

# Manual

Villa “La Luce”  
Contrada Donnagnora  
72017 Ostuni, BR

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# 1 IMPORTANT TO KNOW

## 1.1 Safety

Hospitals nearby:

**Ass. La Nostra Famiglia Irccs  
'E.Medea'**

Via Coletta 5/7  
72017 Ostuni  
0039 0831 349 111

**Hospital Brindisi (Best hospital)**

Ingresso ospedale antonio perrino  
Str. Per Lo Spada 5  
72100 Brindisi  
0039 0831 536 111

## 1.2 Emergency numbers

- ° Ambulance: 118
- ° Police: 113
- ° Firefighters: 115
- ° Violence and/or stalking: 1522

## 1.3 Nearest pharmacies

**Farmacia De Nitto**

Piazza Giacomo Matteotti 47  
72017 Ostuni

**Farmacia Santoro Dr. Giuseppe**

Via Papa Giovanni XXIII, 61-67  
72017 Ostuni

**Farmacia Calamo Specchia Dr. Ssa Adele**

Via degli Emigranti 5  
72017 Ostuni

## 2 PAYMENT DETAILS

♦ Payment rental price:

**IBAN: BE35 0689 3434 3837**

Description: Name + rental period

♦ Payment security deposit:

**IBAN: BE58 0882 8805 9679**

Description: Name + rental period

→ The security deposit will be transferred back within 14 days after check out, if there is no big damage and after calculation of the electricity use.

Every damage will be communicated by e-mail to the person responsible for the booking.

### 2.1 How to reach the villa

After receiving the security deposit (at least 14 dagen before check in), you will receive an mail with the detailed route description to reach the meeting point with the hostess.

She will guide you to the villa.

### 2.2 Welcome guide/ manual

With the route description you will also receive a “Welcome guide/ manual” with several tips & tricks about the villa, nice addresses, places to visit,...

### 3 PAYMENT CONDITIONS & ‘HOUSE RULES’

All these conditions are for villa “La Luce”  
Contrada Donnagnora in 72017 Ostuni.

#### 3.1 Reservation

You can make a reservation by sending us an e-mail ([lore@villalaluce.com](mailto:lore@villalaluce.com)).  
We will confirm your reservation within 24 hours.

Your booking is confirmed when the deposit has been paid (30% of the total amount). **When you pay the deposit, you agree with the general conditions, payment conditions and house rules.**

The rest of the rental price has to be paid **two months** before your arrival.

When your arrival date is within two months after your reservation, the complete amount has to be paid with the booking.

The security deposit must be paid 14 days prior to your arrival.

**We have the right to cancel your reservation when the payment deadlines are not respected. You will not receive a refund of the deposit when we cancel your reservation when the payment deadlines are not respected.**

After payment of the full amount for your stay, you will receive the route directions and Welcome guide/ manual for the villa.

#### 3.2 Canceling your stay

When you decide to cancel your stay, you owe us a compensation:

- ◆ Up to 2 months before arrival date: 70 percent of the total rent.
- ◆ Within 1 month before arrival date: 100 percent of the total rent.

*We recommend travel insurance, to protect you for unforeseen circumstances.*

### 3.3 House rules

The villa has been decorated with care and love and should also be inhabited with care.

#### **Animals are not allowed.**

The relevant contract has been concluded for the specified period.  
The tenant is not entitled to the villa outside this period.

All objects present in the villa remain the property of the landlord.

The villa is offered in a clean condition and must be vacated as such.

### 3.4 Check-in/out

Access to the domain before 4 pm and after 8 pm is not allowed.

We do not allow early arrivals or late departures.

The entire domain and the villa are completely cleaned / prepared for each guest. It takes time to prepare everything according to your wishes.

Check-in: between 4 pm and 8 pm

Check-out: 10am

Upon arrival you will be welcomed by our Italian hostess.

She will ask for confirmation of booking and payment, along with your identity details. She speaks English and Italian fluently.

You will receive the keys to the villa and the code for the alarm.

She will also give you extra - useful - information about the house and its surroundings.

For the final cleaning € 200 is charged, this is to be paid in cash to the hostess at check-in.

## 4 RENTAL CONDITIONS

All these conditions are for villa “La Luce”  
Contrada Donnagnora in 72017 Ostuni.

#### 4.1 Villa information

Adress of the villa:	Our hostess – your contact during your stay:	Your contact before and after your stay:
villa “La Luce” Contrada Donnagnora 12017 Ostuni	Merilyn +39 331 639 2151	Lore lore@villalaluce.com

#### 4.2 Use of electricity

To minimise power outages in the south, La Luce is equipped with solar panels.

The rental contract is only available **during the period** that you have booked the villa. At no time outside this period can the property be accessed or visited.

#### 4.3 Final cleaning

We will charge € 200 for the final cleaning, paid cash at your arrival.

If you want extra cleaning during your stay, you can ask the hostess.  
If there is an accidental spill, let us know and we will provide you with extra linen (to be paid extra). Please do not use any cleaning products. This goes for the kitchen and the furniture all over the house as well.

You can always call the hostess, if you don’t know what to do.  
She will gladly help you out.



#### 4.4 Leaving the villa (after your stay)

When leaving the villa, you will leave all keys and remote control of the gate to the hostess. In case of loss of the (safety) keys, or remote control of the gate or AC, a sum of € 200 will be deducted from the guarantee/deposit.

Please:

- Make sure that the dishes are done, and that the dishwasher is empty.
- Make sure that the garbage cans are emptied out.
- Do not leave food behind in the fridge or closets or rooms.
- Make sure that all drawers and closets, in all rooms, as well as all kitchen utensils, are clean, as you have found them.
- In case of damage, please inform your hostess.

Please leave the villa as you have found it; in perfect condition, and all in place.

## 5 GENERAL CONDITIONS

### 5.1 Furniture and decoration

All items in the house, as well as the household appliances and kitchenware were purchased and collected by us. If you are interested in any of them, you can always contact Lore (lore@villalaluce.com), she will be happy to tell you where can purchase them and give you further information.

Please report any damaged or missing items to your hostess.

### 5.2 Owner Liability

The owner of the property and the staff are never responsible in any way:

- For any personal injury within the property or its grounds. This includes the use of the pool.
- For any loss or damage to the guests' valuables or personal items. You are encouraged not to bring valuables to the property.
- Theft

You are obligated to provide the gardener and pool staff access to the property.

**The responsibility for children is always with the adults who rent the villa.**

Minors should always be supervised in and outside the house, and should NEVER BE LEFT UNSUPERVISED BY THE POOL.

### 5.3 Leaving the villa (during your stay)

When you go out and leave the villa, always make sure that the parasols are closed (as well as at night, as fierce winds may harm them).

Make sure that all windows and doors (and blinds) are locked and that the alarm is activated.

The gate will close automatically (don't forget to take your remote control!)

#### 5.4 Animals

Animals are not allowed on the premises.

#### 5.5 Smoking Policy

Smoking in the villa is absolutely prohibited.

When you are a smoker, we ask you to smoke outside and throw away your leftovers in the ashtrays outside.

## 6 ADDITIONAL INFORMATION

### 6.1 General

#### 6.1.1 Circuit blockers

The hostess will show you where the “circuit blockers” are situated. The water pumps can, in case of an interruption in the energy circuit, switch on the “safety mode”. You can press the red ‘reset’ button to reboot the pumps.

#### 6.1.2 Heating

- ° The airconditioning can provide you with cold and hot air. With the remote control you can switch on the airconditioning.
- ° In the low season, when the weather can be more cold, the house is equipped with floor heating. This is installed in the whole house.

#### 6.1.3 Children

Please avoid giving small children markers (even washable), biros or pens that could end up marking and colouring the furniture, linen or walls.

Minors should always be supervised in and outside the house, and should **NEVER BE LEFT UNSUPERVISED BY THE POOL.**

The owners and its staff can never be held responsible for accidents on the premises.

#### 6.1.4 Groceries

Within a 10 minute drive from the villa, you can find three stores:

- ° **Famila** - Via Pietro de Laurentis, 72017 Ostuni BR
- ° **Simply** - Via Pietro Nenni 1, 72017 Ostuni BR
- ° **Eurospin** - Via Avvocato Giuseppe Tanzarella, 72017 Ostuni BR

## 6.2 Living Room

### 6.2.1 WiFi

Feel free to use the WiFi network in the house.

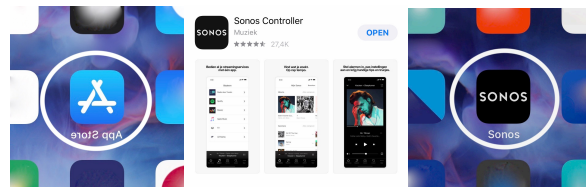
- Name: Tenda
- Password: welcome8

The use of the internet during your stay, is your own responsibility.  
The internet activity is linked to your own IP-address, illegal downloads are not allowed.

### 6.2.2 Music

You can play your favorite music with the SONOS speaker in the living room. The speaker is connected with the WiFi network and can be used with the SONOS- app (see further instructions)

- APP store → SONOS controller
- Download the SONOS controller app (for free!)
- After installation, open the SONOS controller app on your smartphone
- Choose your favorite music with your playlists/ radiostation



### 6.2.3 Fireplace

During your stay, you can enjoy the fireplace.

Place make sure the carpet is folded away, so the fire sparks can't do any damage.

## 6.3 Kitchen

### 6.3.1 Kitchen tools

The iron pans in the kitchen are the perfect tools to cook the most delicious meals.

We want to bring to your attention that the handles can get hot, so we advice you to use the oven gloves.

The kitchen is very well equipped, take your time to discover all possibilities in the kitchen.

### 6.3.2 Kitchen linnen

Kitchen towels, cloths and a sponge can be found underneath the sink.

### 6.3.3 Herbs

Pepper, salt, olive oil,... are available.

Outside the villa, there is also a small “herb” garden, where you can pick anything you like.

### 6.3.4 Dishwasher

There are tablets for the dishwasher available in the kitchen.

When correctly used and fully filled, the dishwasher will use less energy. Please keep that in mind.

### 6.3.5 Fridge

There is a large fridge in the kitchen.

### 6.3.6 Kitchen counter and sink

The kitchen counter can only be cleaned with a soft cloth and the right cleaning products, you can find them under the sink.

It's prohibited to throw fat residue in the sink.

### 6.3.7 Trash

In Italy it is also obligated to divide/ sort the trash.

The hostess will show how to do this correctly  
(‘carte’ – paper/ ‘vetro’ – glass/ ‘umido’ – organic trash/ ‘indifferenza’ – other)

## 6.4 Bedrooms

### 6.4.1 Airconditioning

The airconditioning in the couple bedrooms is behind a small door. For efficient use you leave the door open when the airco is switched on.

## 6.5 Bathrooms

### 1.1.1. Hot water

The water is heated with solar panels on the roof, this means that water is heated during the day and not during the night.  
Please don't use large amounts of hot water at the same time.

### 1.1.2. Hair dryers

There are two hair dryers available, one in every bathroom.

### 1.1.3. Bath linen

Bathrobes and towels (large, small and extra small) are available and will not be changed in one week.  
The washing machine and dryer are at your disposal.  
If you want fresh bath linen, you can ask our hostess. (to be paid extra)

## 6.6 Laundry Room

The laundry room is below the house, the appliances are easy to use, preferably during the daytime, in the summer clothes and bed linen can dry outdoor. Towels are best dried in the dryer.

There is an iron and an ironing board in the laundry room.  
For special laundry services, please contact us.

## 6.7 Garden and pool

### 6.7.1 Garden and Trullo

The garden, on a mountain side, is surrounded by dry stone walling, young children (-15 years old) must at all times be supervised while in the garden.

**There is an ancient Trullo on the property. It is prohibited to enter, or to climb it.**

### 6.7.2 Glasses

In the pool area we ask to use the carbon glasses at all times. For everyone's safety are the regular glasses not allowed in the pool area.

Use of glass containers (glasses, bottles...) or anything that could be a risk to people around the pool are strictly prohibited.

### 6.7.3 Use of the pool

The pool has a depth of 90 cm to 140 cm.  
There is a jacuzzi zone on the left hand side.

To prevent injury, it is prohibited to run around in the area surrounding the pool, or to climb the far side and edge of the infinity pool.

Take caution to the steps when entering and exiting the pool. Minors should always be supervised.

Diving is prohibited!



Please let in the gardener and the man who cleans and services the pool,  
enter the domain, agreements about date and time are made.

## 6.8 The safaritent

Next to the villa we installed a cosy safari tent as extra sleep and relaxing space for our guests.

There is no electricity in the tent, all electronic devices are wireless and can be charged in the villa at any time.

The Fermob-lights can deliverd the kind of light you like the most, just with a few clicks:

- ° One click: ON/ 100% cold white light
- ° Double click: 100% neutral white light
- ° Click three times: 50% neutral white light
- ° Click four times: Candlelight effect
  
- ° Click five times: OFF

The USB wires to charge the lights are available for you.

**It's not aloud to use any candles or fire in the tent!**

## 7 ENVIRONMENT & RESTAURANTS

### 7.1 Things to see and visit

#### 7.1.1 Ostuni

Ostuni is an Italian city in the province Brindisi, region Puglia (Apulia) “La Citta Bianca” is situated on a hill, approximately 8 kilometers from the Adriatic Coast. The city got this name from the typical white color of the houses and other buildings.

At the highest point of the city, you will find the cathedral with the colorful majolica dome. Here you also have the best view over the seaside. The city is surrounded by giant olive orchards and authentic trulli.

#### 7.1.2 Carovigno

Within a 10 minute drive you will find the charming Carovigno, where you can enjoy delicious coffee and a lovely dinner.

You can also find fresh ingredients to cook your favorite meals at the villa, vegetables and fruit, meat and fish and fresh bread.

You can also buy freshly prepped Pugliese dishes.

#### 7.1.3 Torre Guaceto

The nature domain of Torre Guaceto, a lovely piece of mediterranean coast with protected fauna and flora, is an absolutely ‘must-see’ when you love biking and hiking.

#### 7.1.4 Valle d’Itria

Within a 20 minute drive you will find the Valle d’Itria with several beautiful cities: Ceglie, Cisternino, Martina Frana, Locorotondo en Alberobello (very known for its authentic trulli).

#### 7.1.5 Discover the South of Italy

Nearby cities Polignano a Mare, Monopoli and Lecce are also worth a visit.

Only 98km from Ostuni you can find the beautiful city Matera, this city was the Cultural Capital of Europe in 2019 and is absolutely worth the drive!

## 7.2 Restaurants

### 7.2.1 Pausa Café

With Davide and Patricia you can relax for a delicious Pugliese lunch, an amazing glass of wine or a fresh made cocktail.

### 7.2.2 Dish Restaurant

Lunch and dinner with a magnificent panoramic view at the old city and sea is possible at Mimmo's place, Dish Restaurant. Here you can enjoy very fresh and sophisticated dishes with delicious wine.

### 7.2.3 Opera Prima

Refined Italian cuisine in a modern setting close to the historic center of Ostuni can be found at Opera Prima.

Weather permitting, you can also enjoy a delicious meal and panoramic sea view outside.

### 7.2.4 Il Solito Posto

A little outside the historic center, you can visit Il Solito Posto all year round. They, unlike many downtown businesses, do not close in the "off" season.

### 7.2.5 Taverna della Gelosia

Here you can enjoy a lovely meal in a unique and intimate setting.

### 7.2.6 Da Turicchio (Santa Sabina)

At Carmen's bar/ restaurant Da Turicchio you can taste amazing fresh seafruits and homemade pasta. For dinner you can also eat delicious pizza. For the dessert lovers, the homemade ice cream is absolutely worth to try!

### 7.3 Beach

The sea is nearby, a 20 minute drive brings you to the beautiful beaches on the Adriatic Coast. At the seaside you can find public beaches and Lido's (these are 'private' beaches with sunbeds, umbrellas and supervised parking).

We wish you a relaxing stay  
and amazing holiday in Villa La Luce!

