



Dear Guest,

thankyou for choosing Borgo Etrusco. Please read the following suggestions in order to spend a pleasant stay in our complex.

The respect of these few rules,will allow you and all other guests to be able to use the services of the complex correctly and to spend a pleasant and peaceful holiday.

Information and suggestions

The opening hours of the Reception are posted on the reception's door.

The management disclaims all responsibility for all the valuables left in the apartment.

You have to request for extra change and extra cleaning at the reception until 09.00. Your request will be expired before 16.00.

Remember to switch off the air conditioning, switch off the lights, bring the trash to the garbage area when you leave the apartment. Help us to separate the waste using the right bins at the garbage.

Borgo Etrusco is certified according to Quality (ISO 9001) Environment (ISO 14001) in 2014 and Safety (OHSAS 18001) in 2015. For more information and to view the policy you can ask at the reception or view our website www.borgoetrusco.com.

We also ask their cooperation in the environment with 4 simple action:

- Please choose the right indoor degrees in relationship with outdoor temperatures.
- It is recommended to use the air conditioner with doors and windows closed.
- avoid waste of drinking water.
- separate the waste using the right bins at the garbage

Equipment

In the structure it is possible to use the washer and dryer machine all they long. It is located under the swimming pool and it is usable with euros. In the big central garden there is a small playground for children. Children must be accompanied by an adult.

In the structure there is a Swimming pool usable during the opening time.

Agreements

In order to use of our agreements (restaurants, water park, wine tasting) please contact the reception for more information.

The voucher for the agreements must be taken at the reception office. With the voucher you will have discounts.

Useful numbers

- Reception #9 from the apartment's telephone.
- For night emergency only, Guests can call these numbers:
- +39 335 7020065 for the Italian guests
+39 342 8504482 for the Foreign Guests,
- For any other information about extra change, extra cleaning and other problems you are please to ask all the information at the reception opening time in advance.
- Carabinieri 112 - Police 113 – Fire Department 115
- Health care 118 – Sea emergency 1530
- CCISS traffic information 1518
- Pharmacy Petitto Via Aurelia, 20 Scarlino Scalo +39 566/35019
- Hospital of Grosseto +39 564/485111 – Hospital of Massa Marittima +39 566/909111

Rules of behavior

- 1) The car must be parked in the right parking space. Each apartment has its parking number. You are pleased to place the paper with your parking and apartment number on the dashboard of your car.
- 2) The speed limit is 5 km/h. Please pay attention to the presence of children on the street. The use of the horn is restricted to case of emergency.
- 3) The inside small streets of our structure are only pedestrian. You are not allowed to use bike, moto in the small streets inside of the structure; Staff's golf car are allowed to use it.
- 4) You are not allowed to wash your car into the resort.
- 5) You are not allowed to park car, bicycle, moto in the entrance of the garage's area, and in all the other public area (small inside streets, green areas etc)
- 6) In our complex it is permitted the entrance of your pets. While passing through the inside green areas, and in the small streets of the structure, they must be on a leash and the use of a muzzle is required. You are pleased to pick up the droppings of your pets.
- 7) Animals cannot enter in pool, solarium and they cannot stay in the green areas inside the structure.
- 8) Is not allows to disturb the Silence from 23.00 till 09.00, in order to guarantee our guest's relax.
- 9) You are pleased to respect the silence from 13:00 to 16:00 and from 23:00 to 9:00. It is not allowed to use radio, television and musical instruments with a loud volume.
- 10) The use of swimming pool is only for our clients. The opening hours are from 9:00 to 13:00 and from 15:30 to 19:00. In order to respect all our guest please remember:
 - The swimming pool is an amusement space but also a relaxing space.
 - Is not allowed to leave your own things in order to reserve the sun beds and chairs when you are not using it.
 - Objects left in the swimming pool will be given at the reception.
 - The rules of the swimming pool are exposed at the entrance.
 - Children under 12 years old must be accompanied by an adult.
 - For special request please ask to the staff.
- 11) It is allowed to guest your relatives or friends in our structure advising our reception in advance. If they will stay during the night, you must obligatory leave the identity cards at the office, for the check-in.
- 12) It is allowed to put the washing out only inside the apartment area. Is not allowed to put the washing outside of the apartment area.
- 13) In the structure it is not allowed to use combustibile materials to barbecue. You may use electric or gas barbecue in the respect of the other guests.

Thank you for the attention. We wish you a good holiday in Borgo Etrusco.

The Direction

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