



A TOURIST SERVICE FOR *LAST-MINUTE* AVAILABILITY OF ACCOMMODATION IN FERRARA

USER GUIDE

1. WHO WE ARE

This service for *last-minute* availability of accommodation in Ferrara has been created by the Province of Ferrara and the Chamber of Commerce of Ferrara, in collaboration with Ferrara City Council.

2. WHAT THE SERVICE IS

The service offered is completely free and allows the tourist in internet to consult the list of hotels in Ferrara which have last-minute rooms available.

The service provides the tourists concerned with information about the last-minute availability of rooms but does not allow to book directly on line the chosen accommodation.

3. WHO THE SERVICE IS FOR

The service is for tourists seeking one or more rooms available on the same day.

4. HOW THE SERVICE WORKS

The service works through a specially created website which acts as a virtual piazza, a neutral IT meeting place where the tourist may obtain information and personally book a room in the hotels in the data bank of the website, which provide last-minute accommodation.

5. LAST-MINUTE

This means that the hotel makes its last vacant rooms available, even at prices which may be lower than those usually set, and the tourist seeks last minute accommodation, that is, for the same day.

6. HOW TO CHOOSE A HOTEL

On the web site consult the list of hotels with *last-minute* accommodation available.

The list is presented in random order.

The following information is given for each hotel:

- type (hotel, rented rooms, inn, R&B, B&B, farmhouse, etc.);
- category, when appropriate, indicated by a symbol and a number of stars or daisies;
- name
- number and type of rooms available (single, double, junior suite, triple);
- price of each type of accommodation
- availability for the next night.

It is possible to reorder the list on the basis of price or category, or else to filter the information by conducting a search according to type.

Each hotel has its own descriptive chart with information relating to: type, category, name, address, phone and fax numbers, e-mail, capacity (n. of rooms, bathrooms, etc.), facilities, a photograph and position on the map viewed with Google maps.

Once you have chosen your hotel, you then have to contact it directly by phone or email.

7. PRICES



Provincia di Ferrara



Camera di Commercio
Ferrara

The prices here indicated are valid only for last minute offers, that is, for the same day. If the customer book an accommodation for a different day, the hotelier can require a higher price than the one shown in this price-list.

8. LIMITED RESPONSIBILITY OF THE SERVICE PROVIDER

The Province of Ferrara and the Chamber of Commerce, as Service Providers, offer only technical support in the relations between the hotels and the tourist, and therefore play no part in any mandate, mediation, agency, distribution, company or other similar relation.

In no circumstances may the Provider be considered part of the contracts concerning the provision of booked accommodation and the agreements made between the tourist and the hotelier, which are taken as binding for them alone. The Provider can be held in no way responsible for the non-fulfilment of the transaction.

The Provider furthermore holds no obligation or responsibility towards the tourist in the case of the failure of the hotelier to honour the agreement.

The Provider, while agreeing to evaluate the correct behaviour of both sides involved in the use of the Service, does not guarantee the truthfulness of the information supplied by them, their proper intent, or the accuracy of the given information.

The Provider does not guarantee continuous uninterrupted access to the Service, which may be conditioned by factors beyond its control. For example, the use of the Service may be suspended and/or interrupted due to technical reasons of whatever kind, accident, or circumstances beyond the Provider's control.

Eventual complaints and suggestions regarding the operation of the Service should be made to the staff of the Tourist Service of the Province of Ferrara, Viale Cavour 143 – 44100 Ferrara, tel. 0532 299627, fax 0532 299632 e-mail: opzionetur@provincia.fe.it.