LA GHIANDAIA

# SERVICE CHARTER

**THE ACCOMMODATION**

The property offers a total of 8 rooms, all with panoramic views, divided as follows:

– Two Superior Suites with a sitting area and king-size bed: one features a whirlpool tub, the other a private sauna.

– Three Suites with a comfortable sitting area and king-size bed

– Three Queen Rooms with queen-size beds

Some of our rooms are equipped with a sofa bed, making them suitable for three adults or two adults and two children.

We also offer the possibility to reserve Family Rooms, meaning two rooms under the same booking, suitable for up to 4 to 6 guests.

Each room is equipped with a minibar, bathroom courtesy set, slippers, and free Wi-Fi.

Housekeeping is carried out daily.

We reserve the right to access the rooms for cleaning or urgent maintenance when necessary.

Extra cleaning or additional linen/towel changes are available upon request, subject to availability and at an additional charge.

Please leave your towels on the floor if you would like them to be replaced.

The property is equipped to accommodate guests with disabilities.

**WELLNESS AREA**

Access is by reservation only, in 2-hour time slots, and must be booked by 11:00 AM on the same day.

The wellness area is open in the afternoon from 2:00 PM to 6:30 PM:

→ First session: 2:00 PM

→ Second session: 4:30 PM

It includes a sauna, Turkish bath, and sensory shower.

Outdoors, guests will find two whirlpool tubs and a relaxation area surrounded by greenery.

The cost is €30.00 per person.

Access is limited to a maximum of 4 to 6 people per session.

Guests are provided with a bathrobe and rubber slippers.

Entry is allowed only to guests aged 16 and above.

Bringing glass items, glassware, or pets into the spa area is strictly prohibited.

**LIBRARY**

A cozy room is available featuring a well-stocked bookshelf, comfortable sofas, and various seating areas — perfect for a moment of relaxation or socializing.

The room includes an Honesty Bar, a self-service corner offering wine from our farm L'Antica Quercia, along with water, herbal teas, and infusions. Only the wine is charged.

We kindly ask you to notify the reception if you take a bottle from the fridge.

**La Ghiandaia Farmhouse**
via Cavalla e Bruscole 33
Località Scomigo
31015 Conegliano (TV)

**Contact Information**
**info@laghiandaia.it**
**+39 0438 17 40 142**
**+39 347 53 24 662**

**Useful numbers**
**112 → Carabinieri (Italian military police)**
**113 → Police**
**115 → Firefighters**
**118 → Health emergency**

**WiFi LaGhiandaia-ospiti**
**Password laghiandaia**

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**BREAKFAST**
We offer a sweet and savory breakfast featuring local and homemade products, along with freshly prepared eggs, coffee, and tea.
Breakfast is served from 7:30 AM to 10:30 AM in the breakfast room.
If you have any food allergies, please let us know in advance — we will do our best to provide suitable alternatives.
MINIBAR
Items are available for purchase (price list available in each room).
Herbal teas, tea, and instant coffee are complimentary.
EXTRA CRIB
Upon request and subject to availability, some of our rooms can be equipped with an extra crib.

**PETS**
Upon prior notice, we are happy to welcome small pets in some of our rooms.
Please note that pets are not allowed in the pool area, wellness area, or breakfast room, and must be kept on a leash in all common areas.
An additional fee of €20.00 applies.

**PARKING**
Each room includes one parking space in the covered garage, which is accessible only with the booking code.
The garage is equipped with two paid EV charging stations.

**CHECK-IN**
Check-in is available from 3:00 PM to 6:00 PM.
Please note that we cannot guarantee room availability before 3:00 PM.
The day before your arrival, you will receive an email with the access code for the main entrance, your room, the gate, and the garage.
The code will be active from 3:00 PM on your arrival date until 11:00 AM on your departure date.
If you plan to arrive outside of the standard check-in hours, please notify us in advance by email at info@laghiandaia.it or by phone at +39 347 53 24 662.

**CHECK-OUT**
Rooms must be vacated by 11:00 AM.
If you plan to leave before 8:30 AM, we kindly ask you to settle any outstanding charges the evening before, no later than 6:00 PM.

**PAYMENT**
You can pay for your stay in cash, by debit card, or with the main credit cards.

LA GHIANDAIA

# SERVICE CHARTER

**HEATING, COOLING & LIGHTING SYSTEM**

The cooling system in summer and heating system in winter are automatically regulated, ensuring that your room is at a comfortable temperature upon arrival.
However, you can adjust the temperature manually using the thermostat in your room.
The lighting system in both common areas and guest rooms is also automated to enhance your comfort.
Please note that, for energy efficiency, all systems will automatically shut off 30 minutes after you leave the room.

**REPORTING DAMAGES**

We kindly ask you to report any accidental damage that may occur during your stay.
Any damaged items will be charged at their replacement cost.

**REPORTING MALFUNCTIONS OR ISSUES**

We kindly ask you to inform us of any malfunctions or other issues you may encounter.
This will help us improve our services.

**RESPECT FOR EVERYONE**

We warmly ask our guests to be mindful of the peace and relaxation of others, especially during quiet hours in the day and at night.
Please also help us care for the property by treating the facilities, equipment, and furnishings with respect.
For safety and comfort, only registered guests are allowed in the rooms and common areas, unless otherwise agreed.
Children must always be accompanied by a responsible adult while on the premises.
We kindly remind parents that the management cannot be held responsible for any accidents involving unattended children.
We appreciate your understanding that the management may ask for compensation for any damage caused to animals, plants, objects, furniture, or equipment.
Thank you for helping us maintain a welcoming and peaceful environment for everyone!

**PARK AND OUTDOOR AREAS**

La Ghiandaia is surrounded by a beautiful park.
We warmly invite all guests to immerse themselves in its pleasant and relaxing atmosphere, exploring the many varieties of flowers, aromatic herbs, and plants found throughout the grounds.
The terrace next to the reception is the perfect spot to enjoy the breathtaking view of our farmhouse.
Take advantage of the many available seating areas, or simply relax at one of the scenic and peaceful viewpoints scattered throughout the property.

LA GHIANDAIA

**WiFi LaGhiandaia-ospiti**
**Password laghiandaia**

We highlight the difficulty of receiving 4G and 5G networks from some operators.
***If necessary, find a telephone at reception***

- ***press 0***
- ***type the number to call***
- ***pick up the handset to start the call***

**TOURS AND TASTINGS**
Discover L'Antica Quercia farm: we produce organic wine, extra virgin olive oil, and pomegranate juice.
The tasting includes a walk through the vineyard with an explanation of the organic and biodynamic farming practices used on the estate, followed by a sampling of four wines, our extra virgin olive oil, and pomegranate juice (subject to availability).
The visit lasts approximately one and a half hours and, for Farmhouse guests, the special price is €15.00 per person.
Please contact the staff for more information.

***We're delighted to have you as our guest. If there's anything you need to make your stay more comfortable, please don't hesitate to contact us.***

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