

USEFUL INFORMATION FOR GROUP LEADERS OF YOUTH GROUPS

Dear Group Leaders,

We are delighted to welcome you in Magliaso and we hope that you and your group enjoy your stay at the Centro which is a mix of hotel, camp and boarding house. The following useful information serves to facilitate your stay.

Together with the confirmation of your reservation, you will get the rules which have to be observed strictly in the sense of a thoughtful cooperation. After a repeated breach of rules of individuals or whole groups, we reserve the right to send them home. In this case, no reduction of the arrangement price can be claimed.

ACTIVITIES

Our reception staff is happy to advise you.

BEVERAGES

are available by glass or in 1litre bottles at the grotto. We grant a deduction when buying a crate.

BREAKFAST

Our breakfast consists of bread, butter and two types of jam, coffee, tea and milk. Cornflakes, orange juice or yoghurt can be ordered against a surcharge. Please contact the reception.

CANCELLATION OF MEALS

Please report at the reception until 18.00 hrs the day before. Reimbursement is only possible for a whole group (CHF 4.00/person older than 6 years).

CHECK-OUT

The final cleaning is done by the group. All rooms used exclusively by your group must be cleaned and handed-over until **10.00 hrs**. Please consider that it takes some time to control the houses. Should you wish us to do the final cleaning, we charge CHF 15.00/person. (In this case, all the rooms must be well-swept). **We reserve the right to start checking the furnishings already before final hand-over. Rooms are normally ready as of 16.00 hrs.** From Magliaso railway station, the Centro is 15 min. to walk. On request we pick up your luggage (CHF 20.00 per ride). Please let us know the exact arrival time. One person should go with the bus to help load the luggage. Thank you! Please leave the room key at the reception and do not lock the door. Thank you.

CLEANLINESS AND ORDER

It is the group's responsibility to keep all rooms (office, bedrooms, toilets, showers and halls) clean and in order.

DOGS

are welcome. However, by rights, dogs are not allowed in the dining halls. We kindly ask you to keep your dog on a leash when being on the estate. To walk the dog, we kindly ask you to take your dog to the little forest close-by. We charge CHF 5.00 per day without meals.

EMERGENCY NUMBERS

Ambulance: 144
Police: 117
Fire brigade: 118

EXCURSIONS

We kindly assist you in planning trips and excursions (e.g. hiking, market visits in Luino etc.). For boat cruises, FLP, local mountain railways, you can order tickets at the reception. Reservations for public transportation must be made until 15.00 pm one day before the planned excursion. The bus to the market in Luino must be ordered until 12.00 am one day before. Later reservations are not accepted by the companies. For the SBB (the federal railway), we can, unfortunately, not issue any tickets.

FEEDBACK FORM

Should you wish ask for feedback we kindly ask you to use our feedback forms which can be obtained at the reception. We appreciate any form of feedback.

FOOD AND BEVERAGES

As an adult group you can choose between served meals in the dining hall and self-service meals (get the meals at the kitchen, lay the table, serve the meals, clear the table and wash the dishes). Please check whether the confirmation of reservation corresponds with the arrangement.

Breakfast	07.30 hrs – 09.00 hrs
Lunch	12.00 hrs
Dinner	18.00 hrs

FRONT DOORS

All front doors remain open during the night. You can lock the door of your house with your room key. (Caution: Also the youngsters can open and lock the doors with their keys).

GROTTO / SNACK BAR

Our cozy Grotto (service at the counter) is open from 10.00 – 22.30 hrs. You can get snacks, soft drinks and alcoholic drinks as well as postcards, stamps and a limited choice of toiletries. The Grotto is a place to be for our individual guests and it is not thought to be the lounge for the youngsters.

INTERNET

The internet station in the reception hall is available from 08.00 – 19.30 hrs. Prices are posted. Please consult with the reception for logging in. In the entrance hall, in the lounge and in the halls of Vigna, Castagno, Rosetta, Paradiso and Olymp (ground and first floor) as well as in the rooms of Paradiso a wireless network with the login 'CEM_WIFI' is available. Admittance is free of charge.

INVOICING/ACCOUNTING

All information depends on your data handed in. Please check immediately upon arrival whether the provisional package price is correct.

LUNCHBOXES

Instead of having lunch at the Centro, you can order a lunchbox. Please order this lunchbox at the reception until 18.00 hrs the day before. The lunchbox is assembled and packed by the group. You will get the ingredients together with the breakfast trolley in the morning. **On the day of departure, you automatically receive a lunchbox.** Other requests have to be discussed with the reception at least two days in advance.

MAIL

Please add to your address the name or activity of your group (e.g. school camps, camps of confirmands).

MAKING PHONE CALLS

Incoming phone calls can only be conveyed during mealtime, since there are no telephones in the houses. An internal phone is on the left side of the staircase in front of the hall.

MEALS

On the day of arrival, the first meal is dinner which is prepared at the kitchen. Laying the table, serving the meal and washing the dishes is done by the group. **The dishes have to be returned to the kitchen washed and dried.** Leftovers are to be deposited in the plastic casks provided for. Please put together the leftovers (e.g. meat to meat, vegetables to vegetables etc.). **Please be careful not to bring back dishes and cutlery from the office in your house to the kitchen.**

MONEY / VALUABLES

Please deposit larger amounts of money and valuables at the reception **We do not assume any liability for valuables left in the rooms**

NUMBER OF GUESTS

Differences or more than 10 % of present and originally booked guests are charged. **Generally,** the earlier you report differences, the smaller the charge will be, since we then have the possibility to look together with you for a solution. Since our rates are calculated with a narrow margin, we cannot take account of late arrivals or early departures.

OFFICE CONTROL

Upon arrival, please check the inventory. Please report missing dishes etc. at the reception. At the end of your stay, you will get an invoice for missing material.

PARKING LOTS

Parking Lots are available for a fee of CHF 6.00 per day or CHF 28.00 per week/lot and will be allocated by the reception.

PEACE AT NIGHT

We kindly ask you to keep the peace at night between 22.30 and 07.00 hrs. If you allow the youngsters to be outside later than 22.30 hrs, we kindly ask you to join them. Experience shows, that peace at night is not observed otherwise.

PINK FORMS

Please hand in the **pink form** (who is in which room) until **2 weeks** prior to your arrival at the latest.

RAINY WEATHER

Also in Ticino, it can be quite rainy and we kindly recommend to also plan for adverse weather.

RECEPTION

Opening hours: 08.00 am – 19.30 pm

ROWING BOATS

Rowing boats can be hired for a fee at the reception. Life jackets are available. **For security reasons, rowing boats cannot be rented after dinner.**

SECURITY

All buildings are equipped with modern fire-alarm equipment. In case of fire, please leave the building following the posted escape route and go the meeting place which is the yard in front of the main building. **CHF 200.00 are charged for willful and careless release of the fire alarm. If the departure of the fire brigade or police cannot be stopped any more another CHF 1'000.00 will be charged.**

SMOKING

In Ticino, smoking in restaurants, bars and night clubs is prohibited. We kindly ask our guests to smoke outdoors. Many thanks!

SWIMMING POOL

From May until October, the swimming pool is open daily from 10.00 to 12.00 hrs and from 14.00 to 18.00 hrs. The most important rules can be found at the bulletin board in the pool-supervisor's office. The pool-supervisor is in charge only during the main school-holiday time (Switzerland) in summer. Outside of these holidays, it is the group leader's responsibility.

SPORTS MATERIAL

Please hand-in the order form prior to your arrival. The material will then be ready upon your arrival.

TAXI SERVICE

Can be booked in advance from the railway station "Magliaso Stazione" to the Centro and back. We charge CHF 5.00 one way per person and CHF 20.00 for the transportation of the luggage only of the group.

TECHNICAL INSTRUMENTS

Please fill in the respective form and send it to us prior to arrival. So we can make them ready in your hall.

TIPS

We do not charge any tips. If you wish to give a tip, we gratefully accept it at our reception or at the Grotto.