

# Important information and general advice

**Please read this information carefully, it is part of our conditions. If you opt for a holiday in Sardinia, it is important that you'll travel with the right attitude to this island, which lies on the way to Africa. Accept the mentality of the local people and maybe you succeed to adapt for the duration of your vacation.**

**Arriving/Departure: every day of the week, if we have no loss of rent from that. You can move into the holiday homes from 3.00 pm, and you have to leave to houses until 11.00 am. Please note that with us you only pay the nights, not the day stay. House briefings in villas are possible until 11.00 pm.** □

**Rental period: the minimum stay is one week, daily extension is possible.** □

**To bring along: bed and table linen, towels, adapters, possibly coffee filter/filter bags and tea pot. Linen, towels and cots can be provided by reservation and against payment.**

## **The price situation** □

In our range there are villas and cottages with a relatively high price. Mostly due to the fact that these holiday homes are located directly on the beach or on the coast which is a very special and unique situation. Nowadays it is no longer possible to build private houses directly on the seafloor and the owners demand a high price for this situation. From a technically point of view some of the houses are not up to date. Please note as well that each house has another owner and therefore you can never compare the price-performance ratio of the individual houses among themselves. Very often a coveted position decides on the price. We ask you to communicate your demands about facility, equipment and location of a holiday home to us for this is the only way to give you good advice and to make you a satisfied guest.

## **Dogs** □

We can understand that you wish to bring your beloved pets for the holidays. This is even possible in some of the holiday homes, but a reservation is required in any case. There are many owners who does not accept dogs any longer and there are subsequent guests who complain on "smells". Meanwhile dogs are banned from almost all beaches and this is sometimes controlled. So it can happen that you have to leave the beach with the dog. In no case there will be accepted two or more dogs. Please take this into consideration when you are planning your holiday!

## **Our "service" on the spot** □

We try to please all of our guests. We'll help with problems as quickly as possible. But since our office is located in Tempio, we kindly ask to be appreciative, if our staff members are not available immediately, as the routes to the various holiday homes can vary in distance. We cannot provide you with the same service a hotel or a resort can. If you ordered bed linen and towels we will bring them to your house, but you have to change the beds yourselves. Private cottages are different one from the other and one or the other thing may be missing. Please be appreciative that our staff members won't drive 100 km due to a missing kitchen knife and even that for any problem emerging in the evening or on Sunday the remedy will be only the next morning.

## **The water** □

The tap water should be boiled before drinking it or you should use mineral water from the supermarket. Rainwater can often be missing for months, so the water supply may be restricted, we are not to bear responsibility for this. Similarly, it may happen that the local commune cut off the water occasionally, even on this we have no influence. The seawater is crystal clear and it belongs to the cleanest in the Mediterranean.

## **The beaches** □

There are milelong beaches or small, idyllic coves, framed by rocks. Almost every beach is public. Often there is no shadow on the beach, so make sure to bring a parasol with you. In the low season you may find plastic garbage and seaweed coming in from the sea on the beaches which have not yet been cleaned. Dogs are banned from most beaches. Meanwhile you find rental deckchairs and parasols in many beaches. Sometimes you have to pay parking fees.

## **The roads** □

In general the roads are quite good expanded but very curvaceous. The access roads to our holiday homes are often bumpy paths which can modify after each cloudburst. If this is of importance for you and your car (important for motorcyclists and lowered cars), please ask us before booking.

## **The fauna** □

Most houses are surrounded by gardens or macchia where the fauna is still intact. Here you will find ants, mosquitoes, spiders, beetles, field mice etc.. These animals do not make any difference between villas and simple country houses (possibly bring Autan with you).

## **The technique** □

As everywhere in the South you hardly will find a technical standard as you know from home. The installations are prone to interference. Please notice that the efficiency of the houses is max. 3 kW, so please avoid to put electrical devices which need much power as boilers, washing or dishwashers or hair dryers at the same time into operation. In many homes you won't find EU standards regarding the electrical lines. In some houses the water pressure may not be regulated optimally. The outflow pipes of the sanitation have a much narrower diameter as usual, so they can quickly block. Please do not throw any objects into the toilet bowl!

## **The Mediterranean style of construction** □

Many houses may be claudient. Limitations of roof terraces and railings of balconies often do not correspond to international safety standards, so please take care and look after your children. Houses located directly by the sea are permanently subject of weather influences. Plaster and paint can easily peel off, doors and windows may sometimes be warped, and frequently rust stains can be found. Strong temperature variations like day/night or longer persistent rains may create humidity in the houses, here you need to ventilate the rooms by yourselves.

## **Cleanliness and perfection** □

You won't find scrupulous cleanliness in any holiday home. The houses will be cleaned in a normal way before your arrival. Should something have been forgotten or have been missed, please report it immediately and it will be resolved. Crockery, kitchen equipment and appliances as well as outdoor grill must be left clean as this is not included in the final cleaning (General conditions 10.8). Perfection is not one of the most important things to the sardinian people, please remember that you are staying in a country with a different mentality, which is in his own way appealing and amiable.

### **Construction sites** □

Sardinia is about to be discovered. This means that in some places new holiday homes or hotels will be built. If we are informed about "active" sites we pay attention to not offer bordering houses. There are many opened construction sites, where the work can be suspended up to two years, thus there is no expectable restriction of our guests. It may happen that the neighbours of our sardinian homeowners decide to grow or to renovate their homes or to work in the garden. We have no influence on this! Similarly, we have little influence on the local communes, which may decide from one day to another to scarify road surfaces, to re-tar the roads or other noisy works. For these cases, we cannot accept any price reduction. Construction sites are to be expected particularly in the low season.

### *The noisiness*

You can find noisiness everywhere, in some places there are hotels or tourist resorts within ear- or eyesight, depending on the wind direction it is possible to hear animation or music. Holiday homes that are located directly on the beach probably have bars, restaurants, surf schools or other facilities nearby, which will produce noises as well. Predominantly in the north-west you will find big waves, which produce "noises". Other noise origins may be: barking dogs at night, chirping crickets, screechy gulls, tourists in the neighbourhood, who party all night and others who phone constantly and loudly with their mobile telephones. We can not influence or switch off these "noise sources" and we can't even accept any price reduction.

### **Basic equipment of the holiday houses** □

All the houses are private homes of Sardinian owners and are equipped according to their taste. Therefore our house descriptions refer to Sardinian conditions, which may not always correspond to English ideas. In general, in southern countries different standards are set and normally you may not find the usual perfectionism you know from home. We strive to give realistic descriptions, but want to point out that some concepts are "elastic" or can be interpreted and understood differently. In many houses there are additional devices such as TV, radio, iron, toaster, hood, hairdryer, etc. – we do not assume any responsibility for those devices and we can not guarantee that they always work. Should they be defective, you have no right to have them repaired or to reduce the price (except stoves, refrigerators, washing machines). Satellite TV are programmed at the beginning of the season and should not be adjusted. The employment of a TV engineer costs about 40 - 50 €, we have to pass these costs on you if the TV has to be reprogrammed for you or rather be re-set.

### **Outside** □

Almost all houses have outdoor showers and barbecue facilities. The garden furniture in general consist of a table, plastic chairs or benches, sometimes not very new. You rarely will find deckchairs and they do not belong to the basic equipment. Normally you won't find cushions on the garden furniture. All houses have either a terrace, a balcony or a garden. Many of the houses are located within "natural gardens" or wild land, which means they are not well-tended, there are no lawns and flowerbeds, but Sardinians nature with its flora and fauna is spreading instead. Barbecue facilities should be available in all holiday houses. Unfortunately, not everyone cleans the barbecue before leaving. Thus, the grilling racks mostly are used and optically not clean. Here, we recommend to use aluminized bowls. We kindly ask our guests to leave the barbecue facilities in such a way that even the next guest can use it.

### **The furniture in general** □

Again and again we hear from our Guests that they won't book holiday houses with "garbage furniture" – in fact there are actually flats with older furniture, and for some guests, according to their living standard, those furniture may be garbage. This is, however, a matter of taste. If you lay emphasis on new and modern furnishings, please ask us in advance. We want you to feel comfortable in your holidays and we will then recommend appropriate Houses.

### **The living/dining room** □

You will find a dining table with chairs, mostly a couch or chairs, cupboards and sometimes a fireplace (which can not always be fired). Often, the kitchen is integrated into the livingroom.

### **The kitchen**

The kitchens are equipped with a stove, usually with an oven. Most of the times you will find an extractor hood as well. The refrigerator has almost always a freezer. Crockery exists in sufficient quantity, but not necessarily in the same design. Little things like whisk, peeling knife, etc. may be missing, if required, please bring it with you or buy it on site. Cooking pots and pans are mainly teflon-coated and have almost always scratch marks, besides of being dented or missing handles. If dishwashers and washing machines are available, they are mentioned in the description, unfortunately there are no English manuals. Coffee machines and teapots are not customary in Sardinia and they are not available, you will find coffee cans for Italian espresso instead. You may bring your own facilities to make coffee or tea. If there are necessary items that are missing, please inform the Service office in Tempio. Should other utensils be missing or if they are shabby, you might buy new ones and leave them in the house, we will refund the costs after your vacation (please keep the bill and send it to us).

### **The bathroom** □

Almost all bathrooms are tiled and have always WC, bidet, sink and a shower, sometimes a tub. The showers in older houses often have only a curtain or the drain in the floor. Between the tile gaps there can be calcium deposits. If possible please use always the outdoor showers, if available, to wash away the sand from the beach and to avoid blockages.

### **The bedrooms**

The bedrooms have almost always wardrobes or commodes. The beds usually have good mattresses, normally with a protective cover. Please do necessarily use your own bed linen, otherwise you have to pay for the cleaning of the protective covers. Slatted frames are not common, most of the times you will find metal gratings, which may be prone to vibrate. Many Beds have metal bases. The blankets are quite thin, feather beds are not common. 95% of all double beds have continuous mattresses.

### **Problems** □

We hope that you will spend a trouble-free holiday, but if there should be any problem all the same, please refer immediately to the service office of Sardegna Verde in Tempio, you will find the telephone number on your directions. We want you to feel comfortable from the beginning on and we will do anything on the spot in order to ensure this.