



## SERVICE CHARTER

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# Agriturismo Le Terre di Isa

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REGIONAL LIST OF AGRITURISMO NR. 3824

## Dear Guests,

below we provide you with all the useful information to ensure the best possible stay to Le Terre di Isa...before and after your arrival.

## The Staff

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**Alessandra** and **Claudio**: we're the farm's owner and we live in the farm so we usually establish direct and friendly contact with all of you guests offering the best possible assistance.

"A civil, friendly and respectful "cohabitation" is the aspect that we privilege in our hospitality work and that we hope it will be shared with you".

## Reception time

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from 8.00 am to 12.30 am and from 4.00 pm to 7.30 pm.

**Phone: +39 075 84 76 296** (WhatsApp for urgent information and communications)

**e-mail: [info@leterrediisa.com](mailto:info@leterrediisa.com)**

**website: [www.leterrediisa.com](http://www.leterrediisa.com).**

During reception time we'll be available to give you the best possible assistance and provide you with all the information you need to spend your holiday to **Lake Trasimeno**.

Any other emergency contact is showed in the room and some reference to website (QR code and link) to consider for your journey plan.

## Check-in

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**by 1 pm - or from 4 pm to 8 pm** (considering that the availability's room is guaranteed from 4 pm). WILL BE NOT POSSIBLE to check-in over the time indicated. We are available to meet special needs only upon notice and confirmation and with possible supplement.

It's possible to make an **on line registration** by filling in your personal data through an on line form we provide you with when you book.

## Check-out

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**by 11 am** (WILL BE NOT POSSIBLE to check-in over the time indicated unless otherwise agreed and it may be applied an extra. If it's possible, Late Check-out may be asked by paying a supplement of €50,00).

## Payment

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To confirm the reservation we need a **deposit amount of 30%** to be paid within 2 days of confirmation using one of the following procedures:

- **Bank transfer**

ELAION società agricola semplice  
IBAN: IT90L0200803039000104589933  
BANK SWIFT: UNCRITM1J07  
CAUSALE: [FIRST NAME] - [ARRIVAL]-[DEPARTURE]

ATTENTION: The deposit from non European Countries or in foreign currencies – needs to be charged in the entire amount, without deducting charges from the amount transferred and/or to the beneficiary. We'll accept just the banking operations with the detail OUR (completely be borne entirely by the originator)

or

- paying **by Credit Card** (through a safe payment procedure PayRider - every information will be provided at the moment of booking).

## **Cancellation Policy**

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Free cancellation up to 14 days before your arrival and 21 days before your arrival for reservation during **High Season Period** (Italian Bank Holidays, July, August, December), unless other information provided by the hotel. After this time the hotel will reserve the right to hold the deposit payed or will charge the due deposit to the card left as guarantee. The hotel will reserve the same right in case of **NO-SHOW** and even in case of **early departures** during the stay, which do not allow the hotel to make the accommodation available to another customer.

With the **exception** of the **Force Majeure Event**: in case the governments takes action to prevent customers from travelling and/or new hygienic measures will be provided, and/or opening and closure of business and cultural activities will be established. This exception is not valid if the guest is affected from Covid disease or other. The hotel will provide any possible option to modify the reservation conditions:

- issuing a voucher by the property for a future stay, for the value paid by the guest or a higher amount at your discretion;
- using the value paid by the guest to buy products by Le Terre di Isa (extra virgin olive oil) or other available local products;
- setting new dates for a future stay, on availability and guest's needs, holding the deposit - if it's been paid - and accepting any change to the quoted price;
- asking for refunding any prepayment/deposit.

## Main Services

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- **Breakfast**

**Included** in the stay. It will be served in an indoor room in winter and in case of adverse weather conditions; in the shade of gazebos and trees in late springtime and summer.

Local and handmade products (sweet and salted) will be available for your start of the day. **Allergies and intolerances must be communicated before arrival** in order to allow the adequate supply of requested products.

The **buffet** will be available from **8.30 am** and until **10.30 pm** (unless other announcements by the staff)

On request we also provide room service breakfast, upon advance notice.

**The buffet service may vary during your stay.**

- **We don't have the restaurant**

You may have any lunch or dinner in the restaurants near the Agriturismo (5/10 minutes by car). A list of those we recommend is provided you with in an attached file.

- We can make tasting/sandwich with cheese and ham, from 11 am to 12.30pm, or from 6 pm to 7.30 pm, based on reservation and availability, in **tastings** and **picnic** formula. To get more information please contact us to [info@leterrediisa.com](mailto:info@leterrediisa.com) or to +39 075 8476296.

- A delivery service is available by some restaurant: you may have your meal in the appropriate spaces. Order by italian website/app **Jacknb Delivery** - Sign in with your mobile phone - Add the address: **Via della Badiola 7, Magione (PG)** and specify in the notes "**presso Agriturismo Le Terre di Isa**" - !!! please inform us about the delivery because we need to open the gate !!! We're available for any assistance.

- **Outdoor swimmingpool**

Swimmingpool is open from June to September (unless adverse weather conditions).

The use of the swimming pool is allowed from **10.00 am** to **6.00 pm**.

- Children under the age of 12 CAN'T NOT ENTER, unless accompanied
- The maximum depth of the pool is 150 centimeters
- Diving is prohibited
- The presence of lifeguards is neither necessary nor guaranteed
- The maximum number of bathers is 19

Before accessing it is necessary to read the Regulations displayed at the entrance to the solarium area.

- **Internet**

Free Wi-Fi available in all rooms, in the reception and in the gazebo area. Network: **Le Terre di Isa** - Password: **leterrediisa2017**.

ATTENTION: The service may not be it fully performing due to the hillside location.

- **Keys**

The staff and the owners are not responsible for theft or loss of objects left unattended inside the structure (in every space).

The rooms do not have a safety deposit box.

We invite you to always bring and keep your room keys with you as the reception is not open 24 hours a day.

- **Parking**

The parking is inside the property and it is not covered. However, we advise you to lock the cars and not to leave valuables inside.

- **Room cleaning**

**Daily** room cleaning, during your stay, will be made if the room is vacated **by 11.00 am** in the morning.

The changing of sheets and towels will be provided once every 3 day (for a stay over 4 nights) or according to guests' needs, remembering that we need to avoid changing to reduce any environmental impact. We ask you to leave the used towels you want to replace in the bag you find inside the bathroom. Put the towels in the same bag on the day of your departure.

The bathrooms are equipped with complimentary toiletries, hairdryer, soap dispenser.

Due to the new rules on hygiene and safety, the rooms and all common areas of the farmhouse are periodically submitted to **cleaning and sanitation** procedures.

- **Common room**

At first floor, where you can find a fireplace, books, playcards and board games.

- **Barbecue Area**

You may use it upon reservation. We'll give you any tools to cook. The guests are required to clean the area after using it: special containers for separate waste collection are available in the outdoor areas.

- **Area Picnic**

Some outdoor place are equipped for picnic: you may ask for a lunch bag to have a picnic in our garden, according to the season and availability (only upon reservation). On [picnicchic.it](http://picnicchic.it) you find our offers you can book directly there (at least 2 days before arrival).

- **Play Ground**

A little playground is available in a in a dedicated area. Minors must be accompanied by an adult and / or parent. The direction declines all responsibility for improper use of the games.

- **Fitness Area**

A fitness path with cardio equipment for AEROBIC training and stations with isotonic equipment to train STRENGTH. Right in the area above the swimming pool with a panoramic view.

- **Cots and side rails for children**

on request and according to availability.

- **Information catalogs and guides:**

the direction is at your complete disposal to help you plan trips, excursions and activities. **Yes Trasimeno Card** (to take advantage of promotions at affiliated companies: activities, experiences, visits, restaurants).

## Extra Services

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- **Wellness Area**

Area reserved for couples, with exclusive use of jacuzzi tub, Finnish sauna and chromotherapy shower, for a 90-minute session (€ 60.00).

Access is allowed upon reservation and only in certain time slots.

- **Wellness Treatments:** they will take place in the Wellness Area (so it requires reservation based on availability) or in open space (if it's required, by the swimming pool or in a garden's area). Different kind of treatments are available, ask for any information.
  
- **Pool towels** € 2,00 for towels
  
- **Washing:** € 5,00 for 1 washing cycle
  
- **Extra bed:** € 20,00 (x1) / € 30,00 (x2)
  
- **Dog sitting :** € 5,00/h upon reservation (min.4 h – max 2 animali)
  
- **Baby sitting :** € 10,00/h upon reservation (min. 2 h - max 3 children) - the price may vary.
  
- **Bar Service:** during opening time
  - Water 0,50 lt, € 1,00
  - Coca-cola – Soft drinks – Tè, € 2,00
  - Beer 0,33 lt, € 2,00
  - Glass of wine, € 3,00
  - Espresso coffee, € 1,00
  - Cappuccino, € 1,50
  - Thè, € 2,00
  - Aperitif, € 4,00

A common fridge is available at the bottom of the inner stairs: sanify your hands, write down the name of your room, the date and the type of drink chosen and you will be charged to your account at check-out.



## MORE IMPORTANT INFORMATION

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- **Pets**

They are allowed (regardless of breed and size) with a supplement of € **10.00/night/animal (for a maximum of € 40.00)**. The customer must be adequately equipped for the well-being of their pet (pet carrier, kennels, food). The pet must be used to living at home and in an appropriate cleaning regime, in common areas, respecting the peace and spaces of other guests in the structure. Room cleaning will not be carried out with the presence of unattended animals. The owners of animals staying at our facility are fully responsible for the state and actions of their pets.

- **Cohabitation**

To guarantee you and all the guests a pleasant stay, we invite you to respect the **peace and harmony** of the environment, throughout your stay and in all spaces of the structure, even when you are in your room, especially during rest hour: from 2:00pm to 4:00 pm and from 11:00 pm to 09:00 am.



**IT IS STRICTLY FORBIDDEN TO SMOKE INSIDE THE ROOMS AND IN ALL INNER SPACES OF THE STRUCTURE**



We also ask you to be respectful of the surrounding environment and to **minimize waste** (linen changin if necessary, air conditioning, heating and lights off when you are not in the accommodation, using the special garbages for separate collection).



## EXTRA MEASURES FOR PREVENTION AND MANAGEMENT OF THE EPIDEMIOLOGICAL EMERGENCY FROM COVID

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- As always we apply the due hygienic and safety measures to protect our guests and staff's healthy, paying particular attention to the protection of the surrounding environment.
- We are currently complying with current legislation about the extra measures that accommodation facilities have to adopt to guarantee you a stay as peaceful and safe as possible.
- Since may 1st in Italy The obligation to wear FFP2 masks and respiratory protective devices of masks in indoor places is no longer required. Furthermore, the obligation of the green pass to access the Wellness area lapses. However, it is recommended to wear respiratory protection devices in all public indoor places or places open to the public.
- the buffet breakfast service will be open to free access: it is recommended not to crowd, the use of the mask and to sanitize the hands;
- occupied room cleaning will be provided every day; the changing of sheets and towels will be provided once every 3 day or according to guests' needs, remembering that we need to avoid daily changing to reduce any environmental impact;
- checked-out room cleaning will be made with disinfection;
- a daily cleaning and disinfection will be provided for every common space;
- we require to our guests to be provided with masks and gloves. We can't guarantee any Anti-Covid medical devices selling in our structure.



## WHAT TO DO, WHAT TO VISIT IN UMBRIA

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Visits, excursions, biking, walking, sailing, museum, archeological sites, sport, workshop, atelier, tasting. For everybody having a **holiday in Umbria**. And many local organizations to contact to plan a rich **travel program**. Here some contact.

**www.lagotrasimeno.net**: a web portal with activities and events in the Trasimeno Area, you can get from our agriturismo by walk, by bike, by car. You may download a catalog with information about cities, accommodation, agencies and a **card** for discount and benefits.

**www.experiencetrasimeno.it**: it's an app where you can book current experiences, visits, activities in many business of the lake.

**www.exploring-umbria.com**: a website where you can plan your itinerary in Umbria according to your interest, with some advice, tour to book, calendar to consult.

**www.umbriatourism.it**: the official web portal of Umbria Region with detailed information about places of culture, places of worship, cities, current events and travel rules.

## NOT TO BE MISSED NEARBY

- visit the main cities of the Lake Trasimeno (Castiglione del Lago, Passignano sul Trasimeno, Tuoro); visit Perugia, Assisi, Corciano, Città della Pieve, Spello, Bevagna, Rasiglia, Piegaro, Panicale, Paciano, Città di Castello, Cortona, Siena;
- San Feliciano, 5 minutes by car far from our agriturismo, it's the ideal place for a dinner at sunset;
- excursion to Polvese and Maggiore Islands;
- tasting local products in wineries, mills, business farm of the territory
- a day in a farm: if you've kids;
- all seasons: trekking on paths around the lake;
- winter: wellness session in our wellness area;
- spring: visit naturalistic oasis and parks of the lake;
- summer: aquatic sport activities;
- autumn: a day for olive harvest in our olive groves.

## RECOMMENDED RESTAURANTS

- **Al Sottobosco** (Magione – meat – umbrian kitchen) 075 847 2188 – closed on Monday
- **La Cantinaccia** (Magione - meat - fish) – daily fixed menu - 075 8472254 - closed on Monday
- **I cento Passi** (Magione - Pizzeria) 075 8472039 – always open for dinner
- **L'Umbricello del Coccio** (Magione, Monte Melino - meat) 075 8476534 - closed on Monday
- **Agriturismo La Casa di Campagna** (Magione – farm kitchen – km0 products) - 075 847 2941 – always open (with some seasonal variation)
- **Osteria Rosso di Sera** (San Feliciano - fish and meat) 075 8476277 – ideal to have dinner by sunset, 5 minutes far from our place - closed on Tuesday
- **La Locanda dei Pescatori** (Magione, Sant'Arcangelo – lake fish) 075 545 1067 – closed on Monday
- **La Locanda di San Michele** (Corciano – fresh fish) 389 571 3766 – closed on Tuesday
- **Settimio** (San Feliciano - fish) 075 8476000 - closed on Monday
- **Lillo Tatini** (Panicale – local kitchen) - 075 837771 - closed on Monday
- **La Taverna del Pescatore** (Passignano sul Trasimeno - fish and) - 075 8296063 - closed on Monday
- **Il Maremmano** (Passignano sul Trasimeno – meat) – always open
- **Il Molo** (Passignano sul Trasimeno - meat and fish) - 075 827151 – closed on Monday
- **Osteria del Carro** (Passignano - pizza, grilled meat, ham and cheese platter) - 075 827898 - closed on Monday
- **Faliero** (Montebuono - local food, "Torta al Testo" special dish) - 075 847 6528 - unmissable stop during a tour along the lake
- **Al Mangiar bene** (Perugia – KM 0 kitchen) - 075 5731047 - closed on Monday
- **Bottega del Vino** (Perugia – wine and local kitchen – Every Wednesday from October to May Jazz show) 075 571 6181 – closed on Sunday and Monday
- **Agriturismo Il Podere di Petrignano di Assisi** (Petrignano – farm kitchen – km0 products) 331 268 9221 – open on Tuesday and Sunday only for lunch, on Friday and Saturday open for lunch and dinner

ATTENTION: Some of these restaurants may be closed or have changed their opening time, or they strictly require early reservation, so please check the availability in advance of that one you prefer .

To get more information please contact us to [info@leterrediisa.com](mailto:info@leterrediisa.com) or to 0039 075 8476296.

## Policy Privacy

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According to Par. 13 of Italian Code on Privacy (Legislative Decree 196/2003), the processing of your personal details will occur through fairness and transparency, for legal purposes and protecting your privacy and your rights.

The processing will also be carried out through computerised systems for the following purposes:

1. Fulfilment of the obligation deriving from Par. 109 of Royal Decree 18/6/1931 n. 773, requiring that we register and communicate our guests' personal details to the Police;
2. To comply with the administrative, accounting and fiscal obligations in force;
3. To complete our reception duties for messages and phone calls on your behalf;
4. To speed up registration procedures in case of future stays at our hotel;
5. To send you our promotional and up-dating messages about our tariffs and special offers.

In addition, we wish to inform you that the contribution of these details as foreseen in point **1 and 2 is mandatory** and that any refusal on your part to reply will make it impossible for us to accept you as a guest in our hotel. Nevertheless, if you wish to allow the processing of your personal details as foreseen in points 3, 4 and 5, you will have to give us your authorization. Such authorization can be cancelled at a later stage and you will be able to oppose the processing of such details.

For any further information or to assert your rights, recognized by Par. 7 of the Privacy Code (Legislative Decree 196/2003), please contact the Manager in charge of the processing **Alessandra Cardone** (legal representative of Elaion Società Agricola Semplice, managing the Agriturismo Le Terre di Isa). The data (personal information and delivery addresses, credit card data to guarantee the reservation, services and supplies required or bought, check-in/out date) will be processed according to the informatics security measures to avoid any informatics theft.

If your data security is compromised, we'll promptly inform you about that. The processing of your personal details will end at the check-out moment. But if you prefer keep in touch with the hotel to be update about events, promotions and news, some personal data (e-mail, telephone number), may be over processed, unless your explicit suspension of the authorization.