



voyamee.com

## Important information for your trip



## When in Rome, do as the Romans do...



This saying is valid throughout your trip to each of the proposed destinations. From the moment you close your door and fly to a new location, you will experience a new, exciting and unprecedented experience. You must therefore



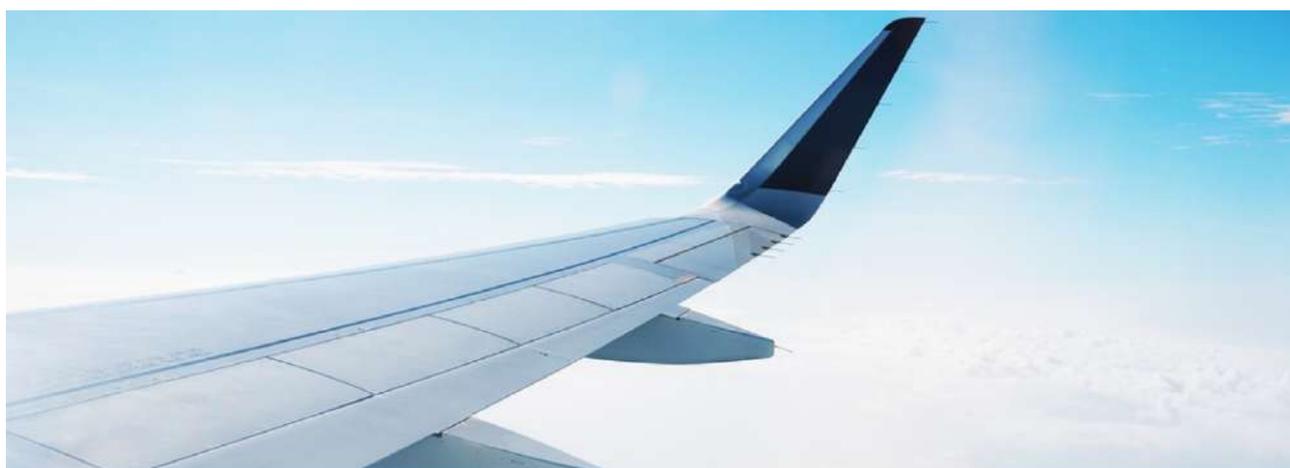
voyamee.com

welcome the traditions, customs and traditions of the country in which you will travel. Kindness, attention, respect, as well as a pinch of preparation are essential.

## Arrival and departure



As a rule, the rooms are at your disposal from 14:00 to 15:00. For late arrivals (after 18.00) you must inform us. Check-out times vary depending on the hotel, but



rooms usually have to be vacated between 10:00 and 12:00.



voyamee.com

### **Arrival by plane**

On your booking confirmation document you will find the scheduled times for return flights and transfers if included in the package. Flights may require changes. Timetables, routes and duration may vary up to the last minute. Voyamee will keep you informed of any possible changes to your trip. Timetables for return flights depend on the airline's timetable and may also take place early in the morning or late in the evening. Night flights are also available. We recommend that you consider the days of arrival and departure as travel days. Delays due to, for example, bad weather or overcrowded airspace cannot always be avoided.

### **Treatments and Services**



Trattamenti e servizi aggiuntivi possono essere riservati se anticipatamente richiesti: una prenotazione in loco non può essere sempre garantita. Alcune attività come ginnastica, yoga, training autogeno sono sempre offerte in gruppo, salvo diverse indicazioni. I trattamenti possono aver luogo, in casi eccezionali, anche nel caso in cui non abbiate ancora lasciato o occupato la camera il giorno di arrivo o di partenza.

### **Construction work**

If we are informed about any last-minute construction work that may have a negative effect on your stay, we will update you immediately. We will try to make



voyamee.com



every effort to offer you different solutions such as a possible replacement offer or a free cancellation.

### **Single rooms**

Double rooms are often for single use (see hotel description). Single rooms are normally limited and may differ from double rooms in location and furnishings. You have the right to stay only in the room type we have confirmed. The distribution of the rooms is the responsibility of the hotelier. A request regarding a specific room can be sent to the hotel as a non-binding request, but is therefore not guaranteed.





voyamee.com

## Flight - Online check-in



Many airlines offer the option of checking in 72 hours before your flight. This way you can confirm your presence on board and choose your seat comfortably and quickly.

## Flight times and changes





voyamee.com

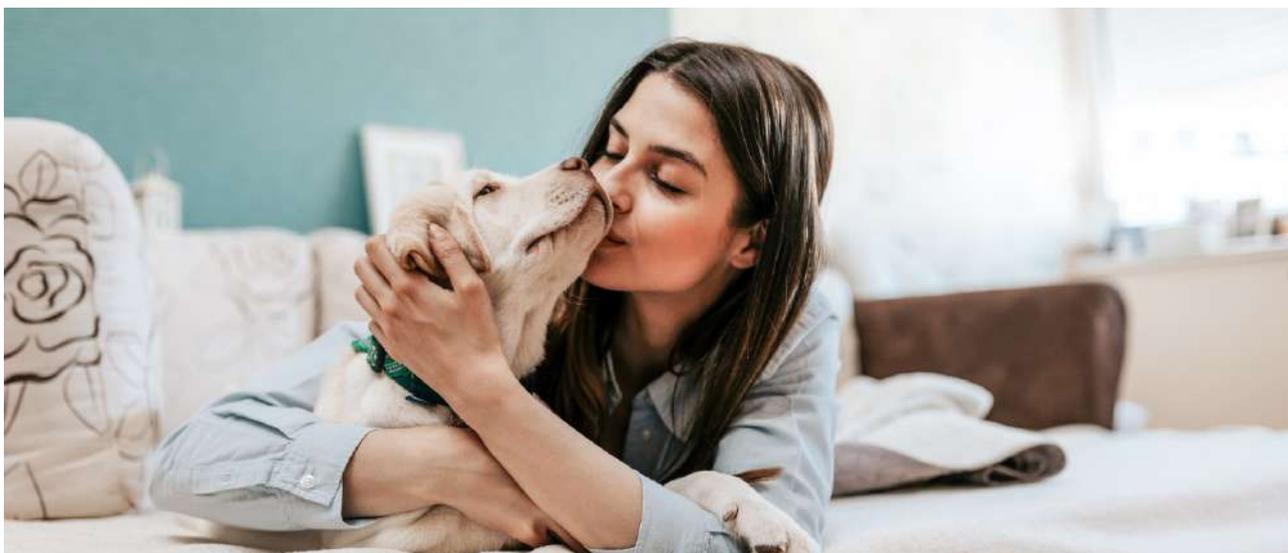
With Voyamee you will receive flight schedules together with your travel documents. However, as there may be last-minute time changes, we recommend that you check your timetables before departure.

### **International Travel**



Monetary arrangements for travel within and outside the EU. The European Commission asks travel agencies to inform their customers about the following rules for the import and export of money: Since 15 June 2007, all travellers entering or leaving the EU with a cash amount of €10,000 or more are required to declare it to the customs authorities in accordance with Regulation (EC) No 1889/2005. This initiative contributes to the work done at EU level to fight crime and improve security by severely curbing money laundering, terrorism and criminal activities.

### **Pets**





voyamee.com

Pets are not always allowed. It is always necessary to communicate in advance the presence of the same, and in case it is accepted, race / size / weight of the animal. Pets are not allowed in the dining rooms, restaurants, public areas, lifts, swimming pool, wellness & spa, etc.. Costs are to be paid on site.

### **Hotel & Air conditioning**



Hotels located in the city centre as well as hotels located in rural areas can be very noisy or less depending on the surroundings. The adjective "Quiet" in the hotel description refers to the geographical location. Particularly in large hotels, the possibility of noise and noise pollution caused, for example, by nightclubs should be taken into account. The improvement of hotel facilities may not be carried out immediately due to a lack of material or skilled labour.

Heating/air conditioning may be centrally managed, so it is up to the hotelier to choose whether to leave them temporarily on or off. In addition, the use of air conditioners can be noisy.



voyamee.com

## Classification of hotels



Since the concept of comfort is different in different countries, Voyamee has adopted the official classification of hotels in each specific country. This classification cannot always correspond to the standards of Italian hotels. In principle, the facilities and rooms are furnished and equipped as described on the website. Consular/diplomatic protection of EU citizens

EU citizens have the right to request consular or diplomatic protection from all other EU Member States if their country of origin is not represented by a consulate or embassy in the country of destination.

[https://ec.europa.eu/consularprotection/content/about-consular\\_it](https://ec.europa.eu/consularprotection/content/about-consular_it)

## Cures





voyamee.com

A cure always requires that you have a minimum of physical endurance. If you are in any doubt about this, we recommend that you have the treatment approved by your family doctor. You will be informed about possible contraindications that preclude the use of certain treatments and cures.

### **Tourist tax**



Any tourist tax is to be paid on the spot, unless otherwise stated in the description. The total amount refers to the printing period of the catalogue.



voyamee.com

### Customer service



If you have any questions or problems, please contact the hotel reception or Voyamee.

We are available from Monday to Friday from 9:00 a.m. to 5:00 p.m.

The office is closed on Saturdays and Sundays.

Tel. +39 351 900 3989

E-Mail: [Wellness@Voyamee.com](mailto:Wellness@Voyamee.com)

Web site: [www.Voyamee.com](http://www.Voyamee.com)

### Food





voyamee.com

Many hotels offer local and traditional cuisine. Breakfast is usually served as a self-service buffet and may not be very rich in some countries. Half board generally includes breakfast and dinner (buffet, fixed menu or à la carte). Half board courses start on the day of arrival with dinner and end with breakfast on the day of departure. In case of late arrival the hotel is not obliged to serve dinner.

### High and low season



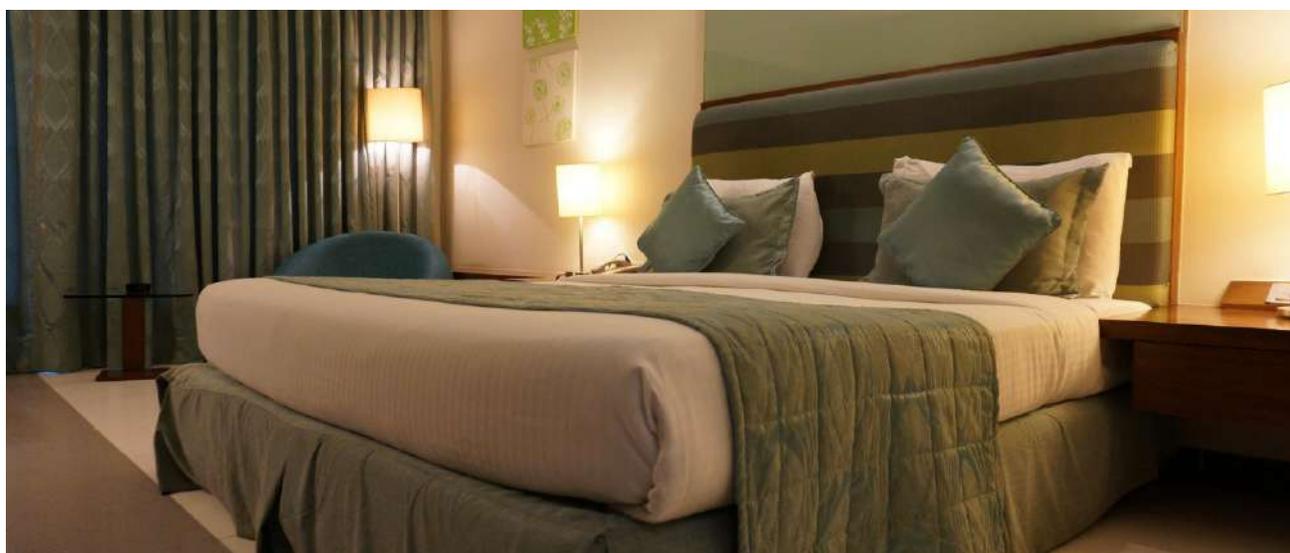
The period of low and high season is variable depending on the country and does not always coincide with our holidays. It is possible that in low season the hotel and the surrounding facilities, such as swimming pools, tennis courts, restaurants and shops, are only partially available. Required renovation work or other construction activities are usually carried out right in the low season. Some hotels are popular destinations for groups during the low season due to lower rates. Prices at season changes are calculated on a pro-rata basis.



voyamee.com

## Room description

In our room classification descriptions, we have adopted the same designation used by the hotel (e.g. Deluxe, Superior, etc.) in order to guarantee an error-free reservation. Obviously, a "Deluxe Room" in a 3-star hotel cannot be equated with a room of the same category in a 4 or 5-star hotel.



Nelle nostre descrizioni riguardo la classificazione delle camere, abbiamo adottato la stessa designazione utilizzata dall'hotel (ad esempio Deluxe, Superior ecc) in modo da garantire una prenotazione priva di errori. Ovviamente, una "Camera Deluxe" in un hotel a 3 stelle non può essere equiparata a una camera della stessa categoria in un hotel a 4 o 5 stelle.