



Terms of Service



Welcome to our farmhotel! We are happy to welcome you and to offer a pleasant and relaxing stay in nature.

We provide here all the information to make the most of your stay at Cascina Cornelli.

Our structure has received the "**Ospitali per natura (Hospitable by Nature)**" award by Beigua Park reserved for those who, located in one of the Park's municipalities, guarantee the quality of hospitality, also through the promotion of environmental resources and cultural heritage, traditions and local agri-food excellence as well as the numerous opportunities to enjoy our territory. You are in Beigua Park: leave the car and move on foot; the many itineraries will show you the unique beauties of our territory. Information on the Park, its services, events and trails is available at the Reception, ask for information!

Reservations, check-in, check-out

- **Reservations:** they can be made either online (via Booking/Agriturismo.it) or via telephone or email. We promise to respond within 24 hours.
- **Pet animals:** cats are not allowed in the facility. As far as dogs are concerned, each case is evaluated individually based on the size, age and temperament of the animal because in our farm we keep our animals free. Anyone bringing a dog will be asked to pay an additional €15 for extraordinary cleaning.
- **Reservation confirmation:** for direct bookings, a 30% deposit is generally required. This percentage may be subject to increases depending on the season or holidays.
- **Cancellation Policy:** reservations made directly with us will be subject to a penalty for any cancellation communicated to us more than three days before the scheduled arrival date. In this case the confirmation deposit will be retained. If weather conditions make arrival and stay in our facility impossible or particularly complicated, we undertake to refund the deposit in full or to agree on other dates of stay. In case of early departure, the entire amount quoted for the unused nights will be charged.
- **Shuttle Service:** our structure can be reached via an unpaved road about 1 km long. Usually cars that are not too low can travel along it without problems; in winter, in case of heavy rain, snow and ice it can be a bit problematic to arrive without a suitable car. We are always available to pick up and return customers to the asphalt road, free of charge. For those who want and can, the walk in the woods is very suggestive!
- **Arrival:** upon arrival, guests will be accompanied to their room and asked for registration documents. The room keys can be kept by guests until departure, in order to be free to return at their preferred time. A deposit of €20 may be requested for the keys, which will be returned at check out (because customers often take the keys home!).
- **Check-in time: from 4pm to 8pm.** If necessary, you can contact us to check the possibility of arriving at another time. In general we try to meet the customer's needs, based on the intensity and timing of our work.
- **Check-out time: by 11:00am.** By prior agreement with the management, it is possible to stay longer, but we might charge an additional cost of stay.
- **Payments:** we accept payments in cash, by debit card, credit card and bank transfer.
- **Processing of personal data:** personal data will be processed only for the purposes determined by the contractual relationship (including accounting and administrative purposes).
- **Parking:** vehicles can be left in the outdoor parking at the entrance to our farmhouse.
- **Survey:** guests are kindly asked to fill out the Beigua Park questionnaire at check-out to survey their knowledge of the Park territory.

Rooms

- **Equipment:** The rooms are equipped with sheets, blankets, towels. A hairdryer, hand soap and shower shampoo are available in the bathroom. **It is forbidden to change the arrangement of the furniture in the room;** if necessary, ask for assistance to the management who will try to meet every need as far as possible.
- **Room Cleaning:** room cleaning is carried out only for stays longer than 3 days. Towels are changed every 3 days and sheets weekly. If you need to change the linen earlier, contact the management who will be available to meet your needs.

- **Ventilation:** in the bathroom there is a ventilation system which is activated when the light is turned on and deactivated a few minutes after it is turned off; therefore please do not leave the bathroom light on for long periods (night, meals, etc.)
- **Windows:** the windows also open tilt and are equipped with mosquito nets which we ask you to open/close delicately. We also ask our customers to secure the shutters, when open, with the appropriate hooks, in order to prevent the wind from damaging them.
- **Cooking in the rooms is prohibited** for safety and cleaning reasons. The management is available to heat food, etc.
- **Smoking is prohibited indoor (rooms and restaurants).**
- The management is not responsible for any loss or theft of objects left unattended in the structure.
- **Wifi:** free wifi is available throughout the hotel. The password for the network is: **cascinacornelli#**
- **Telephone:** in some rooms the cellular network does not work due to the thickness of the ancient walls but it is possible to call via whatsapp/facetime/etc. Outside they catch all the nets.
- **Drinking water:** the water from the facility's taps is drinkable and of excellent quality.
- **Health:** in case of sickness, we are obviously available to call for help and provide initial support (there is a first aid kit in the structure). We cannot administer medicines.
- **Laundry:** the farmhouse drying rack can be used by customers. You can request the use of the farm's washing machine at a cost of €4 per wash.

Meals: we serve genuine, quality meals, made with our own and/or local products.

- **Allergies:** in case of food allergies or intolerances it is useful to inform us as soon as possible so that we can satisfy individual needs, keeping in mind that we can never guarantee absolute no contamination between foods.
- **Breakfast:** breakfast, sweet and savory, à la carte, is served in the restaurant room or on the terrace between **7.30am and 10am** (earlier is possible upon prior agreement).
- **Dinner:** dinner is served, upon reservation, in the restaurant room or in the terrace **at 8pm or 8.30pm in summer**. There is the possibility to choose between the complete Tasting Menu (4 courses: starter, first course, second course, dessert and water) or the à la carte menu. Vegetarian and meat dishes are always available.
- **“Gustosi per Natura (Tasty by Nature)” products:** our structure offers guests some local products awarded with the "Gustosi per Natura" brand managed by the Beigua Park. We will be happy to give more information about it.

Sustainability: “Ospitable by nature” accommodation facilities are committed, with your help, to limiting water and energy consumption and implementing sustainable management. Follow our advice!

- **Waste:** the farm carries out extensive separate waste collection, not only to comply with municipal regulations! A bin is available in the bathrooms to use for unsorted waste. Regarding clean paper, plastic and glass, we ask you to hand them over at check out to allocate them to the different containers.
- **Power:** our farmhouse, being in a rural area far from the town centre, does not have a connection to the gas network. We have implemented renewable sources: the heating of the rooms is wood-fired with an underfloor system; the domestic water is heated with solar thermal and/or with a heat pump; electricity is partially generated by photovoltaics. In the winter season, please do not forget the windows open. Do not leave appliances on stand-by (including cell phone charging transformers) and remember to turn off the lights before leaving the room.
- **Drinking Water:** to avoid too much plastic waste, in Cascina Cornelli we drink tap water (fresh or ambient). Sparkling water is purchased. Water is a precious commodity that should not be wasted, for example do not let the water run while brushing your teeth and check that you have always turned the taps off properly.
- **Air conditioning:** given the structure of the old building and the average temperatures of Sassello, it was decided not to equip the rooms with air conditioning.

Furthermore, for the respect of everyone and nature

- we ask you to behave respectfully of other guests and of peace
- please respect the equipment and furnishings of the farmhouse
- please behave respectfully towards animals, this is also and above all their home
- please do not feed our dog Frida and our other animals.