



Hotel Casa Balneare Valdese di Pietra Ligure

Lungomare Falcone e Borsellino, 24
17027 Pietra Ligure (SV)
T +39 019 611907
info@casavalde.se.it
www.casapietraligure.it.

SERVICE CHARTER

PRESENTATION OF THE LODGE AND HISTORICAL NOTES

L'Hotel Casa Balneare Valdese of Pietra ligure was created by the Waldensian pastor Meille to offer children and miners the benefits of sanitary care in the marine environment. The idea to host also tourists born to support the costs of the **service**. The lodge is part of the hospitality area of the Waldensian Diaconia, a non-profit ecclesiastical institution that collects, connects and coordinates the activities of the Diaconia, and the units of assistance and hospitality of the Waldensian Church.

The Waldensian Diaconia is open to all men and women without discrimination by sex, religion or culture. It is a lay organisation and manages its services based on principles of transparency, quality and effectiveness of the activities, 1 without any religious obligation. The Hotel disposes of rooms without architectural barriers, so it is particularly suitable for disabled person.

Service is provided by management, the management committee and by qualified personnel that handle reservations, reception, administration and the activities conducted.

HOTEL FACILITIES

Touristic accommodation	Hotel ***	
Location	Municipality of Pietra Ligure	Lungomare Falcone e Borsellino, 24
Open	From April to October	
N. of Beds and Rooms	78 beds	36 rooms



AMENITIES

Rooms with bathroom	36
Rooms with TV	36
Rooms equipped for guest with disabilities	4 Double rooms 2 Triple rooms
Dining Room	78 place sitting
Common area and meeting room	Equipped beach Veranda and shaded garden Coffee shop Meeting room equipped with projector/TV, no architectural barriers
Service	B&B Half Board Full Board
Meal	Fixed menu at fixed time Breakfast from 7.45 am to 9.15 am Lunch: from 12.30 pm Dinner: from 7.30 pm
Special and ethical diet needs	The house welcome the needs of their guest regarding special diets, ethics, intolerances or allergies. The guests are kindly invited to communicate it at the reservation.
Facilities for Kids	Crib/extra bed available Beach Playground Area
Small pets policy	Small pet allowed. Terms and cost will be available on request.
Safe keeping of valuable	Safe boxes are available in the room
wi-fi	Free access with password
Informative material on the surrounded area	Flyer and other informative material are available at the reception

For the most up to date information about prices, services, booking and cancellation terms and conditions, visit the institutional web site www.casapietraligure.it or contact the reception.

CUSTOMER SATISFACTION





Suggestions and comments from guests are welcome and are always used to improve services. The Lodge also undertakes to evaluate any complaints and to reply within 30 days of their receipt.

SERVICE QUALITY AND SAFETY

Service quality is guaranteed by adopting a certified Quality System of work and management that is periodically monitored and revised. The Lodge considers that several aspects of its organisation are important such as ongoing formation of the personnel, activity planning and scrupulous attention to the choice of suppliers.

To protect customers and personnel, the Lodge applies the provisions in force and adopts internal procedures and instructions that are appropriate to guarantee health and safety in the workplace and food hygiene.

HOW TO REACH THE HOTEL

By Plane: flights are available from major European and Italian cities to the Christopher Columbus airport of Genoa.

By car: from all direction, take the Genoa-Savona- Ventimiglia- French border motorway (Autofiori A10) and exit at Pietra Ligure. Drive approx. 3 km toward Savona or Finale Ligure and continue toward Imperia at the Aurelia road for approx. 3 km.

By train: The Hotel is about halfway between the train station of Finale Ligure and Pietra Ligure, each about 2,5 km from the Hotel in opposite directions. The station of Borgio Verezzi is about 300 mt from the hotel, but fewer trains stop there.

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CONTATTI

The reception desk is available at the following contact details:

tel. +39 019 611907

info@casavaldesi.it

The reception desk is open every day from 07.00 am to 10.30 pm.

REVISION AND DISTRIBUTION OF THE SERVICE CHARTER

The Service Charter is revised at least once every three years or whenever there are significant changes in the services.

The latest revision was made on 27 of October 2017.

This document is available on the institutional web site www.casapietraligure.it or at the reception desk.

