

# VILLA E PALAZZO AMINTA

## INFORMATION DIRECTORY



The Villa e Palazzo Aminta is located on the shores of Italy's Lake Maggiore. Dating back to the early 20th century, the property has very much retained the atmosphere of a private house. The owners take pride in the warm hospitality and service provided from the moment you step into the opulent lobby with its Murano glittering chandeliers, Venetian flooring and marble columns.

This elegant hotel has 70 rooms all of which offer a high level of comfort and have private balconies or terraces, with garden or lake views. Part of the Leading Hotels of the World group, Villa e Palazzo Aminta also has wonderful facilities including a bar, sun terrace and two restaurants. I Mori has lake views and serves classic Italian dishes and Le Isole is the elegant main restaurant which offers al fresco dining when the weather permits. There is also a private beach area, an attractive on-site spa and fitness centre.

However, the hotel's greatest asset is its position. Situated in the most beautiful lake area, it is ideally placed for day excursions to some of the loveliest islands, gardens and villas of Piedmont. The hotel is located a five minute drive from the centre of Stresa and a complimentary shuttle bus is offered at regular times throughout the day. Alternatively, you can take a 30 minute walk (*please note that the walk does require walking on the main road for around 10 minutes before accessing the lakeside*).

### HOTEL INFORMATION

#### ADAPTORS

A limited number of adaptors can be obtained from Reception, located on the ground floor of the hotel. These should be returned to Reception at the end of your stay.

#### ADDRESS

Via Sempione Nord, 123 28838 Stresa (VB) Italy.

#### AIR-CONDITIONING

Air-conditioning is available in all rooms and public areas of the hotel.

#### BEDDING, BLANKETS & PILLOWS

The Housekeeper will be pleased to provide extra pillows, blankets, towels and sheets upon request. Please advise Noble

Caledonia in advance if you require non-feathered bedding.

#### COMMUNICATIONS

If you wish to contact the hotel please call +39 0323 933818. This is an Italian number so calls are charged at an international rate. There is a phone in your room, which has access to an outside line. You can make room-to-room calls free of charge (see section on Telephone Calls). You can contact the hotel by email at [info@villa-aminta.it](mailto:info@villa-aminta.it). There is a Business Centre at Reception where a computer and printer may be used free of charge.

#### DAILY PROGRAMME

Your Tour Manager will confirm the following day's arrangements as well as any specific

information about the day's activities the previous evening.

#### DIETARY REQUIREMENTS

If you have any dietary requirements such as vegetarian, low salt, gluten free or low cholesterol, please notify the Reservations Department at Noble Caledonia. We regret that not all dietary requests can be guaranteed. If you have any specific or special foods that you require we recommend that you take some with you although the hotel will endeavour to accommodate your needs. Once you have checked in to the hotel, please speak to the Chef to reconfirm your requirements.

#### DINING & DRINKING

Breakfast and dinner will be served in the

Le Isole Restaurant. Mealtimes will be advised in the Daily Programme to fit in with the excursion arrangements each day. The bar will be open each evening before and after dinner, featuring a wide variety of local and international drinks.

#### DOCTOR

Please contact Reception should you require a doctor.

#### EMERGENCY PROCEDURES

In the unlikely event that an emergency should occur during your stay, we ask that you remain calm and follow the instructions of the staff. We request that as soon as you enter your room, you carefully read the safety instructions fixed on the inside of the room door. Guests with disabilities, including impaired sight or hearing should advise reception on arrival, so that special attention can be given in the event of an emergency.

#### END OF STAY QUESTIONNAIRE

We are always looking for ways to improve our holidays and the services provided and in order to do this we welcome feedback from our guests. Your comments are important to us therefore we request that you complete the questionnaire that will be provided to you by your Tour Manager.

#### GRATUITIES

Gratuities have been included in your holiday price.

#### LAUNDRY SERVICE

A laundry and dry cleaning service is available in the hotel. Laundry bags and a price list can be found in the wardrobe in your hotel room. Please fill in the laundry list and leave it together with the bag of items to be laundered on your bed to be collected.

#### LIFT

There is a lift in the main Villa Aminta which services all floors.

#### LOST PROPERTY

Before you check out, please check your hotel room to ensure you do not leave anything behind. If you discover you have left any items behind, please contact Noble Caledonia or Villa e Palazzo Aminta. If we are able to recover your item(s) we will contact you to arrange delivery or collection and to advise of any associated costs.

#### ROOM ACCOUNT

All guests will have their own "room account" once credit card details have been

given to Reception on arrival. This allows you to sign for any expenses and then settle your bill at the Reception Desk at the end of your stay. Prices are shown and charged in Euros. Your room account can be paid by credit card (Visa, MasterCard or American Express) or cash (Euros).

#### ROOMS

Villa e Palazzo Aminta has a total of 70 rooms and suites which are located across five different floors. All have private balconies or terraces with garden or lake views and each room has been carefully designed with its own colour scheme and decorated with rich fabrics and Italian furnishings.

The rooms are equipped with Jacuzzi bathtub with shower, single or double sink, goose down quilts, safe, hairdryer, pillow menu, direct phone line, satellite TV and 24-hour room service. The hotel also has a limited number of Deluxe Lake Side View rooms with walk-in shower.

As the hotel is on a relatively busy lakefront road some traffic noise may be experienced in the lake view rooms though the views are simply wonderful.

**Superior Garden View:** The superior rooms measure approximately 22 square metres and feature a private balcony or terrace. They are located at the rear side of the hotel with beautiful views over the gardens.

**Deluxe Lake Side View:** These rooms measure approximately 22 square metres and feature a private balcony. They are located at the side of the hotel with a side view of the lake and the Borromean Islands.

**Deluxe Front Lake View:** These spacious rooms measure approximately 26 square metres and have a private balcony with magnificent views over the lake and the Borromean Islands.

#### SAFES

All rooms have an electronic safe which can be programmed with a personal code. Should you require any assistance please contact Reception.

#### SMOKING POLICY

Villa e Palazzo Aminta offers a smoke-free environment. Smoking is only permitted outside of the hotel and the hotel kindly requests that smokers take the comfort of other guests into consideration.

#### SPA & FITNESS

The property's Spa features a Turkish bath,

hot tub and a number of rooms where treatments such as detox scrubs, wraps and Zen Shiatsu massages can be enjoyed. There is also a well-equipped fitness centre on-site. Complimentary bike hire is also available.

#### TELEPHONE DIRECTORY

Calls to other rooms can be made free of charge by dialling the room number. You can make an external telephone call from your room. Lift the handset and press 0 to obtain the line. Enter 00 for international calls then the country code and the city code without zero (0) followed by the telephone number. Example for UK: 0 00 44 (0) + phone number. Costs are available from Reception and charges are billed to your room account.

#### TOILETRIES

A range of complimentary toiletries can be found in your en-suite bathroom.

#### WATER

All of the rooms have mineral water provided which is refilled daily. In an effort to reduce plastic usage we recommend bringing a separate refillable bottle to take with you on excursions.

#### WI-FI

Complimentary Wi-Fi is available throughout the property.



*Please note: These details should be used as a guideline only. Information is subject to change.*

## NOBLE CALEDONIA

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