



# CASE PERROTTA'S

  

# SERVICE CHARTER



This is a document containing instructions for you, the guest. It sets down rules regarding behaviour, and gives useful information to ensure your stay goes smoothly and that we provide a better service.

Providing you with this Charter is one of those requirements concerning the quality of service and welcome that allows CASE PERROTTA to be put on the prestigious register "Agriturismo di Qualità" (seal of quality). This seal is awarded following official certification called "Servizi di ospitalità agriturismo" accredited at Sincert (National Board of Accreditation of Certification and Inspection Bodies) by a Certification Body, Nexos, which is also accredited at Sincert.

Therefore, the seal "Agriturismo Qualità" guarantees a high level of service and welcome.

## WE ARE

Azienda Agricola "Perrotta"

Tel. and Fax. 095 968 928

Mail. [caseperrotta@caseperrotta.it](mailto:caseperrotta@caseperrotta.it)

Web: [www.caseperrotta.it](http://www.caseperrotta.it)

Autorizzaz. Agriturismo: NULLA OSTA IPA N39/2010, PROT. 6032 DEL 16/04/2010

## HOW TO FIND US

Drive along the Messina-Catania motorway, take the exit for Giarre and carry on up to Sant'Alfio. Once past the small town, heading towards Fornazzo, you will notice the small village that contains the farm on your right. There are signs for 'Case Perrotta' along the route from the motorway exit right up to Sant'Alfio.

An alternative route could be the panoramic strada provinciale (main road) from Zafferana to Linguaglossa that runs through some of Etna's lovely landscapes. If you drive along it to Fornazzo, it then takes you down to Sant'Alfio. In this case, our farm holiday centre is also clearly signposted.

CASE PERROTTA, Via Andronico 2  
95010 Sant'Alfio (CT)



GPS Coordinates: 37°44'35.53"N - 15°07'33.65"E

## WHAT WE OFFER

"Perrotta" Holiday Farm Centre offers 10 comfortable rooms equipped with all mod cons. Our all-in price includes, besides overnight stay, a full and varied breakfast, as well as special prices for those who wish to dine on site. Our guests can take advantage of spacious parking facilities, the five-a-side football pitch and boules area. We also give our guests the chance to buy our farm products that come from organic farming and are always used in our kitchens.

## THE SHOP AND ORGANIC FARMING

We give our guests the chance to buy, according to seasonal availability, fruit and vegetables grown on our farm, but also farm by-products like extra virgin olive oil (2 olives in the **Slow Food** guide). Our oil and the other products come from organic farming (Inspection Board **BIO AGRICERT**, control code **IT BIO 007 198614**). The shop completes the range of products on offer, displaying carefully selected handiwork from among the most significant and original to be found in Sicilian crafts. Like the Reception, the Shop is open from 9.00 until 13.00 and from 16.30 until 21.00.

## PEACE AND QUIET

Our clientele are requested not to disturb the other guests. Please do not make a noise, especially at night time and after lunch and keep the volume on televisions and radios reasonably low.

## SERVICES FOR THE DISABLED

Even though the farm is very old, there are no architectural features that deny access to the disabled. The main entrance and that leading to our restaurant rooms have wheelchair access. Some of our rooms are equipped with disabled access and bathroom facilities. A wheelchair is always available from Reception if needed.

## PARKING

The farm holiday centre has spacious parking facilities outside with video surveillance.

## OUR TIMES

### RECEPTION TIMES:

**The reception** is open from 9 am to 1 pm and from 4.30 pm to 9 pm every day. These hours are subject to change.

### ROOMS TIMES:

- **On arrival**, rooms are available for checking in from 5pm onwards.
- **At your departure**, you must check out by 11 am.
- If on your arrival or at your departure you have other needs please make arrangements with the reception.

## PETS

You can bring your pets with you provided you let us know beforehand when you book and on the basis we have rooms suitable for pet stay.

Guests are kindly requested to follow some simple precautions so as not to disturb the other guests:

- Please bring a pet carrier for small animals.
- Large animals must wear a muzzle.
- Animals cannot be left unsupervised in the room.
- During meal times, if appropriate, your pet can stay in a special box next to the restaurant room.
- Animals are not allowed to foul the pathways.

## BE KIND TO NATURE!

Thousands of towels get washed every day in hotels all over the world and huge amounts of detergent pollute our waters.

- Towels left on the floor mean: **PLEASE CHANGE THEM**
- Towels hanging on the rail mean: **WE WILL USE THEM AGAIN**

Guests are kindly requested to limit their energy consumption and reduce the sources of environmental pollution by using the lights, water and disposable products intelligently.

Please cooperate with us in rubbish disposal by putting it in the correct recycling bin.

In the winter, when the heating is on, please do not open windows for more than five minutes if you want to air the room (five is usually sufficient for this).

## **SMOKERS**

Smokers are allowed to smoke in their rooms, but not in the dining rooms or in communal areas, like the Halls, the "Casa" and the "Palmento". Please do not throw cigarette ends outside but always put them out in the ashtrays.

## **RECREATION**

The FOOTBALL PITCH (five-a-side) and BOULES AREA (Pétanque) can be used from 9.00 to 13.00 and from 16.00 to 20.00. Please ask at Reception if you need the outside lights on.

The MUSEUM WINE-MAKING PATH is always open.

A FARM TOUR can be requested at reception at least one day in advance.

The farm regularly organises cookery courses and oil and wine tasting.

## **INTERNET**

The whole area has **wifi coverage**. Guests staying with us can have a free INTERNET connection in either of the two following ways:

- **WIFI NETWORK:** if you have a laptop you can access the WIFI network both from your room and from other areas on the farm holiday centre by asking for the password at Reception (there are no connection time restrictions).
- **FIXED NETWORK:** if you do not have a laptop then you can have access to the Net from the special point in Reception (only during Reception opening times).

## **ACCOMMODATION SERVICE AND EQUIPMENT**

Each of our 10 rooms has the following: a hairdryer, towels, a welcome basket (containing shampoo, a shower cap, shower gel, soap, toothbrush and toothpaste), a safe (uses the same key as the room; we take no responsibility for your valuables), a TV, a minibar, independent heating in the winter (temperature can be regulated by turning the appropriate knobs) and a fan for the summer. Extra pillows and blankets can be found in the wardrobe along with hangers.

Each room is en suite, with either bath or shower. Please ask in advance if you have a preference and we will try to satisfy your request.

There is a picnic basket in each room should you want to go on one. It contains disposable plates, cutlery, serviettes, a carafe and glasses.

Rooms are serviced every morning if they are not occupied. However, this may not occur on Sundays or holidays.

Upon arrival our guests will find a free gift of seasonal fresh or dried fruit in their room.

## BOOKING REGULATIONS

**Out of respect for transparency** we would like to remind you of some of the booking regulations between guests and the "agritourist" (farm holiday centre) accommodations:

- Bookings will only be considered confirmed upon payment of the **deposit of 30% of the total price.**
- **The deposit** can be paid only by bank. Here below are our bank coordinates:

Azienda Agricola "Perrotta" di Rosario Maria Romeo  
Via Andronico, 2  
95010 Sant' Alfio Catania  
Banca: Credito Siciliano di Sant'Alfio  
Indirizzo banca: Piazza Duomo 1, 95010 Sant'Alfio (CT)  
IBAN: IT 96 G 03019 84240 000000113360  
BIC SWIFT: RSAN IT 3P

- **For cancellations**, even partial ones, made up to 7 days before the arrival date, **50% of the full price** will be paid.
- **For cancellations**, even partial ones, made up in the 7 days before the arrival date, **75% of the full price** will be paid.
- **On arrival**, rooms are available for checking in from 17.00 onwards and must be vacated by 11.00 on the day of departure. Any different time requirements can be arranged beforehand with Reception.
- **Breakfast** is served from 8.30 until 10.00 in the Fireplace room or in the "Fico" Courtyard. Any different time requirements requirements can be arranged beforehand with Reception.

**Reception** observes the following times:

- From 9,00 until 13.00
- From 16,30 till 20.30.

Should you have any **different requirements** either regarding your arrival or departure, you should let us know **beforehand** so it can be **arranged**.

## BREAKFAST

Breakfast is served in *the Chimney Room* or in *the Fig Tree Courtyard* from 8.30 am to 10.00 am.

If necessary, please agree on different times with the reception in advance.

Case Perrotta serves a traditional Italian breakfast, which is mainly sweet. It consists of milk, coffee, cappuccino, fresh fruit juices, Sicilian biscuits, breakfast pastries, toasted bread, homemade jams and a variety of fruits grown on our farm.

Our breakfast is made using only the finest seasonal ingredients. Often they come straight from our farm or at least they are locally grown. Furthermore they belong to a particular Sicilian culinary tradition, which developed around the Mount Etna area.

If you would like to have something different, please make a request in the reception, by filling out the provided board. We are here to please your wishes.

## RESTAURANT

The farmhouse kitchen offers you the best culinary Sicilian specialities, in particular those which belong to the Etna region.

When it is possible, we only use ingredients which come from our farm or have Sicilian origins. We satisfy any customer needs as each case requires (vegetarian dishes, special meals for customers with particular food intolerances, such as celiac disease etc.).

The restaurant's opening hours vary on a seasonal basis. Our guests are kindly requested to check them and to reserve their table at least 1 day before.

A reservation is always required, especially on Sundays, on festival days and in high season.

- Having meals is not obligatory.
- We propose an all inclusive set price menu which consists of appetizers, first courses, meat or vegetables, side dishes, desserts and wine. Its cost does not depend on consumption, even for children.
- For hotel guests, meals cost € 25,00 per adult and € 16,00 per child (4 - 12 years old). The 2<sup>nd</sup> meal of the day costs € 18,00 per adult and € 12,00 per children.
- Extra bottles of unfinished wine will be kept and put back at your table for the next meal.

If necessary, make arrangements for any other needs at the reception.

## OFFICIAL TARIFFS AND SERVICES

We would like to inform you that our tariff includes breakfast. Drinks from the minibar are to be paid for at an additional cost, which can be found by consulting the attached price list. The seasonal fruit you find in your room is a free gift. Our service includes consumption of water, electricity and heating.

Bed linen is changed every 3 days, whilst the room and bathroom are serviced daily.

Below are the **official** tariffs for every room both in peak and low season:

| ROOM      | BEDS | PEAK SEASON TARIFFS | LOW SEASON TARIFFS |
|-----------|------|---------------------|--------------------|
| GELSOMINO | 3    | € 208,00            | € 165,00           |
| ROSA      | 3    | € 208,00            | € 165,00           |
| MIMOSA    | 2    | € 153,00            | € 110,00           |
| GINESTRA  | 3    | € 185,00            | € 159,00           |
| CICLAMINO | 3    | € 185,00            | € 159,00           |
| MELOGRANO | 1    | € 120,00            | € 85,00            |
| CASTAGNO  | 2    | € 120,00            | € 110,00           |
| UVA       | 2    | € 120,00            | € 110,00           |
| CILIEGIO  | 3    | € 170,00            | € 159,00           |
| ULIVO     | 3    | € 170,00            | € 159,00           |

**CHECK OUT THE LINK BELOW FOR SPECIAL OFFERS AND LAST-MINUTE DEALS**

<http://www.caseperrotta.it/offerte.php?lang=eng>

### BASIC NECESSITIES NUMBERS:

|                                   |                   |
|-----------------------------------|-------------------|
| Soccorso pubblico di emergenza    | 113               |
| Carabinieri                       | 112 - 095 968 020 |
| Vigili del fuoco                  | 115               |
| Vigili urbani                     | 095 968 488       |
| Farmacia Sant'Alfio               | 095 968 341       |
| Ospedale Giarre                   | 095 778 22 15     |
| Guardia Medica notturna/festiva   | 095 968 521       |
| Ufficio Postale                   | 095 968 774       |
| Banca S.Alfio (Credito Siciliano) | 095 968 025       |
| La Romana Supermarket             | 095 968 257       |
| Minimarket dell'Etna              | 095 968 096       |

### OTHER SERVICES NUMBERS:

|                             |               |
|-----------------------------|---------------|
| Pro Loco di Sant'Alfio      | 095 968 772   |
| Castagno dei Cento Cavalli  | 095 968 772   |
| Museo della vite e del vino | 095 78 24 206 |

## TURISTIC DESTINATIONS

Below are the nearest turistic destinations to **CASE PERROTTA**:

| <b>TURISTIC DESTINATIONS</b>                                              | <b>DISTANCE</b> | <b>TIME</b> | <b>WHERE</b>   |
|---------------------------------------------------------------------------|-----------------|-------------|----------------|
| Castagno dei cento cavalli                                                | 500 m           | 30'         | Sant'Alfio     |
| Museo della vite e del vino                                               | 1 km            | 1h          | Sant'Alfio     |
| Rifugio citelli                                                           | 10 km           | 1h          | Sant'Alfio     |
| Museo del Palmento                                                        | 10 km           | 1h          | Santa Venerina |
| Porto dell'Etna                                                           | 8 km            | 1h          | Riposto        |
| Acquario Mediterraneo                                                     | 8 km            | 1h          | Riposto        |
| Museo delle genti dell'Etna                                               | 4,45 km         | 1h          | Giarre         |
| Museo dei pupi siciliani                                                  | 7 km            | 1h          | Giarre         |
| Piano Provenzana                                                          | 20 km           | 6h          | Nicolosi       |
| Museo degli usi e costumi delle genti dell'Etna                           | 20 km           | 1h          | Nicolosi       |
| Museo Vulcanologico dell'Etna                                             | 20 km           | 1h          | Nicolosi       |
| Rifugio Sapienza                                                          | 20 km           | 6h          | Linguaglossa   |
| Museo etnografico dell'Etna                                               | 20 km           | 30'         | Linguaglossa   |
| Gole Alcantata                                                            | 15 km           | 3h          | Castiglione    |
| Isola Bella                                                               | 18              | 2h          | Taormina       |
| Teatro Greco                                                              | 15 km           | 5h          | Taormina       |
| Museo etno-antropologico di Palazzo Corvaja                               | 15 km           | 5h          | Taormina       |
| Teatro Massimo                                                            | 27 km           | 1h          | Catania        |
| Museo Bellini                                                             | 27 km           | 1h          | Catania        |
| Teatro Romano                                                             | 27 km           | 30'         | Catania        |
| Odeon Romano                                                              | 27 km           | 30'         | Catania        |
| Le Ciminiere                                                              | 27 km           | 2,5h        | Catania        |
| Museo della scienza                                                       | 27 km           | 30'         | Catania        |
| Mercato storico della pescheria                                           | 27 km           | 2h          | Catania        |
| Casa Museo di G. Verga                                                    | 27 km           | 1h          | Catania        |
| Castello Ursino                                                           | 27 km           | 1,5h        | Catania        |
| Mostra permanente dei pupi e delle attrezzature sceniche                  | 20 km           | 2 h         | Acireale       |
| Castello, Museo Archeologico, Mineralogico, Paleontologico, Orto botanico | 20 km           | 2h          | Acicastello    |
| Fontana dei Malavoglia                                                    | 20 km           | 2h          | Acitrezza      |
| La casa del Nespolo                                                       | 20km            | 1h          | Acitrezza      |
| Castello di Nelson                                                        | 49 km           | 3 h         | Bronte         |
| Museo carretto Siciliano                                                  | 49 km           | 30'         | Bronte         |