

## FAQ

### HOW FAR IS THE CENTRAL RAILWAY STATION FROM THE HOTEL?

The central station is 1.5 km far from our hotel. For the transfer to and from Bologna's Central Station we can book a taxi or a private car for you. Otherwise, just outside the station you will find bus stops and taxi stands. If you have time enough and you travelling without heavy luggage, you can also reach us through a pleasant walk of 1.5 km along Via Indipendenza, one of the nicest shopping avenues in the city. The station of Bologna is one of the main hubs of the national rail network, this makes it easily accessible from all major Italian and European cities.

### HOW MANY FLOORS ARE THERE AND IS THERE AN ELEVATOR?

The Hotel Commercianti has 3 floors and a basement. The hotel has one elevator. All floors can be reach by the elevator.

### IS THERE ANY SHUTTLE SERVICE FROM/TO THE FAIR?

The Fair of Bologna can be reached by public transportation nearby the hotel. On request we will be glad to book for you a private car. Further information can be asked at the reception desk.

### WHICH IS THE NEAREST AIRPORT?

The International Airport Guglielmo Marconi is just 8 km far from the city center. The best transportation from/to our hotel is a taxi. Our hotel can book for you a private car. Otherwise, just outside of the airport terminal, you will find the taxi stands. Getting to our Hotels will take you approximately 20 minutes. A taxi ride to our Hotel will cost you approximately € 25-30.

### IS IT POSSIBLE TO BOOK MUSEUMS AND EVENTS TICKETS BY THE HOTEL?

Our staff will be glad to help you book tickets or others events. Art Hotel Commercianti can also suggest you interesting guided tours around the main monuments of the city, the itinerary will be: Piazza Maggiore, Fontana del Nettuno, Palazzo Re Enzo, Palazzo d'Accursio, Basilica di San Petronio, Archiginnasio, Abbazia di Santo Stefano, Palazzo della Mercanzia and Due Torri

## **IS IT POSSIBLE ACCESS THE INTERNET FROM MY ROOM?**

The hotel is provided with Wireless connectivity in each room and common areas. You will find the password in the card provided with the electronic key of your room, in the information book inside your room or ask to the reception desk. Our hotel also have a PCs available in the room adjacent to the lobby; Guests can access email, use Office suite, or print documents (free of charge).

## **ARE THERE TVS IN THE ROOMS AND ARE THERE INTERNATIONAL CHANNELS (SATELLITE TV)?**

All the rooms have Smart TV with satellite channels and Sky TV with international channels.

## **ARE PETS WELCOME?**

Yes, pets are welcome at our hotels and in the rooms; ask for dog basket and bowl at the Reception!

## **DO CHILDREN PAY LESS THAN ADULTS?**

At Art Hotel Commercianti children under 3 years old do not pay the stay and they will have a free nice surprise... Furthermore, for our little Guests we have bottle warmer, cradle, high chair, microwave oven to warm broth, baby sitter and pediatrician on request: ask the receptionist! Moreover, on request, there is the possibility to have connecting rooms for family at discounted prices.

## **CAN LUGGAGE STAY IN THE HOTEL?**

Luggage can be stored free of charge in our depository and be collected when you leave the city.

## **WHY DID THE PRICE CHANGE FROM YESTERDAY?**

Prices follow the rooms' availability, so they could change according to request, it is the same as when you book a flight. It is recommended to book with proper advance, in order to find the better available rate.

## **IS THERE ANY CHARGE WHEN I BOOK?**

No, no cost will be charged when booking. Exception could be made for fair periods or promotional rates. Some days before your arrival the validity and availability of the credit card given as guarantee of your reservation will be checked through a pre-authorization, but nothing will be charged without your authorization.

## **AT WHAT TIME CAN WE CHECK-IN AND OUT?**

Check-in: from 2.00 pm

Check-out: within 11.00 am

If you like, during the check-out day, you could leave your luggage with us and visit the city before leaving. Our staff will store the luggage in a secure designated storage room by the lobby until your return.

## **IS BREAKFAST INCLUDED IN THE PRICE AND WHAT TYPE OF BREAKFAST IS IT?**

Our rich buffet breakfast is served every morning from 7 to 11 and it is included in the cost of the room. We can offer: various types of bread, typical of our region, Croissant: sweet and savory, Finger food, quiche and toast, hard-boiled and fried eggs, yogurt with or without fruit and cereal, selection of jams, jellies, and honey, fresh artisanal pastries, cold cuts and fresh cheese, fresh seasonal fruit, nuts and canned fruit (pears, apricots, and plums), assorted fruit, vegetable juice and freshly squeezed orange juice, gluten free products. Our rich buffet breakfast

## **DO YOU HAVE PARKING FACILITIES?**

Even though the hotel is located in the quietness of a pedestrian area, you can park your car in our private parking garage; forget about driving and enjoy a walking tour or a bike ride thanks to our free bike rental around the nooks and narrow streets of Bologna's old town.

## **WHERE IS THE ART HOTEL COMMERCANTI?**

Art Hotel Commercianti is in Piazza Maggiore, the main square in Bologna historical centre. They are nearby the two towers, Basilica di San Petronio, Piazza Santo Stefano, Archiginnasio, Pinacoteca and Comune of Bologna, you can walk to the the main monuments of the city or you can ask for our free of charge bicycles. Nearby the hotels you will also find many restaurants, the two main shopping streets of the city centre and Galleria Cavour, popular for its prestigious shops of the most exclusive brands.