

## SOUND RULES FOR THOSE RECEIVING BOARD TREATMENT

Thank you for choosing to enjoy the board treatment, below are a few simple rules to ensure that you have a pleasant stay and that we can perform our duties better, in order to provide you with the best possible service! 😊

- Families with board treatment may arrive in the village before 4 p.m. and start their service directly with lunch on the day of arrival.

- Half boarders can choose to start with lunch or dinner on the day of arrival and will ALWAYS conclude with breakfast on the day of departure - Full boarders can choose whether:

- begin with lunch on the day of arrival and end with breakfast on the day of departure
- begin with dinner on the day of arrival and end with lunch on the day of departure

We kindly ask you to vacate the accommodation by 10.00 a.m. at the latest so that the cleaning staff can prepare the mobile home for the family who will be arriving at 4.00 p.m., thank you. It is possible to use the last lunch in the form of a packed lunch to take on the trip. (please notify us by 10 p.m. the evening before departure)

- Families with pension treatment are entitled to an umbrella in the first, second or third row depending on the treatment chosen; the number of the umbrella will be communicated at check-in and will be chosen by the staff according to internal requirements. Changes or requests for a specific number may result in a possible surcharge.

- On the day of arrival you will receive the menu of the day at check-in and on all other days you will receive the menu of the day at breakfast and will be refunded within 11.00 a.m

- Breakfast takes place in the restaurant from 8 a.m. onwards and is Italian style. It includes what is written in the quotation received and any extras MUST BE PAID FOR AT THE END OF THE MEAL

- Lunch takes place in the restaurant from 12.30 p.m. to 1.45 p.m.

- Dinner takes place in the restaurant from 7.30 p.m. to 8.45 p.m.

- Outside these hours, it will be impossible for us to serve meals except to customers who have already been accommodated during the fixed hours

- In the event of a long delay, please notify us promptly to ensure that a cold dish is set aside

- All meals can also be taken away. Breakfast can be taken away directly in the morning, while takeaway lunch and/or dinner must be communicated by means of a special note on the previously completed and returned meal sheet.

- If requesting take-away, please indicate this on the delivered sheet with the word ASPORTO

- Take-away must be collected from the restaurant at 12.30 p.m. for lunch and 7.30 p.m. for dinner

- The position of the table during the various meals may not always be the same to enable everyone to experience the various locations

- Outside these hours, it will not be possible for us to serve meals except to customers who have already been accommodated during the fixed hours

- The board menu includes what is specified in the quote and any extras MUST BE PAID FOR AT THE END OF THE MEAL - NO room charges are applied, extras must be paid for IMMEDIATELY AFTER consuming them

- Any allergies and/or intolerances should be communicated prior to booking, should the staff not have been duly informed of these, the management reserves the right to revoke the board service if it is unable to guarantee the safety for the customer regarding the served meals, revoking any discounts and/or extra services obtained on the quotation (as board services are entitled to exclusive and/or higher discounts and services, if any)

- Should a family with full board choose to forego a meal, for whatever reason, it will not be possible for us to refund the meal, which will be considered lost.

Thank you very much for your cooperation and happy holidays 😊