



GENERAL INFORMATION

- Check in is from 3 pm to 7 pm. We charge extra fee for later check in.
 - Please inform us at least two weeks before about your arrival time in Arancera so we can organize our whole staff to be there to welcome you.
 - It's neither possible an early check-in nor luggage deposit. Exceptions can be done depending on our calendar.
 - We kindly ask our guests to send us their passports in advance via Whatsapp/email in order to speed up the check in procedures at their arrival.
- Check out is within 10 am and before the departure we do a tour of the apartments and return of the keys. For every key loss, we charge € 50,00 + VAT.
- Directions for finding the villa: <https://maps.app.goo.gl/hixUaj3NoDgVADgH6>.
- Arancera has an internal unattended parking lot for around 10 cars.
- Before your arrival, for any information your guests can either write us directly or go through you first. Moreover, a couple of days before your arrival we create a Whatsapp chat where we can be in contact for anything you may need during your stay. And you can add whoever you want.
- Since the bell at the gate is not connected to the apartments, please give your phone number to both guests not accommodated at Arancera and to vendors, wedding planner, photographers, etc. in order to get in.
- Arancera is located in the countryside, but just five minutes driving there is a big supermarket (Esselunga Marlia) that is open every day, also on Sundays.
Herewith our guide to Lucca - where to eat, drink, play & parks
<https://goo.gl/maps/iBRMNRewK1VkSpsj6>.
At Arancera you can buy our extra virgin olive oil, our home-made jams in seasonal flavors and wines.
Ask for our wine list.
- In the area there is a limited offer of public transportation including buses and taxis, we strongly suggest to rent cars or book transports in advance.

QUICK RULES

- It's forbidden to smoke inside the apartments.
- On arrival guests will receive one master key per bedroom: this key will open their own bedroom door and all doors on the ground floor of their apartment. Please lock always all doors (both bedroom door and doors on ground floor) and windows and bring the bedroom key with you anytime you leave your apartment.
- In case the client and his/her guests are attending a wedding or events happening outside Arancera, we kindly ask the client and guests to lock windows and doors and bring the master key with them. In these occasions, we do a safety tour and lock anything we find unlocked, and if guests don't have the key with them, they won't be able to enter back in their apartment. For every call done after 8 pm to open doors, we charge € 50,00 + VAT per service.
- Recycling of the waste: please follow the indications written on the waste bins in your kitchen. Outside the main gate, on the right side, there is a waste collecting area where you can empty your bins. Please use only the containers that have ARANCERA written on them. Any fine related to waste management will be paid directly from the clients responsible.
- Please ask Arancera's staff to open/close the umbrellas.
If you need to open/close the umbrellas, never open/close them by raising or prying the side wings, but only by sliding the central cone along the pole.
- Keep music at low volume after 9 pm.
The swimming pool is open from 8.30 AM – 8 PM. Do not leave children alone in the pool area. Close pool area gates in the evening. Please put back the feet shower in the lavatory. Glass is not allowed in the pool area: please use the plastic cups provided in each apartment. Lawn robot in the pool area: you can move sunbeds during the day, but please put them back at night as the robot will crash into any object not in the proper position.

APARTMENTS FACILITIES

- Free wifi connection
- Air conditioning
- Heating
- Lavazza coffee machine
- Kettle
- Toaster
- Dish washer
- Washing machine
- Iron and iron board
- Drying rack
- Hair dryer

We provide an initial supply of:

- Coffee caps
- Dishwasher tablets
- Dish detergent
- Laundry detergent
- Paper towel for kitchen
- Waste bags
- Toilet paper rolls

Contacts us through the following channels:



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