

Hospitality Policy & Rules



The Hospitality Staff welcomes you

By welcoming you, the Hospitality Staff and all the associations' volunteers wish you a pleasant stay in our House, designed and built to host people who must enjoy the highest levels of peace.

In order to ensure a quiet and pleasant stay to everyone, we kindly invite you to follow some basic rules.

Room:



- * Please help us in keeping the room clean.
- * Please adjust the volume of the TV set and other devices in order not to disturb the other guests, especially during rest time: between 2pm and 3.30pm and after 10pm.
- * Unless agreed otherwise with the staff, please leave the room free between 10am and 12am in order to allow daily cleaning services and linen change.

Kitchen



- * *After each meal, please throw the disposable flatware away. Reusable flatware is not permitted*
- * *Please do not leave food in the kitchen. Keep it in the room fridge instead. The room fridge must be cleaned out at the moment of departure.*

Laundry:



- * *Please do not use the washing machine and the dryer after 10pm and before 7.30am.*
- * *Please do not leave your laundry unattended.*
- * *Please book washing and drying in advance by filling the form and indicating date and time.*

In order to ensure the safety of the structure and its guests, it is forbidden:



- * *To use gas appliances and/or naked flames*
- * *To smoke in any space, including the stairs and near the entrance*
- * *To keep animals in the room*
- * *To let strangers in or have guests (unless previously authorized)*
- * *To leave valuables unattended (ATCOM is not liable for any lost item).*

In general, we invite our Guests to use commonsense, be kind and cooperative; our staff and the volunteers are always available to address any question.

Some useful information

Healthcare



Healthcare is not provided within our structure. Guests who may need assistance must contact the Accidents and Emergency (A&E) Department inside the General Hospital.

In case of emergency dial 118 (Bologna Soccorso)

Shops

Shops located in Bologna are usually closed on Thursdays afternoons.

Supermarkets and shopping centres located in Bologna are usually closed on Monday mornings.

How to get to:

The Train Station (Piazzale Medaglie d'Oro):

- * *Bus n. 25 (from Via Massarenti)*
- * *Bus n. 27 (from Via San Vitale)*
- * *Bus n. 36 (from Via Palagi)*
- * *"Blue" bus n. 101 (from Viale Ercolani-stop: Porta Mazzini)*

Bologna Airport

- * *Bus BLQ (from the Train Station-Piazzale Medaglie d'Oro)*



We thank you for your attention. Each guest is free to contribute and support our project. Please contact the Secretary for further details.

Phone numbers



Reception: from Monday to Friday (9.00am -13.00am- 14.00pm – 16.00pm) Saturday (9.00 -13.00)

*** Phone and fax + 39 051 214 4765**

*** Email address: ospite.ta@gmail.com**

Urgent queries:

*** Phone:+39 333 4723916 (outside office hours)**

Emergency Telephone Numbers:

*** Police n° 113**

*** Carabinieri n° 112**

*** Fire Service n° 115**

Reception desk

*** From mobile phones: n°+39 051 636 4723**

*** From internal phone lines: n° 4723**

Parking

*** Via Zaccherini Alvisi n°12 n°+39 051392572**

*** S. Orsola-Malpighi Via Albertoni n°5 n°+39 051300147**

Taxi

*** Sant'Orsola taxicab stand (wing 11) n° +39 051300740**

*** Via Albertoni taxicab stand n° +39 0516364983**

*** Radio Taxi Service n° +39 0514590 n°+39 051372727**

ENJOY YOUR STAY!