



TRAVEL ADVICE: COVID-19 UPDATE.

The safety and wellbeing of our guests and staff is a top priority for Hotel Villa Fraulo management.

We are constantly monitoring the status of COVID-19 around the world and we appreciate that the situation is changing on a daily basis. Hotel Villa Fraulo providing the highest quality and service levels. As you know, we are a small hotel directly managed and take a great pride in creating a clean and safe environment for all our guests. Our hotel also rely on our guests to be considerate to this and follow the advice laid out by the World Health Organization in relation to personal hygiene at all times.

FOR EXISTING RESERVATIONS

Below are some resources to help you decide how to deal with an existing reservation, or to give you peace of mind when planning your next visit to us. Following the latest recommendations of the Italian government, we decided that if you prefer to postpone your stay with us, we have expanded our cancellation & revision policy, giving you the freedom to travel at a time when you're ready.

If you have an existing reservation with a refundable rate for April you can cancel for free as per cancellation policy.

If you have an existing reservation with a non-refundable rate for April, you will receive a voucher for the amount paid which you can use within October 2021.

How can I modify or cancel my booking?

If you booked your stay directly or on our web site you can send an e-mail at reservations@villafraulo.com

If you booked via offline or online travel agents or other third-party travel professionals are advised to contact their booking provider for information on their policies.

POLICY FOR NEW BOOKINGS

For all new and existing bookings with a refundable rate made within April the 30th, for travelling in the months of May and June you have the possibility to cancel your reservation free of charge until 3 days before arrival.

In case of any new government's notification, our policy will be revised.

It is likely that the impact of the coronavirus will temporarily affect us all, however, the desire to explore the world will never vanish.

We thank you for your loyalty and look forward to welcoming you to at Hotel Villa Fraulo.