the units.

In compliance with current regulations, **each guest** must be registered in the regional portal, PIEMONTE DATI TURISMO web service and communicated to the police station; for this purpose **it is necessary to complete the booking form (see "Booking terms and conditions") and provide us with valid documents for each individual guest (identity card or passport) before arrival, sending a copy** to:

villagiobatta@burlotto.com

WhatsApp to **+39 328 8642597**

The documents must also be shown at check-in or during the period of stay.

Check-out:

The structure must be vacated by **10.00**. The bill will be prepared for the morning of departure and you will be issued a tax receipt; if you wish to receive an invoice, please notify at least one day before departure. Payment by debit card, credit card and cash is accepted (for amounts allowed by Italian law)

Animals

The presence of small pets **must be communicated and agreed**.

However, we kindly ask you to respect some rules of good conduct in managing the animal.

For reasons of hygiene and safety, the animal must be prohibited from climbing onto beds and sofas or other upholstered furniture. The guest must have a kennel, bowls and everything necessary for the animal's stay. Animals must be kept inside the private spaces of their accommodation and cannot be left free outside. Presence on the common terrace (pool area) is prohibited. It is strictly forbidden to use the terraces for the needs of your animals.

It is forbidden to leave your pet alone in the apartment.

Privacy

Personal data and any other element learned by our Company during the course of the assignment will be subject to a bond of secrecy and will be treated in compliance with the confidentiality and rights of the person 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 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 these purposes (including accounting and administrative purposes).

The structure has established a series of internal procedures to protect the data of the Guests and of all those who have requested information from the hotel.

When booking, you will be asked for the following information:

- Telephone number that will be registered in order to be able to contact you for information relating to your stay.
- Credit card that will be used in case of charges for cancellation or damages or for payments with your authorization; the data provided will be password protected and once the stay is completed it will be removed from the system..
- The e-mail address will be registered in a database; at check-in you will be asked for authorization to send offers / promotions / information by the structure (optional).

To check-in, you will be asked to send and show a valid document (identity card, passport or driving license); this document will be archived. Your data will be sent to the competent police headquarters as required by the Laws.

The outdoor terraces are under video surveillance for security, in compliance with privacy legislation..

Accommodation's services and equipment

The apartments have been treated with the style of the villa, seeking the charm of the time with the addition of modern notes, and we hope it will be to your taste. They are all equipped with electricity, drinking water, heating, air conditioning and Wi-Fi internet (included in the price).

The winter and summer temperatures will be programmed by us to guarantee the right comfort, but they can be corrected by the guests with a margin of about 3/4 ° through the thermostats / remote controls in the apartments. A system has been set up that blocks the air conditioning system in the event of windows or doors left open, to reduce energy waste.

The kitchens have been equipped for medium-long stays, and equipped with the following appliances: refrigerator with freezer compartment, dishwasher, combined oven (oven / microwave), 4-zone induction hob, espresso coffee machine, toaster, 32-inch smart TV with antenna satellite.

The rooms are equipped with double beds dim. 180x210 with the possibility of dividing into two single beds, chest of drawers, wardrobe, valet stand; 32-inch smart TV with satellite antenna and wall safe. Each room has a private bathroom with shower, toilet, bidet, sink; provided with bathroom courtesy set (soap, shower gel, cap, etc.), linen and hairdryer.

The private outdoor terraces are equipped with Weber Original Kettle 57 barbecues, table chairs and umbrella for outdoor dining, sun loungers and deck chairs for relaxing and sunbathing..

For the complete list of equipment and furniture, please refer to the "**General Regulations**"

WiFi password: GIOBATT2020

Cleaning and maintenance

The apartments will be cleaned and sanitized (also by Ozone treatment) at the change of the customer; dishwashing is the responsibility of the guest (or will be charged as an extra). For longer stays, a maintenance cleaning every 7 days is provided, with linen change.

The service staff will check the parameters (analytical checks) of the jacuzzi's water and cleaning, on the common terrace, every 24/48 hours; to this end, he must access the pool area via the terraces.

Some cleaning tools and products will be provided, including dishwasher detergent; It is forbidden to use cleaning products that are not supplied or approved by us and that may cause damage to the materials.

All accommodation equipment is checked by the staff assigned to change guests, to allow them to function perfectly during your stay; please report any malfunctions or breakages found. Replacements and repairs will be carried out as soon as possible.

To protect your safety, periodic checks of the systems are carried out to prevent inefficiencies and malfunctions.

Common services

Some common services are available to all guests, which, precisely for their common utility, must be subject to rules that allow their use by everyone (within the limits of motor usability).

COMMON TERRACE

The terrace / solarium with outdoor Jacuzzi, size 4x2 meters, is located on the second floor of the building and can be reached from the two private outdoor terraces, via a spiral staircase; not being served by a freight elevator, it is not usable by people with reduced mobility.

The jacuzzi is available to all accommodation units (except Monforte 2 only); it is therefore recommended to use it alternating with a stay in the tank for a maximum of 15 minutes in case of waiting people. On the terrace there are two relaxation areas, equipped with sun loungers and deck chairs, one per unit.

- It is **not allowed** to use the jacuzzi in the following time slots: from **13:00 to 15:00** and from **21:00 to 09:00**
- It is mandatory to access the tank after taking a shower.
- It is forbidden to travel with ordinary shoes; the use of plastic and rubber slippers is mandatory.
- It is forbidden to stop or circulate without a bathing suit.
- It is forbidden to scream, shout or disturb in any way.
- It is forbidden to dirty the tub water with organic or chemical substances of any kind.
- It is forbidden to bring animals of any species.
- It is forbidden to consume food in the pool area.
- It is mandatory to use the special bins for differentiated waste
- Children under the age of 12 must be accompanied by an adult who assumes responsibility for them. Carers assume full responsibility for the safety of the minors entrusted to them.
- Diving is forbidden
- It is recommended not to get wet within three hours of eating a meal
- It is forbidden to run, play ball and play dangerous games (push other people into the water, joke roughly in and out of the water ...)
- During bad weather or rain, swimmers must get out of the pool
- It is forbidden to climb the roof tiles next to the terrace
- It is forbidden to climb on the perimeter pots of the terrace

COVID EMERGENCY the size of the tank allows it to be used for one person at a time; in case of relatives it can be used in pairs. Each unit is assigned one of the two relaxation areas on the terrace, equipped with sun loungers and deck chairs, and mixed uses cannot be envisaged.

LAUNDRY

A laundry room equipped with washing machine, dryer, sink, ironing board and iron is available to guests. In order to allow their common use, it is forbidden to leave the clothes in the appliances beyond the time necessary for their washing or drying. The use of the iron and ironing board is allowed only in the laundry; it is not allowed to move them to their own apartments.

CELLAR

The cellar is accessible to all guests, with access from the laundry. Each unit has a small closed box (40x50 approximately) where you will find some bottles of our production; the price list is displayed in the room. The boxes can also be used to affix your wine bottles, keeping them at the correct temperature and humidity.

Extra Services

EXTRA KITCHEN

The large kitchen on the ground floor can be requested for lunches, dinners or courses; we can suggest cooks or chefs that you can contact directly to organize your mini cooking class or dinner with friends. You can request a quote for the rental by contacting us by email or WhatsApp (villagiobatta@burlotto.com - +39 328 8642597)

BREAKFAST

We offer an extra breakfast service upon reservation. We can offer you from the "local products basket" to the complete service with staff at your disposal for any request. Contact us for proposals and quotes via email or WhatsApp (villagiobatta@burlotto.com - +39 328 8642597)

SERVICE STAFF

We offer the possibility of having service personnel for extra cleaning, washing dishes, kitchen assistance, but also home chefs; contact us for proposals and quotes via email or WhatsApp (villagiobatta@burlotto.com - +39 328 8642597)

EXPENDITURE AT HOME

We offer shopping service; we can make you find, upon your arrival, the shopping in order to immediately use your accommodation. The service can be requested by sending an email or a WhatsApp with the list of products requested; you will be sent a service quote which must be accepted by you. The service will be provided within 24 from the acceptance of the offer. (villagiobatta@burlotto.com - +39 328 8642597)

EXTRA CLEANING AND / OR LINEN CHANGE, EXTRA COSTS

It is possible to request extra cleaning and / or linen changes at the following prices:

- Cleaning of the apartment € 40.00 (two-room apartment) - € 50.00 (three-room apartment) - € 60.00 (four-room apartment) - € 90.00 (entire villa)
- Linen change € 15 / room (including bathroom linen)
- Washing dishes € 25.00 - 50.00

Rules of conduct in the apartments

Please, see "**General Regulations**"

Winery visit / wine tasting

We will be very happy to accompany you on a visit to the historic cellar and tasting of our wines; being a family business, we ask you to arrange an appointment in the following ways:

- Calling to +39 (0)172 470122
- Sending an email to villagiobatta@burlotto.com o burlotto@burlotto.com
- Through WhatsApp al +39 328 8642597



Other services

The house has a free, unguarded private car park; each unit has the right to a parking space. A PC connected to the internet line is available in the entrance. Two bicycles are available for guests.

Other services available on request:

- Maps for trekking, books and publications in the area, on loan free of charge (they must be returned at the end of the stay, otherwise your credit card will be charged)
- Reservation of restaurants, taxis, guided tours, excursions ...
- Bike, electric bike, 125cc Vespa, car, car with driver rental...

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

Guest health and safety (Emergencies)

For the safety of our Guests, in addition to what has already been described above, we have adapted our facilities to what is required by current legislation.

In the hall there is a fire extinguisher and a first aid box.

INTERNATIONAL EMERGENCY NUMBER 112

Servizio Sanitario di Urgenza ed Emergenza Medica 118

For the respect of all

- we invite you to adopt a behavior that respects the peace and relaxation of the other guests;
- access to private premises is strictly prohibited.
- the guest is required to respect the rooms, equipment and furnishings found in the farmhouse;
- It is strictly forbidden to smoke inside the structure

We also ask to be respectful of the environment and to minimize waste.