

Service Charter

*To make your stay as pleasant as possible, we have prepared some useful information. We are at your disposal for any other requests.
Sincerely, Cristina and Giovanni*

For a vacation dedicated to sustainability and ecology, we would like to inform you that...

We are focused on paying close attention to nature and the surrounding environment and with this goal in mind we have chosen to use renewable energy such as solar panels to produce electricity and a heat pump for hot water. In addition, we collect rainwater and groundwater to use for irrigation.

We ask for your help, suggest that you do not use excess detergents, soaps and bubble baths, our water is very soft and does not contain limestone and would cause excessive foaming, difficulty rinsing, and additional pollution.

At your disposal are containers for recycling which we ask you to please use correctly and according to the norms described below. We also kindly ask that smokers use the available ashtrays (don't be surprised to find these have unusual shapes such as animal troughs, carved stones, aluminum pots) for their cigarettes and do not throw them on the ground. We also remind you that it is strictly forbidden to smoke inside the buildings and rooms. Even in the furnishings you will find antique pieces that we believe in recycling and reusing in the old ways, with minimal innovation. Please help us keep our paradise in harmony with nature and as pristine as possible.

...and now a bit of information ...

Water: please be advised that tap water is safe to drink (potable) and very soft.

Arrival and Departure: your room is available from 14:00 on the day of arrival
Time of departure is by 10 am last day of stay.

Pets: Your pets are always welcome, but are not allowed in the Locanda (Inn), in the Casa delle fate (house of fairies) or the breakfast room. It costs an additional 10.00 euros a day, excluding food. Due to some unwelcome surprises in the past, we remind you to be equipped with doggy-bag (for droppings) for the communal areas.

Barbecue: we have created a barbecue area, which you can enjoy for free with the expectation that you clean up the grill and area after you have enjoyed using it. Below we have provided instructions for cleaning the grill:

To avoid damaging the grill and prevent formation of rust, it is recommended to use stainless steel brushes and scouring pads, to clean with a cloth or damp sponge and special gel specific for stainless steel (rinse with water), or better yet, heat the grill and clean it with a cloth so that the dirt left from last use is removed more easily. Do not use soap in the sink at the side of the grill, as it doesn't wash into the septic tank. You can use the wash under the mushroom fountain near the Locanda, inn for washing.

Library: if you want to relax and read a book or it's a rainy day and you forgot your favorite book at home, we want to inform you that in addition to books magazines that you can find in your rooms, apartments or common areas, during your stay you can also have access to a list of books, that we will gladly supply on request, free of charge.

Linens: if towels and linens are washed every day unnecessarily there is an excessive amount of water used. Each year, this represents enormous amount of detergent that is poured into our watersheds. Therefore we **plan** a change of towels on the fourth day after your arrival and a weekly change for the sheets. If you have any specific special needs please let us know.

Fireplace: Please do not leave the glass door of the fireplace and stoves open, especially during the night. It is important to support the wood in the fireplace and to not push hard against the walls, as it may break. It is absolutely forbidden to use the fireplace for grills and barbecue.

Breakfast : Breakfast is not included in the apartment. If you are interested in this service, you still have the option, but please give us notice a day before. You can register for a daily surcharge of 7.00 € per registered guests and 10.00 € for any additional guests.

Kitchen: Cleanliness of the kitchen corner is the responsibility of the guests. Each apartment is equipped for at least 4 people - for the exclusive use of the occupants. We appreciate that you do not move the kitchenware and objects from one apartment to another (in case of a particular need, please ask us). Naturally, goods such as food, soap, detergent, and toilet paper are not included in the supplied equipment (However, upon your arrival, you will find the minimum necessary to not find yourself in difficulty, of soap, salt, sugar, and toilet paper, and we ask that you refill it before your departure for those who come after you).

Pillows: We inform you that if you have any particular requirements for pillows, we can offer you a choice between wool, down, memory foam, and ergonomic. If you have any special needs, please do not hesitate to ask us and we will try to find the closest solution to your need.

Windows: For the exact use of them, we ask that you close the windows each time you open them, that you change the type of the opening and **do not go right from vasistas to the normal open**, as it might break or jam the mechanism. In the double windows there is a closure that lifts in order for the window to open completely. Do not forget to close it again afterwards. (It is more complicated to explain it than to do it - do not hesitate to ask for clear instructions, we are at your disposition). **It is important** in the apartments (Terrazzo and Cascina) with the big transom windows, to make this opening only vasistas.

Mushrooms (important for mushroom-lovers): During your stay, above all if you stay for more days, you may feel the need to pick the mushrooms that you find, if you are in an apartment you should not have a big problem, but if you cook then, cut them to dry them in the sun with the screen that we can leave at your disposition, or freeze them. For those in a room, it will be equally possibly to dry them with the described procedure or we can conserve them for you (once you have cleaned them) in the freezer, in this last case it is important that you are organized for transporting them. The use of electric dryers are not foreseen (on the part of the guests) in the case of needing one, there will be a supplementary cost.

Games: For those over ten years old, it is possible to use our ping-pong table, and you will find under the archway, usually covered, so that the moisture and our cats do not ... you will find the paddles and balls in the first drawer of the chest on the side, in the other drawers you can find the other games: bocchette, frisbee, ... we kindly ask that once you use them to please put them where you found them and to recover the ping-pong table before each evening.

In order to guarantee relaxation, to not disturb the other guests, we ask that from the hours of 10 pm to 8 am and in the afternoon from 1 to 3 pm you do not play ping-pong and to try to limit as much as you can any noises that might bother others.

To those who bring the games out of the house: it is possible to use them without disturbing the others, carefully. We ask you to be careful with the soccer balls and if you play in the neighboring green areas around the barbecue in front of the apartments, parents please kindly watch the play of your children for the protection of the flowerbeds, the parking lot, and people who may be sunbathing can be safe in the area.

Information: On the show-case of the common zone of the apartments Archway and in the Locanda, you can find information on restaurants, fairs, shows, and organized events in the surrounding regions, from the various towns and associations, we however are always at your service for any supplementary explanations.

Wash: For logistical motives, in the moment we cannot offer a wash service. We can inform you that if you have need, there is a self-service laundromat in Borgo di Taro, via F. Corridoni, 58.

Night: We ask that you please lower the volume on the TV (and to lower your voices) from the hours of 10:00 p.m. to 8:00 am, and in the afternoon from 1:00 p.m. to 3 p.m.

Relaxing Walks in the Forest: To the guests of the Agriturismo, you are permitted to enjoy the Valley part of the reserve, to go for walks on the indicated paths, where you can find benches on which you can rest, and a picnic zone (that we please ask you to leave in good order), a fountain, and other pleasant surprises..., that we leave for you to discover for yourselves...

Mushroom reserve: The reserve, as specified also on our website, is **not** accessible to guests, unless they are attending instructional visits (weather and mushrooms permitting).

Trash: To follow the rules provided by our town, the trash should be divided in the following categories:

you will)

- 1) Aluminum, plastic, and glass (bins that you will find outside the lodging),
- 2) Clean paper and newspapers (bins outside the lodging)
- 3) Mixed (bins located under the sink in your kitchen)

You can put your (umido), leftover food in the mixed trash or bring it to our compost, under la Locanda.

If you have overfilled your bins and need to empty them daily, there are three bins (yellow, blue and green); near the road that leads to the Gotra Cemetery, or further on, to the left, a little before the entrance to the state road.

Television: We kindly ask that you do not tamper with the TV and remote control. We ask you to lower the volume of the television as much as possible in order to not disturb the other guests.

Wifi: We are sorry but we do not have a fixed line and not having good coverage, all we can offer at the moment is partial service. We inform you however that in Borgo val di Taro, you can enjoy it free internet at Taro Ceno (**central youth information center**) at Via Cacchioli 9 c/o Biblioteca Fumagalli info 393-9204785 for its schedule: Monday and Tuesday 4:30 to 6:30, Wednesday 10:30 to 12:30, Friday 4:30-6:30 and 8:30 to 10, Saturday 9:30 to 12 pm. You will also find public places; bars, etc that offer free wifi.