

## **OUR FAQ**

### **STRUCTURE**

#### **What time can we arrive the first day?**

We guarantee the delivery of the room from 15:00 until 22:00.  
Late check-in is at least 24 hours from the day of arrival and is subject to a surcharge.

#### **What time should I leave the room on the day of departure?**

Check-out must be done by 11:00 am. Late departures are to be agreed with the reception within 24 hours of departure and include a surcharge.

#### **How far is the hotel from the pier to the Borromean Islands?**

Hotel Fontana is just a 5-minute walk from the pier to the Borromean Islands.

#### **How far is the hotel from the Mottarone Funicular?**

Hotel Fontana is just 5 minutes walk from the departure of the funicular that goes up to the Mottarone.

#### **How far is the hotel from downtown?**

Just cross the street and you are immediately on the beautiful lakeside of Stresa and with a quiet walk of only 10 minutes you will arrive in the center (about 800m).

#### **How far is Stresa Train Station?**

7 minutes walk and you arrived at the Hotel (500m).  
But if you have heavy luggage you can always book a taxi and in just 2 minutes takes you to the hotel.

#### **How far is the nearest beach?**

The nearest public beach is a 3-minute walk from the hotel.

#### **What else can I do and/or visit in the area?**

There are many things to see and do between Lake Maggiore and Val D'Ossola.  
We recommend that you visit the "Surroundings" section of our website so that you can get an idea of the wonders that surround us.

## **RESERVATIONS**

#### **How can I request a quote without reservation?**

It's very simple and fast, you can do it directly from our site by filling out the form at the bottom of each page by sending an email, contacting us by phone.

When you send us your request for a quote do not forget to indicate the dates in which you would like to stay, the number of people (in case of minors remember to tell us how old they are) and any other special requests (eg: balcony, terrace, high floor etc)

### **How can I pay for my stay?**

In case you are asked for a deposit this will be paid by bank transfer, while the balance of the stay must be made on site with credit card Visa, Mastercard, Amex, Maestro or ATM or cash.

### **SERVICES OF THE HOTEL**

#### **Is parking available inside the hotel?**

Hotel Fontana has a large private car park inside the hotel park.

#### **Is there any luggage storage available at the hotel?**

You can leave your luggage at the reception. The service is free of charge.

#### **Is Wi-Fi free?**

Yes, in our hotel you can enjoy free Wi-Fi both in the rooms and in the public areas.

#### **Is there a bar in the hotel?**

Yes, the hotel has an in-house bar that runs from 7:30 to 23:00.

#### **Is the hotel wheelchair accessible?**

Yes, absolutely. The hotel is wheelchair accessible

We have access to the hotel via a convenient ramp and a room dedicated to them without architectural barriers and recently renovated.

#### **Do you accept animals?**

Yes, the Hotel Fontana is pet friendly as long as the animals are small, there is respect for the rules of civic sense and your friend is never left in the room alone for any reason, neither by day nor by night. They must always be kept on a leash both inside the hotel and in the park. They are not allowed in the breakfast room/ bar, but you can request to book a table on the veranda.

#### **Where can I rent a bicycle?**

Hotel Fontana has 2 mountain bikes available from 08:00 to 18:00 for half day or full day. They must be booked in advance, they provide a rental fee and for the reservation it is necessary to provide a credit card as guarantee. The rental includes: helmet, odometer, drilling kit, padlock.

## **SERVICES OF THE ROOMS**

#### **Is there air conditioning in the room?**

Yes, of course all rooms are air-conditioned.

#### **Is there a safe in the room?**

All rooms are equipped with a safe that you can use for free.

#### **Is there a minibar in the room?**

Yes, all rooms have a minibar containing alcoholic and non-alcoholic beverages.  
Price list above the minibar.

#### **Is there a TV in the room? do you also see foreign channels?**

Yes, of course in all rooms there is television and you can see foreign channels.

#### **Is there a hair dryer in the room?**

Yes, in all bathrooms of each room there is a hairdryer.

# **BREAKFAST**

## **What time is breakfast served?**

To cope with the health emergency and comply with the new Regulations and avoid gatherings, breakfast will be divided into two rounds:

a first round from 7:30 to 8:30, a second round from 9:00 to 10:00.

At check-in or by 20:00 the night before you must inform us which shift you prefer (depending on the availability of the moment). The timetable must be strictly adhered to.

## **What does breakfast include?**

Breakfast includes sweet dishes (pancakes, brioches, cakes) and savoury (cold cuts, eggs), dairy products (milk, butter, cheese and yogurt), cereals, fresh fruit and vegetables, jams, dried fruit, selection of tea and infusions, fruit juices, water, American coffee or on request you can have a cappuccino or espresso.

## **What am I supposed to do?**

Let us know when you choose the breakfast shift, so we are ready and we can offer you alternative products (lactose-free milk, soy milk, rice milk, almond milk)

## **What should I do?**

Let us know when you choose the breakfast shift, so we are ready and we can offer you products alternative (we have a wide selection of dedicated bakery products)