

HOTEL MAGA CIRCE

SAN FELICE CIRCEO - LATINA - ITALIA

TEL. +39 - 0773547821 FAX +39 - 0773546224

www.hotelmagacirce.it



FAQ Vers. 2011.01

1. Where is the hotel located?

The Maga Circe Hotel is located at the foot of the Circeo promontory, 90 km south of **Rome**, on the coast of the **Lazio** region.

2. Which is the address of the Hotel?

The address is the following: **HOTEL MAGA CIRCE**, via Ammiraglio Bergamini 7, 04017 San Felice Circeo LT.

3. Are the hotel **rates** calculated per person or per chamber?

Unless otherwise specified, the rates are per room per night.

4. How can I make a **reservation**?

You can make reservations either on our website and you will need to give your credit card number as a guarantee, either by phone. In that case, you will have 3 days to send the initial deposit in place of leaving the credit card number. In the event that the deposit is not sent, the reservation is automatically cancelled.

5. How can I **cancel** or **modify** my reservation?

You can do that on our website, using the reservation code, or by phone. Depending on the kind of reservation you made, the cancellation is free of charge if it is made 2 or 7 days before. If you chose the reservation with deposit, that can be used for another stay within 6 months from the cancellation date. Deals and vacation packages may have special cancellation terms.

6. Why do I need a **credit card** to make a reservation?

The credit card data are necessary to guarantee our reliability as well. The money withdrawal from the credit card will be accomplished only if the kind of deal you chose includes a deposit. The balance can be paid in the hotel by another means of payment or with a different credit card.

7. Which are your **cancellation rules**?

The deadline for reservations ranges from a minimum of 2 days to a maximum of 7 days before the arrival. The discounted rates for the advance payment cannot be cancelled and are not refundable. For late cancellations, non arrival, advance departures we are authorized to charge the cost of at least one night on your credit card.

8. Does the hotel provide for the **trasfer** from and to the airport or other destinations? Do you organize **trips** and **tours**?

Yes, we do arrange all that against payment, thanks to our cooperators who will help you arrange your vacation in the way you prefer. For further information, please ask at the reception desk.

9. How many floors is the building? Is there a lift?

The building is a 3-floor one and they can all be reached by lift as well.

10. How many **rooms** are there in the hotel? Do they overlook the sea?

The hotel is provided with 42 rooms.

Here follow the types of rooms:

Single standard: 150 cm French bed, mount exposure

DUS Standard: double bed and view over the sea

DUS Superior: approx. 18 sqm, with small balcony and view over the sea

VIA AMMIRAGLIO BERGAMINI 7 - 04017 SAN FELICE CIRCEO

VI.GE.DAL. S.R.L. VIA DON MOROSINI 1 - 04100 LATINA - P. IVA 01785570597 - CODICE FISCALE 01785570597

NUMERO R.E.A 113807 REGISTRO IMPRESE DI LATINA N. 01785570597 CAPITALE SOCIALE € 25.500,00 I.V.

Double standard: double bed or two twin beds, overlooking the sea or lateral position
Double superior: approx. 18 sqm, with small balcony or ground floor terrace with view over the sea
Double Deluxe: approx. 25 sqm, with balcony and view over the sea
View over the sea triple: double bed with third bed, no balcony
Triple: double bed with third bed, no view over the sea
Family Superior: quadruple with small balcony and view over the sea
Family Backside: quadruple with mount exposure

11. Are there any **family rooms**?

Yes, there are two types of family rooms:

- superior with balcony and view over the sea, consisting of two communicating rooms (a double room and a twin bed room) with central bathroom. A baby bed or a bed for a fifth person can be provided for those rooms.
- backside: two communicating rooms with French bed, each one with its bathroom and no view over the sea. No additional beds or baby beds can be provided for those rooms.

A **third bed** or a **baby bed** can be provided for in the Deluxe Double rooms or in the Standard Double Rooms, subject to agreement with the reception personnel, with an additional cost ranging from 20 to 100 euros per day, depending on the kind of requirements you have and on the guest's age.

12. I reserved a room for two but, at the last moment, I decided to bring my **children** with me. What should I do?

Immediately inform the reception about that: it is possible indeed that the room you reserved is only for two. In that case you will be given another kind of room. The reception, however, will help you find the best possible solution.

13. Is it possible to have **baby food** and **milk** warmed up for infants?

Yes, it is.

14. Are **animals** allowed inside the hotel?

No, they are not. Animals are not allowed neither in the rooms nor in the common areas according to an ordinance issued by the mayor in 2008 stating that animals are forbidden to enter state property (area near the sea) and areas where food and drinks are served.

15. Are there **safe-deposit boxes**?

Yes, such service is available in the hotel hall.

16. What time is it possible to **check-in / check out**?

Guests are kindly requested to check-in from 4 pm to 9 pm of the arrival date and to check-out between 8 am and 12 am of the departure day. We recommend agreeing with the reception in advance in case of any special need.

17. Can I check-in before / check-out later?

Requests to leave the rooms before or after the check-in /check-out time are accepted according to the availability. If the hotel is full, we will not be able to fulfil your request. If, on the contrary, there are vacant rooms, the cost of that service is 60 euros and the maximum allowed time will be 6 pm. It is however possible to leave your luggage in our left luggage.

18. I will arrive **late** at the hotel, can I check-in anyway?

Of course you can. The entrance gate may be closed but giving a buzz it will be opened immediately.

—

19. Is there a **parking area** in the hotel?

Yes, there is. It is not guarded and the parking lots are not assigned.

20. If I ask for additional **pillows, blankets or towels** will I be extra charged?

Each guest can have additional pillows or towels for free.

21. Why aren't there **courtesy products** in the bathroom?

In our hotel some **Ecolabel** rules are applied on purpose, according to such rules, among other things, the use of disposable items such as the courtesy products, which produce great quantities of waste, must be limited. Both on the basin and in the shower or on the bath tub you will find soap or shower-gel dispensers. If any particular product is needed (from **slippers** to **toothpaste**, from ladies' sanitary towels to shaving set) it will be our pleasure to leave them in your room upon your kind request.

22. Is there a **minibar** in the room?

Yes, there is. You will find a minibar with water, soft drinks and appetizers. The cost of each snack and drink is 2.50 euros. We remind you that the minibar is not a refrigerator, it is therefore forbidden, for sanitary reasons, to keep food or medicines in it. As far as medicines are concerned, it is recommended to agree with the reception about the medicines conservation. The employees are obliged to **remove from the minibar** items that are not provided by the hotel and to inform the reception about the medicines in the minibar.

23. Is **breakfast** a buffet breakfast?

Yes, it is. Moreover, we respect the seasonal nature of the products, so if you visit us during different periods of the year, you will notice some differences in the products.

24. Is there a **restaurant** in the hotel?

Yes, there is our restaurant called **La Veranda** and it is open for lunch and dinner both for the hotel guests and the external guests. Lunch time is 12.45 pm – 2 pm and dinner time is 7.45 pm – 9 pm. In summer the restaurant closes at 9.30 pm.

25. I noticed there are some abbreviations in my reservation, I don't understand their meaning, what do they stand for?

The abbreviation **B&B**, **HB** and **FB** indicate your choice as far as the breakfast and restaurant services are concerned. B&B (or simply BB) means that breakfast is included in the room rate, HB means that breakfast and one meal (dinner or lunch, unless otherwise specified) are included in the room rate and FB means that breakfast and two meals a day are included in the room rate.

26. Are **water, coffee and wine** included in the HB and FB offers?

No, they are not. Unless otherwise specified, drinks are not included in the room rate.

27. Is it possible **to have breakfast in the room**?

Yes, it is possible and there will be an additional 5-euro charge for that service.

28. Is it possible **to have dinner in the room**?

Yes, it is. At the reception desk you will be informed about the meals you can have in your room. The additional charge for that service is 20% of the cost of the meal you ordered.

29. Is there **air conditioning** in the room? And **heating**?

Air conditioning and heating are centralized and they are provided with a temperature and intensity regulator for each room. The centralized system is switched off only during housekeeping hours. For

those who do not like air conditioning it is possible to ask for fans. Moreover, it is possible to ask for convectors even during spring time, in case you have particular needs.

30. I made a reservation for a room and breakfast but I want **to have dinner**. How much does that cost me?

Often a complete menu is available at the cost of € 30 euro per person, drinks not included. It is however always possible to eat à la carte choosing, for instance, only an appetizer and a good pasta meal.

31. Is it possible to buy **magazines** or medicines?

The reception personnel can take care about that. As far as medicines are concerned though, only those that do not require a medical prescription can be bought by our personnel.

32. Is there a **bar** in the hotel?

Yes, there is a bar, one inside the hotel and one by the swimming pool that is open in summer.

33. Do you have **organized facilities for bathing** on the beach?

Our building is at the foot of the Circeo promontory and it is provided with a small beach that is usually used only by children. But we do have a big seawater swimming pool, open from 9.00 am till 06.00 pm.

34. Are there any **rules** concerning the **swimming pool**?

Our **seawater swimming pool** follows the same rules as any other pool: running, diving, making a din and disturbing the guests is not allowed. Guests must shower before entering the pool, walk in the areas close to the pool and wear flip-flops while showering. As in any other similar structure, playing with balls among the sunbeds, playing maxi rackets or listening to loud music is not allowed. At least you can enjoy total relax. Such rules may be too strict for children of course, as well as for parents who want to freely play with their children, and that is why they can use our small beach.

35. **How much does it cost** to enter the swimming pool?

The cost for the use of the swimming pool, sunbeds, deckchairs, towels is included in the room rate, so an additional cost can be charged only for external guests. The cost per person for the swimming pool is € 20 for children over 6 years of age and €30 for adults, including the use of shower, changing rooms, sunbeds and deckchairs. The reception personnel must be previously informed about the presence of possible external guests, so that they can verify that that service is available. In the event that the reception personnel is not previously informed, the additional cost will be charged anyway to the client who invited external guests, upon lifeguards' communication. In the event that the external guests stay for the lunch at the restaurant (meal from the day menu + swimming pool service € 60 for the adults and € 45for children over 6 years of age) there will be a reduction in the cost. You are kindly requested not to take offence at the fact that exceptions to the afore mentioned rules are not accepted: we do that in order to guarantee all our guests the **peacefulness** and service standards in compliance with our targets.

36. How far is the **swimming pool** from the hotel? And the **sea**?

The swimming pool can be reached directly from the rooms using the lift. The sea is 10 steps below, less than 5 meters!

37. Am I allowed to drink and eat **by the pool**?

You can drink by the pool only if you use disposable paper cups and plastic bottles. As far as all the other drinks and food are concerned, we ask you to reach the bar and eat there snacks or drinks from glass bottles and glasses. We also ask you not to bring glass bottles, plates or glasses to your sunbed.

38. I like sun bathing on the **beach** and **beach umbrellas**, what do I do?
100 meters away from our hotel, there are organized beach facilities. For those who love savage nature, instead, it is possible to reach the coastal dunes of the town of Sabaudia, 5 km away.
39. I'm leaving today, but the sun is shining and I'd love **to stay in the pool**. Is that possible? How much does that cost me?
That will be free of charge, but it is possible that your room is already occupied by the new guests, so you might be asked to leave the sunbed you used during your stay.
40. Is there **internet** connection in the hotel?
Guests can connect to the internet with their PC. The key code lasts 24 hours and it costs 5 euros.
41. Do you have any maps and information concerning the **Circeo National Park** area?
You will find some information in your room and you can ask for maps at the reception desk.
42. Why can't my son play **billiards** with me?
Because billiards is forbidden to minors, it is considered game of chance according to the International rules (I.G.S.) and, as a public structure, we are obliged to comply with such rules.
43. When is the **wellness area** open? How much does it cost?
Our wellness area is a small area dedicated to **sauna** and **Jacuzzi**, it is usually open from June 1st till August 30th. It is possible to buy one ticket per room (the number of guests is not important) whose cost is € 50 and it includes 2 daily entries of 20 minutes each. If you buy a minimum of 3 tickets, the cost is reduced to 35 euros.
44. Is it possible to find you on **social networks**?
Sure it is! We are both on **Facebook** and **Tripadvisor**, as well as on all main social networks. In addition, on Facebook you can make a reservation at a special price only by clicking on "Mi piace"/"I like it".
45. I didn't like the vacation, who can I talk to about that?
At the date of arrival, you were given a paper concerning **customer care**. Fill it and leave it at the reception desk: if you want to, you will be contacted as soon as possible by our Person in Charge of Quality, who will be glad to help you during your stay as well.
46. I really loved the vacation, how can I let you know that?
You can let us know that filling the **customer care** questionnaire you were given on your arrival. If you loose it, you can ask a new one at the reception.
47. Don't you think that those **FAQ** are too many?
True, but since 1935 we have been gathering our guests' remarks and requests! If you have any suggestions, please write to cc@hotelmagacirce.it . We will appreciate!