

## Casa Terrazza

Lucignano, Toscana

### House information:

Here is some information to ensure that your stay at Casa Terrazza is enjoyable.

**Central Heating:** If you wish to use the central heating system, please turn the wall-mounted thermostat controls to about 20- 22C. The system has two thermostats/zones, one on primo piano and one on piano secondo. During the day, you will probably not use the upper level (bedroom) heating. Each heating fan unit has an individual control to adjust specific room temperature. For effective use of the central heating, ensure all exterior doors and windows are shut. Due to the high costs of energy in Italy, gas usage is an additional charge. At check-in the gas meter will be read in your presence. At the end of your stay, the meter will be checked again and the usage charge (to be paid in cash to Lolita) will be worked out. The rate is € 1/mc. If the lower apartment is occupied during your stay, an adjustment to the gas charge will be made.

**Ceiling fans:** all bedrooms have ceiling fans with controls on the light switch. Press the round button to start, and turn to adjust speed.

### Power Supply:

Casa Terrazza and the lower apartment are connected to the same power supply. The Italian power system limits the total power accessed at any one time. Fortunately, Casa Terrazza has double the normal rating (6 kilowatts), however, if you exceed this level by having many appliances on at one time, the power will cut out. It can be reset very simply just by flicking up the 3-linked black switch on the electricity meter just by the main entry door. Before doing so, remember to turn off one or more major appliances (dishwasher, washing machine, toaster, iron, etc).

**Garbage collection:** Put out garbage by the front door for collection before 9am on Saturday, Monday and Wednesday. Recycling (in the provided bags), is collected Tuesday, and Friday.

**Internet, wifi:** Free wifi is available. The password is: Stuart2014

Please note that the internet does not have capacity for video streaming and large downloads. Please ensure that the internet modems both in the living room and in the attic room remain on and are not moved as the lower apartment also accesses the same wireless system.

**TV:** The TV is connected to Italian free to air digital TV. The TV has been set up so that any TV programs that are originally in English are often available in English at the TV. Not all Italian TV channels transmit in this way, so you need to channel surf to find programs in English. I often find that movies on channels 22 & 23, TV on channel 30 and channel 50 are transmitted in this way. But other channels do it as well, but not for all shows. Channel 69 Radio Capital, is an interesting TV channel that transmits 60's 70's 80's music videos (all English).

**Washing machine:** The washing machine operation is self-explanatory, just remember to use detergent suitable for front-loading washing machines. You will find a clothes line in a small niche in the wall of the terrace. This line is hooked onto an iron wall hook in the far corner of the terrace and the other end is tied to the shutter door hinge diagonally opposite. To dry clothes when it is raining outside, you can use the folding line located behind the laundry door.

**Dishwasher:** To operate the dishwasher, first insert dishwashing powder or a tablet, then press the power button on the far left. Set the program by pressing the small button on the right (I normally set to Eco 50). Then press and hold for a couple of seconds the small button on the far right, and the dishwasher will start.

**Outdoor Umbrellas:** Please ensure that the umbrellas are closed when left untended, a gust of wind could cause the umbrellas to move and cause damage to them and nearby windows.

**Contacts:** Lolita Bonsi on 338 6116726. If you want extra laundry or cleaning services, please contact Lolita and she will make a special arrangement with you. She speaks good English (and Italian).

**Check-in and check-out times:** Check-in: 2.00pm Check-out: 10.00am

**Before you leave:** Wash pots and pans, load and start dishwasher. Please return indoor and outdoor furniture to its original position.

**Keys:** When departing, leave the keys on the fireplace mantelpiece, pull the doors shut behind you.