

HELPFUL INFORMATION



Dear Guest,

please find below some useful information you may need.

Useful and helpful telephone numbers

- To get in touch with the Reception, please dial no. **9**
- To put your calls through external lines, please dial no. **0 (zero)** followed by the number
- **In case of emergency, please contact the Reception dialling 9**

Emergency safety phone numbers you may need to dial (by your own mobile phone or from the hotel room) during your stay in our city:

118 Medical Emergency

113 Police

112 Carabinieri

115 Fire Rescue

Breakfast

Breakfast room is on the 1st floor. Continental breakfast is served **from 7 a.m. to 10 a.m.**

In case of earlier or late departure, please contact the Reception Staff to agree a different time.

Electrical System and heating / Air conditioning in the rooms

Our rooms are provided with self-regulating air-conditioning and heating and electric lighting control and power system with protection. Please insert the metal plate you receive together with the room key, in the box at the room entrance. If you want that the electrical system works during your absence, please take off the metal plate from the key chain and leave it into the box. Please note that automatic air changing system always works..

Temperature in the rooms

Our rooms are fully air conditioned both in summer and in winter. Please set manually the desired temperature (in ° C). Please keep windows closed to reach the desired temperature.

free WIFI in the rooms and lobby

We offer you free WIFI connection. Please ask for the access code at the reception desk.

Bed linen and towels

We change linen and towels for every new guest. In the case of a more-night-stay line, linen are changed every two days.

To help the environment we kindly ask you to leave towels you want us to change on the bathroom floor and to leave others you want to re-use on the rack.

Toilet – water nozzle beside water closet

Beside the water closet you will find a water nozzle for your personal hygiene. We recommend, after using, to turn it off by spinning down the water mixer.

Laptop Safe

One electronic safe is at your disposal in the wardrobe. First press “reset”, then “comb”, digit a code at your choice (5 numbers) and press “enter”. Put your personal items in the safe. Close the door dialling again the 5-number-code.

Check-out and luggage storage

Check-out time limit is 12:00 a.m. You can leave your luggage at the reception, we will keep it safe until your return.

Invoice

On check-out we normally issue a standard receipt. If you need an invoice please ask at reception desk.

Credit Cards

We accept the following credit cards: **VISA, MASTERCARD, AMEX, DINERS, MAESTRO, JCB.**

Hotel Italia***

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