



*Mama*

*Hotel il Gelso*

*The guest book*

Dear and Welcome Guest,  
We welcome you to Hotel il Gelso!  
It is a pleasure for us to host you here.

Below you will find the hotel regulations and all the information that may be useful to you during your stay.

First, we would like to inform you that the property also hosts the

*Ristorante Mama.*

In our restaurant we offer a modern and territorial interpretation of the Italian culinary philosophy.

We use carefully selected great products from northern Italy, plus some jewels that have traveled a few kilometers more, a few carefully processed ingredients, intense and recognizable flavours.

We try to keep the supply chain as short as possible by using the best cooking for each dish and putting our technique at the service of handcrafted products and above all available to the palate of our guests.

**Hours of our restaurant are as follows:**

Lunch winter season: from 12.00 to 14.30 (every day)

Lunch summer season: closed in August and Sundays in July

Dinner from 19.00 to 22.30 (except Sunday evening)

From Monday to Thursday, excluding the month of August, you can take advantage of our fixed price proposal reserved for hotel business guests and composed as follows:

*Menù of the Day, including*

*Bread, a Glass of Wine*

*Water, Caffee*

*1 Course € 16,00*

*2 Courses € 23,00*

## General requirements

All Guests and any other visitors are required to comply with all house rules.

## Guest documents

Each Guest who will stay in the hotel is obliged to present upon arrival an identity document necessary for registration with the competent police headquarters in the area.

If you are interested in speeding up the reception operations, we invite you to send us a copy of your documents to the e-mail [info@hoteligelso.com](mailto:info@hoteligelso.com).

## Check-in Key delivery

Check-in must take place in the following time slot:

15:00 – 22:30

Upon your arrival, an operator from our team will welcome you, handing you the keys and explaining our services to you.

In the event that arrival is expected at times other than those indicated, we invite you to get in touch with our staff in order to agree on the method of handing over the keys. In this regard, we inform you that the structure is equipped with combination safety boxes placed at the entrance which can be used in case of late arrivals.

The rooms are delivered to guests in perfect order and cleanliness.

Please preserve the arrangement of the same and deal with takes care of the furniture and equipment provided.

Guests will find clean and sanitized towels and sheets upon arrival.

### FOR LONG STAYS (FROM 3 DAYS UP)

The hotel ensures the daily cleaning of the room. Linen changes are normally made on the fourth day of stay.

## Deposito cauzionale / carta di credito a garanzia

The security deposit (or the provision of a credit card as guarantee) is the fulfillment that the Hotel reserves the right to ask the Client upon arrival at

the facility and has the objective of acting as a guarantee of payment/coverage of extras/any damages/non-compliance with the smoking ban. This sum will be returned or released on the same day of check-out after checking the room and verifying the absence of damage.

## Payment

All non-prepaid or non-guaranteed reservations must be paid upon arrival at the facility in cash or by credit card.

## Breakfast

In the hope of guaranteeing guests a perfect and healthy awakening, a service with express coffee and a buffet with products from both the Mediterranean and continental traditions is offered. In case of intolerance or allergies, we invite our Guests to inform us in advance of any type of requirement.

The service hours are as follows:

Monday-Friday: 06:30 – 09:30

Saturday, Sunday and holidays: 07:00 – 10:00

## Noise and neighborhood

Guests and visitors must minimize noise in order not to disturb the occupants of adjoining rooms, especially during the night hours (22:30-08:00) and must avoid any kind of disrespectful behavior.

## Dress code

It is forbidden to enter the common areas and above all the restaurant rooms of the structure wearing clothes that are not suitable for the context, e.g. slippers, tank tops, pajamas.

## Visitors

Each room can accommodate up to the number of guests specified in the reservation. During the stay it is not allowed to receive external visitors unless specifically communicated, authorized and registered.

Guests are responsible for the behavior of any of their own visitors and that they also comply with this regulation.

## Parking

The structure has a private parking for exclusive use located immediately in front of the hotel. The latter can be easily reached by taking the first exit at the roundabout of the tollbooth.

We inform you that the parking is subject to video surveillance but is unattended.

## Security

Every time the Guest leaves the room, he is asked to make sure that all the windows and the entrance door are closed/locked, at the order to ensure the safety of the things kept in the room.

Guests are asked to turn off the lights and television when they are not in use in favor of energy saving.

## Smoking

It is strictly forbidden to smoke both normal and electronic cigarettes in the room and in the indoor spaces of the hotel. We do not have smoking areas located inside the structure. Guests can smoke in the garden and in the internal courtyard.

If, during the end-of-stay cleaning, the hotel staff detects a smell of smoke, we will be forced to charge the anti-smoking treatment of the room equal to 50.00 euros (subject to greater damages).

## Pets

Pets are allowed upon notification at the time of booking and with express authorization from the Hotel.

**There is a one-time fee for each dog or pet € 20.00 to be paid for sanitation and extraordinary cleaning of the occupied spaces.**

**It is absolutely forbidden for wet or dirty animals to enter the facility.**

It is a good idea to first obtain the special bags for the needs of your pets and also get cushions or bowls for drinking and eating that are not provided by the structure.

## Breakages and damages

Any damage or breakage must be reported immediately at the hotel. Upon arrival at the facility, the Guest is responsible for reporting any damage / breakage / malfunctions to the staff on duty.

To avoid inconvenience, it is strictly forbidden to move and move furniture and furnishings from their original position.

It is strictly forbidden to play ball in the garden or organize unauthorized games/activities.

It is forbidden to take hotel supplies and towels out of the building.

## Safe-deposit box

Not all rooms have a safety deposit box. Please do not leave money, jewelery or other valuables unattended in your room. Our front office is equipped with a safe, if necessary we invite you to leave your valuables in our custody.

## Waste and recycling

Guests and their visitors are responsible for the correct treatment and classification of waste, which must be divided by type and placed in the appropriate containers.

## Wifi Internet connection

The hotel is equipped with wi.fi internet coverage in all its spaces. Below are the credentials to use for access.

Network : Hotel Gelso  
Password: Lambrusco99%

## Room key

The Guest is obliged to keep and keep the room key with the utmost care and diligence.

In case of failure to return the key, the Guest is required to pay the penalty of Euro 100.00 as compensation for the damage.

## Check-out Return of keys

The room must be vacated by 10.00 on the departure date, unless special agreements are made at the time of check-in with the operator.

In any case, if late check-out is possible, it will be subject to a supplement to be determined at check-in.

At the end of the stay, the keys to the apartment must be return to the operator or (only if agreed) may be on the reception desk located on the ground floor of the structure.

We kindly invite you to:

Do not leave anything of your property inside cabinets or drawers; turn off the lights in the rooms and lock the doors.

**Thank you for your attention, you just have to enjoy your stay at the il Gelso hotel and the Mama restaurant. We are at your complete disposal for any eventuality!**