



SERVICES & ACTIVITIES

at Tenuta di Murlo



Table of contents

HOW TO COMMUNICATE WITH THE ESTATE CONCIERGE	05
BREAKFAST DELIVERY & BUFFET	06
IN-VILLA CHEF & BUTLER DINING SERVICE	09
IN-VILLA DINING MENUS	10
GALA/FORMAL DINNER IN-VILLA	11
DESTINATION DINNERS	12
TAKE AWAY / DELIVERY	13
LA FATTORIA	14
HOW TO REACH THE FATTORIA / CONCIERGE DESK	15
APERITIVO AT “LA FATTORIA”	17
THE MURLO SHOP	18
COOKING CLASS	20
BEE EXPERIENCE	22
LUXURY PICNIC	23

Table of contents

VISIT OF THE FARM	24
TRUFFLE HUNTING	25
CERAMIC CLASSES	27
SPA TREATMENTS IN VILLA	28
YOGA, PILATES AND FITNESS	29
BIKE RENTAL	31
TREKKING AT THE ESTATE	32
HORSE RIDING	33
WINE TOURS & TASTINGS	34
BOAT TOURS & WATER SPORTS AT TRASIMENO LAKE	35
BALLOONING ADVENTURE	36
QUAD-BIKE TRIPS	37
ANTOGNOLLA GOLF	38
CRAFTSMENSHIP TOUR	39
ART & CULTURE ROAD	40

Table of contents

LIST OF SERVICES AVAILABLE	42
TRANSFERS	43
CANCELLATION POLICY & GENERAL RULES	44



HOW TO COMMUNICATE WITH THE ESTATE CONCIERGE

Our Concierge Team is happy to assist you with arranging any service and to provide you with any information you may need during your stay.

Any request to the Concierge office must be received via e-mail (concierge@murlo.com) or by phone (+39 346 734 3527).

Please kindly note Tenuta di Murlo won't grant answers for any requests received via WhatsApp.

Alternatively, you may **meet us at the new Concierge Desk** at the Fattoria area, where you may also find our Shop!

You may reach us via the eastern entrance of the Estate. You may find instructions at page 15 of this booklet.

Office opening hours: 9:00 am – 7:00 pm

BREAKFAST DELIVERY & BUFFET



At Tenuta di Murlo, the day starts with a delicious, seasonal farm-fresh breakfast. Organic cheeses, eggs and fruits are part of the daily offering on our breakfast table.

Breakfast is served at the Orangerie at Il Caldaro restaurant (**from 8am to 10am**) and also available for guests of our villas upon reservation.

Breakfast can also be **delivered** directly in your villa in a box, or you may require a butler to cook it in your villa for you. Breakfast service in villa is available from **8am to 11am** upon reservation.

Our breakfast consists in a mix of sweet and savoury items – from croissants, biscuits and home-made pastries (according to what our chefs have freshly prepared for our guests) to cheeses, bacon, a selection of cold cuts, bread and eggs. It also includes milk, coffee capsules, yogurt, cereals and seasonal fruits.

BREAKFAST DELIVERY & BUFFET

Breakfast delivery at the villa:

- Delivery cost: **€ 25/delivery***
- Cost of breakfast: **€ 20/person**
- Gluten Free: **€ 25/person**

* The breakfast will be delivered in isothermal bags to perfectly preserve the food quality. The staff will leave the bags in the kitchen or on the outdoor tables. Kindly note that our team will not set the table; you will need to prepare hot beverages, cook the eggs, and arrange your table at your convenience.

Breakfast with butler service:

Approx. 2 hours butler service**

- for up to 10 people: **€ 200/service**
- from 11 to 20 people: **€ 400/service**
- Extra hours **€ 30/hour/butler**
- Extra hours on Sundays / bank holidays
€ 50/hour/butler

* You should add to the cost of service the cost of food (€ 20/person).

** The butler will deliver the food, set the table, prepare hot beverages and dishes, serve the breakfast, and then clean the table and kitchen.

BREAKFAST AT IL CALDARO

Breakfast at the restaurant from 8am to 10am:

Breakfast at Il Caldaro restaurant: **€ 20/person.**

Gluten-free breakfast: **€ 25/person.**

Please note that bookings and orders must be placed 24 hours in advance to guarantee availability.

Early breakfasts are available starting from 7:00 am at an extra fee.

DIETARY REQUIREMENTS: You are kindly requested to specify any food allergies or dietary requirements by email to the concierge team when confirming any dining services. It is the responsibility of the guest to inform Tenuta di Murlo in advance of service.



IN-VILLA CHEF & BUTLER SERVICE

An exclusive service for our guests to enjoy special lunches or dinners by the pool or under the moonlight. Italian and Umbrian dishes are prepared for you in the comfort of your villa by the chefs of the estate restaurant, Il Caldaro. For bookings and additional info please contact your Concierge at concierge@murlo.com.

From Monday to Thursday

- from 2 to 3 people: **€ 400**
- from 4 to 6 people: **€ 600**
- from 7 to 12 people: **€ 800**
- from 13 to 20 people: **€ 1.200**

From Friday to Sunday

- from 2 to 3 people: **€ 500**
- from 4 to 6 people: **€ 700**
- from 7 to 12 people: **€ 900**
- from 13 to 20 people: **€ 1.400**

The cost of food, based on the dishes chosen, will be added to the prices indicated above.

Our chefs are only allowed to cook food supplied by the estate restaurant. It will be possible to serve the guests' wines by applying a corkage fee of €7/bottle.

Please note that any catering service required during your stay can only be provided by il Caldaro. External providers not supplied through the Concierge Service are not allowed. It is guest's responsibility to communicate any food allergy or dietary requirements when confirming any catering service.

IN-VILLA DINING MENUS

Scan the QR code to view menu alternatives



All guests should choose the same menu (unless there are food allergies or dietary requirements).

It is possible to create a personalized menu by choosing from our proposals or with variations on request.

Gluten free options – Extra Fee € 3/dish

The menu must be communicated within 48 hours before service (72 hours for Gourmet menus).



GALA/FORMAL DINNER IN-VILLA

Celebrate life's special moments with an unforgettable gala or formal dinner at your villa. Enjoy a bespoke dining experience with a private chef crafting a gourmet menu and professional butler service ensuring every detail is flawless. Perfect for milestones celebrations, our team can arrange exquisite floral decorations and refined table settings to create a truly enchanting atmosphere.

For quotations, bookings and additional info please contact your Concierge at concierge@murlo.com.

Our chefs are only allowed to cook food supplied by the estate restaurant. It will be possible to serve the guests' wines by applying a corkage fee of €7/bottle.

Please note that any catering service required during your stay can only be provided by il Caldaro. External providers not supplied through the Concierge Service are not allowed. It is guest's responsibility to communicate any food allergy or dietary requirements when confirming any catering service.



DESTINATION DINNERS

Experience unforgettable dining in the two extraordinary locations: the charming **Fattoria terrace** and the enchanting **Treehouse** next to the Fattoria. Enjoy a unique dinner setting beyond your villa. Our chef will personally prepare exquisite dishes, and our butler will serve them right at your table, making every moment special. For bookings and additional info please contact your Concierge at concierge@murlo.com.

From Monday to Thursday

- from 2 to 3 people: **€ 400**
- from 4 to 6 people: **€ 600**
- from 7 to 12 people: **€ 800**
- from 13 to 20 people: **€ 1.200**

From Friday to Sunday

- from 2 to 3 people: **€ 500**
- from 4 to 6 people: **€ 700**
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TAKE AWAY / DELIVERY

Il Caldaro restaurant - opening times

from April to October:

LUNCH

at the Farm: Wednesday and Thursday - from 12 to 14.30

at the restaurant: all other days - from 12.30 to 14.30

DINNER

at the restaurant: every day - from 19 to 22

from November to March:

LUNCH

at the restaurant: on Saturday and Sunday - from 12.30 to 14.30

DINNER

at the restaurant: every day - from 19 to 22

A light lunch option is available every day and all year round for in-villa delivery service upon reservation, with cold and simple dishes.

From Friday to Sunday the pizza menu is also available - for dinner only

Please scan the QR codes below to view our menu options, as well as our wine list.

**Take away
Menu:**



Pizza Menu:



Wine list:



LA FATTORIA



HOW TO REACH LA FATTORIA AND THE CONCIERGE DESK

To reach the **Fattoria, with the Concierge Desk, the Cooking School, the Shop, and the meeting point** for activities like the truffle hunting, farm and bee experience, guests can reach the location independently with their cars.

You will just need to take the main road to Il Caldaro Restaurant, and once you pass the restaurant, turn right for the gravel road that will take you to the road bar of the Eastern entrance of the estate, call us (+39 346 7343527 - +39 340 8231171) and we will open the road bar for you. After only 3 minutes driving (1,5km) you will reach the location.

Reach us by car via the East entrance of the Estate:



Guests might also decide to use the internal road of the estate only if walking or riding bikes.

In order to preserve the natural wildlife we need to limit traffic in our natural reserve, therefore guests are not allowed to drive their cars within the estate (except to reach their villas through the roads indicated upon check-in) if not authorized previously by our staff.

HOW TO REACH LA FATTORIA AND THE CONCIERGE DESK



Reach us by car via the East entrance of the Estate:



APERITIVO AT “LA FATTORIA”

Join us at La Fattoria for a delightful aperitif featuring our finest estate-grown products and wines, in a charming countryside setting. You can savour the taste of a real Italian bruschetta with tomatoes sourced directly from our farm and enriched by our own olive oil, or taste other of our freshly made finger food, paired with our Celaio Red wine or Baccicaia Rosé wine.

From April to October, our aperitivo is served from Monday to Thursday from 5:00pm to 7:00pm. On Tuesdays you may season your favourite pizza bites, while on Thursdays you may enjoy our chefs' cooking show. No reservation needed. Price on consumption.



THE MURLO SHOP

At our new shop at the farm you will find everything that makes your stay at Tenuta di Murlo special every day. Here you will find everything that is **produced within the estate**: Murlo extra virgin olive oil, our rosè and red wine, sauces, and fresh pasta handmade by our chefs, cheeses, charcuterie, and vegetables and products from our Farm.

Not only that, in addition to food you will find many ideas to embellish your home and bring a bit of Murlo to your home: local handicraft products such as cashmere, the precious ceramics of Deruta and placemats woven by expert hands, as well as **natural cosmetics** made with the products of the Estate. A great idea to buy gifts for yourself or your loved ones.

Open Monday-Saturday from 10:00 am to 6:00 pm



THE MURLO SHOP



SOME OF OUR PRODUCTS:

Murlo Olive Oil and Caldaro Olive Oil
Our red wine Celaio and our rosè wine Baccicaia

Natural soaps
Body lotions
Hand creams
Body Scrubs

Polo t-shirts with our logo
Caps with our logo
Aprons with our logo

Ceramic cups and mugs
Ceramic plates
Ceramic bowls
Ceramic trays
Ceramic Christmas balls

Cashmere sweatshirts
Mochila bags
and much more!

OUR COOKING SCHOOL

The new **kitchen at “La Fattoria”** is the perfect place to learn how to cook the specialties of the local cuisine. Our chefs will guide you in a cooking lesson that combines practice and theory, whatever your level. Our philosophy is simple: we want to share the love for good food with our guests.



OUR COOKING SCHOOL

Fresh Pasta Making Cooking Class

Follow ancient Italian traditions and learn the art of fresh pasta making in this 2-hour hands-on cooking class. Our chefs will show you how to make the most famous Italian dish and answer your questions and curiosities.

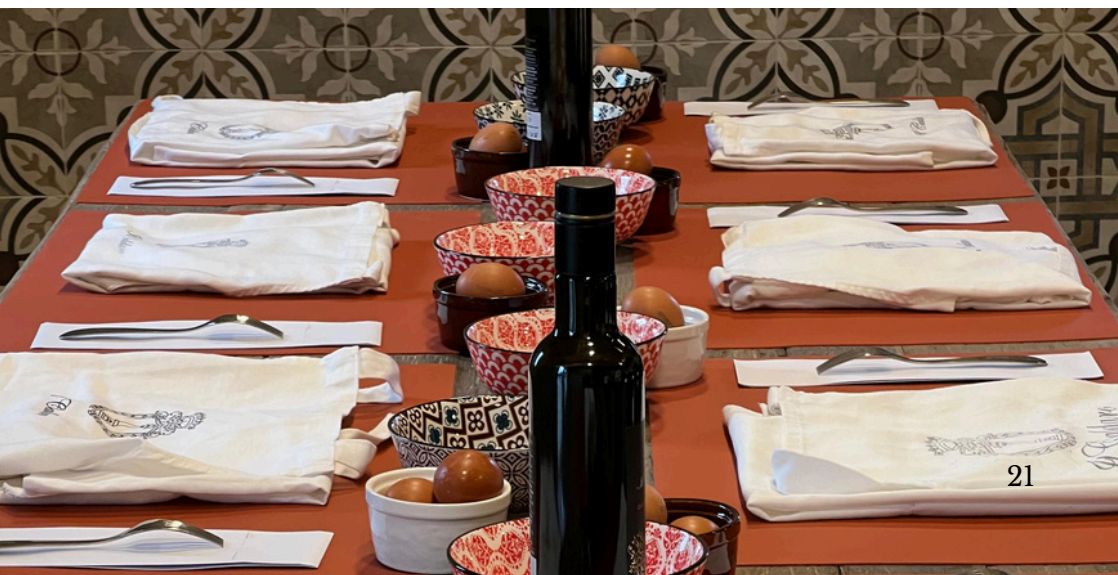
Price for around 2-hour cooking class for a **private experience** for minimum 4 people: **€130/person**

(For cooking classes for a group of at least 2 adults and 2 children under 12, children will have 25% discount)

Price for around 2-hour group cooking class - arranged at the Farm every Thursday morning : **€100/person**

You may reach the new Farm via the Eastern entrance of the Estate (see map and QRcode).

Round shuttle service: **€ 40 (up to 8 people)**



BEE EXPERIENCE

Honeybees are the lifeline of a healthy environment carrying pollen to the multitude of plants across the estate.

This experience will introduce you to the complex and fascinating life of honeybees and will end with a tasting of our delicious honey.

For this experience we have availability for groups of up to 6 people at a time.

Private experience (including honey tasting): **€90/person**

Calendar group activity arranged at the Farm every Tuesday morning (including honey tasting): **€70/person**

Round shuttle service: **€ 40 (up to 8 people)**



LUXURY PICNICS

Enjoy a charming picnic experience in the heart of our estate, surrounded by picturesque olive groves. Our staff will take care of the entire setup, creating a cosy, rustic yet elegant atmosphere where you can relax and savour a delicious selection of estate products while immersed in nature.

Cost: from **€100/service** plus cost of food as per menu
Round shuttle service: **€ 40 (up to 8 people)**



VISIT OF THE FARM

Enjoy hands-on fun with our friendly farm animals, exploring our chicken coop, and sheep enclosures, feeding, petting, and creating lasting memories with these lovable creatures.

Visit of the farm with guide - group activity arranged every Monday morning: **€20/person**

Private visit of the farm with guide: **price on request**

Round shuttle service: **€ 40 (up to 8 people)**



TRUFFLE HUNTING

Truffle hunting in Umbria is an age-old tradition and a unique and evocative experience. The truffle hunter guides his guests on a fascinating expedition through the forest of Tenuta di Murlo, seeking truffles with the help of his faithful truffle dogs, and teaching you how to distinguish the different truffle varieties. The experience lasts about one hour.

Google Maps link to reach the location:



TRUFFLE HUNTING

Private activity arranged on request:

- price with small tasting: **from € 130/person***
- price with truffle-based lunch: **from € 210/person***

*Minimum 4 participants - for smaller groups prices available on request.

Group activity arranged at the every Wednesday morning:

- price with small tasting: **from € 100/person**
- price with truffle-based lunch: **from € 160/person**

Round shuttle service: **€ 40 (up to 8 people).**

Prices valid from March to September (black truffle) - prices for other periods available on request (for white truffle season).



CERAMIC CLASSES

We are very excited to introduce you to the new activity we are proposing this year at Tenuta di Murlo, ceramic classes! Ceramic is a real milestone of Italian culture and particularly for the Umbria tradition...just think of the town of Deruta, know worldwide for its ceramic, and at only 30km from our estate.

This class introduces our guests to the ancient craft of working with clay. You will experience hand-building techniques to make a unique handmade creation that will be enjoyed for a lifetime!

Cost is **€120/person for a 2 hour class** - minimum of participants 4 people.



SPA TREATMENTS IN VILLA

The Murlo Estate offers a wide range of spa and beauty treatments that guests may enjoy directly in their villa. Our experienced, professional therapists offer personalized treatments, ensuring our guests receive attention, pampering and deep relaxation. A true caress for the body and the soul.

Treatments pricelist:

Holistic massage: 50 minutes € 160

De-contracting and relaxing massage with essential oils.

Therapeutic massage: 50 minutes € 160

This is the perfect massage to make light work of muscle knots and tense shoulders. In this personalized massage your therapist can hone in on problem areas and focus on your back, shoulders, legs depending on the areas where you have issues with acute or chronic discomfort.

Treatments in Villa:

- Manicure - 30 min
- Pedicure - 50 min
- Permanent nail polish
- Waxing
- Haircut and styling
- Hair dressing
- Make up

Prices on request

YOGA, PILATES AND FITNESS

Enjoy a personal yoga or meditation class with stunning views around the Estate. These classes focus on improving your flexibility, strength and balance while enhancing posture, coordination and mental focus. If you enjoy running and staying active on holiday we have created a list of activities for all our guests.

Our sporting offer is designed to help you stay fit and active... all whilst taking in the breath-taking scenery of the green Umbrian hills, of course!

Yoga and Pilates (Yoga mats included for all participants):

- Price up to 3 people: **€ 200/hour**
- Price for 4 to 6 people: **€ 300/hour**
- Price for 7 to 10 people: **€ 400/hour**

Yoga mat rental:

(available upon reservation) **€ 15/week/mat**



YOGA, PILATES AND FITNESS

Fitness in villa:

- Swimming lesson for one person: **€ 160/hour**
- Swimming lesson for two persons: **€ 220/hour**
- Water-Aerobics lesson starting from **€ 120 (30 min.)**
- Personal trainer in villa: starting from **€ 170/hour**

Unless otherwise requested by the client, each fitness session will be arranged at the discretion on the trainer (with basic fitness equipment included).

Should you have specific requests, we suggest discussing about your training session in advance with your Concierge. Extra fitness equipment may be provided on request at an extra cost.

Prices for bigger groups on request.



BIKE RENTAL

The Estate and the surrounding area is perfect for all biking lovers, from beginners to expert racers!

Our bike rental company may provide different types of bikes for our guests who wish to enjoy all the Estate adventurous trails. Guided tours are also available. Please ask your Concierge. Bikes are supplied with a bottle cage, puncture repair kit, pump and normal pedals. You can also decide to mount your pedals or request quick release pedals. At the time of booking you will be asked to indicate the exact days when you need the rental, your height, where and when the bikes are to be delivered and what kind of pedal normally used.

MTB and Road bike rental: starting **from € 50/day/bike**

Electric bike rental: starting **from € 70/day/bike**

Delivery and Collection service to/from the Estate: starting **from € 90**



TREKKING AT THE ESTATE



Umbria is known as "the green heart of Italy", and it is thanks to the scenery and its natural beauty that it has earned this description. The geographical characteristics of the Umbrian landscape make this region unique and captivating. Tenuta di Murlo, stretching over several thousands of hectares, offer many trekking paths to be discovered, including the one to the top of Monte Tezio, the mountain of the Murlo Estate, the second highest mountain in Umbria. From the top you will be able to enjoy beautiful views of Assisi, Perugia, Trasimeno Lake and much more. Il Caldaro restaurant will be glad to arrange a pocket lunch for your trekking experience.

Pocket lunch available on request.

Use the QR code to
discover our marked
trekking paths



HORSE RIDING

Ride the many trails winding through the enchanting hills of Umbria. All levels of riding experience are welcome. Horses are gentle and suitable for children. Our partner riding center situated about 20 minutes from the Estate by car, offers the opportunity for experts and beginners to enjoy horse riding in the countryside or riding lessons.

Lessons for **beginners** (approx. 1 hour) starting from €70/person - up to 3 riders at a time.

Horseback riding for **expert** riders from **€90/person - up to 6 riders at a time.**

2 hours riding within the estate:

For the **expert riders**, the horse riding within the estate is also available and this is a unique opportunity to wander through the olive groves, meadows and woodlands of the estate on horseback. For riding at the estate the starting cost is **€190/person. Minimum 2 and maximum 3 participants.**

Use the QR code to discover
the exact location and
meeting point of the activity



WINE TOURS AND TASTINGS

Umbria is one of the Italian regions with the largest number of certified 100% Italian wine and food producers. The vineyards of the Montefalco area, one of the most beautiful villages in Italy, give *Sagrantino and Rosso di Montefalco*, and others among the most appreciated wines, to the Italian wine heritage.

The area is full of wineries where the love for wine is passed down from father to son. Among the most renowned wineries we find **Antonelli, Caprai, Scacciadiavoli, Lungarotti and Paolo Bea**, which offer our guests various tasting options and customizable experiences. Whether you simply want to taste excellent wine or enrich the experience with a picnic or lunch, the Concierge Office is at your disposal for information and reservations.

Ask the Concierge for a quotation, you may also request a quotation for a transfer service with private driver!

Use the QR code
to discover our
proposals



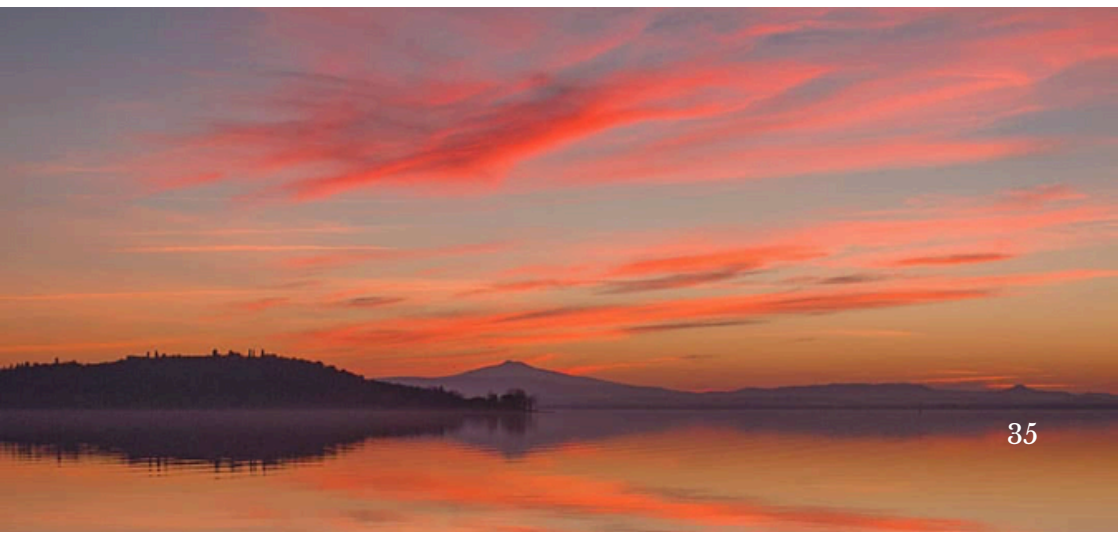
BOAT TOURS & WATER SPORTS AT TRASIMENO LAKE

Lake Trasimeno, located in the green heart of Umbria, is a splash of inky blue amidst beds of reeds and charming white-water lilies. It is about 30 minutes by car from Tenuta di Murlo. Lake Trasimeno's characteristics – its large size and limited depth – make it the ideal place for boat tours. A boat tour is way to admire the lakeside beauties and villages and explore the lake by circumnavigating its island.

At Lake Trasimeno you will also have the possibility to rent sunbeds and umbrellas to relax on the lake shores or arrange water sports such as windsurfing, Kayaking, Water Skiing, etc.

Boat tours starting from € 500, ask for a tailored offer!

Use the QR code to discover the exact location and meeting point of the activity



BALLOONING ADVENTURE

Discover the real authentic Umbria standing in a wicker basket thousands of feet up in the air, looking down at forests, vineyards and historic towns. Being up in a balloon, drifting quietly is an almost spiritual experience!

The balloon flight normally lasts approximately an hour and ends with the traditional picnic breakfast or aperitif on a picturesque location with amazing views merged in the countryside. This is the perfect activity if you wish to make your holiday in Umbria unique and unforgettable.

This activity takes place at 45 minutes driving from the Estate and very early in the morning.

Cost is **€ 220/adults** and **€ 145/children** (from 6-12 years old).

Length of flight is 1h / 1h30 - Total duration of the activity: about 3 or 4 hours.

Use the QR code to discover the exact location and meeting point of the activity



QUAD-BIKE TRIPS

Thanks to quad tours you can discover Umbria in a different way, which will take you deep into the countryside and all in very safe conditions. A fun adventure to enjoy with your friends, partner or family! The guided tour of lake Trasimeno hills and surroundings is an unconventional way to explore this beautiful area. A funny, adrenalin-fuelled and unforgettable experience to live a day far away from the city.

This activity takes place near the Trasimeno Lake at approximately 40 minutes from the Estate.

One hour tour (only driver): **€ 130/quad**

One hour tour for 2 people (driver + passenger): **€ 150/quad**

Use the QR code to discover the exact location and meeting point of the activity



ANTOGNOLLA GOLF

The Antognolla Golf Course, which is only a few minutes' drive from each villa, is a magnificent 18-hole championship golf course designed by the famous architect Robert Trent Jones Jr and dominated by the imposing Antognolla Castle dating back to the 11th century. The layout features dramatic cliff-lined fairways, beautiful lakes and stunning views of the castle and surrounding countryside, giving golfers 18 holes of pure pleasure.

Our guests benefit from **15% discount on green fees, and 5% at the Antogolla Golf shop.**



CRAFTSMENSHIP TOUR

Discover the ancient Umbrian arts and let yourself be fascinated by the stories of the artisans who, with their work, continue to expertly preserve the riches of our territory. Among the many realities that best represent Umbrian craftsmanship, there is certainly **Giuditta Brozzetti's laboratory**. With Marta, this ancient weaving workshop is now in its fourth generation and, while evolving to keep up with the times, remains one of the last hand weaving workshops on jacquard looms in Italy. A fascinating all-female story, in a suggestive location, the Church of San Francesco delle Donne.

Another story to discover is that of the master glassmakers of **Studio Moretti Caselli**, who have been creating artistic stained-glass works since the mid-19th century, respecting the ancient techniques handed down from generation to generation. By visiting their museum-laboratory you will have the opportunity to admire their works and breathe in the history behind this ancient art.

Ask your Concierge to plan a craftsmanship tour with private driver!



ART & CULTURE ROAD

Umbria is one of the smallest regions in Italy and entirely landlocked, but that does not limit the landscape. Umbria's countryside can be as breathtaking as its medieval towns, from the mountainous splendour of the Monti Sibillini national park (best reached from **Norcia**) to the softer countryside of the Valnerina and the beaches of **Lake Trasimeno**.

Umbria is renowned for its rustic countryside and historic hill towns of pinkish grey stone. It echoes the Middle Ages with a profusion of medieval villages, castles, and monasteries. Today, the old towns are Umbria's masterpieces.

In **Perugia**, the region's capital, and in the smaller centres of **Cubbio**, **Montefalco**, and **Todi**, you'll discover numerous Romanesque churches, civic palaces, and endless medieval nooks and crannies. Spoleto blends medieval monuments with Roman remains and some of Italy's oldest churches.



ART & CULTURE ROAD

In **Orvieto**, Etruscan remains abound, and one of Italy's finest Romanesque-Gothic cathedrals perches on a high plateau.

Also **Spello** and **Montone** are towns not be missed during your trip in Umbria: two typical hill-top medieval hamlets that are both among the most beautiful villages listed in the Club of “Borghi più belli dell’Italia”.

Half day price for English Speaking guide: **€ 300**

Full day price for English Speaking guide: **€ 500**



LIST OF SERVICES AVAILABLE

Extra maid service for week days **€40/hour/maid**

Extra maid service for evening time
and for Saturdays/ Sundays /Bank
holidays **€60/hour/maid**

Laundry service * **€25/laundrying**
Ironing service * **€40/hour**
Shopping-service * **€60/hour**

Extra change of bed linen **€15/bedroom**
Extra change of bath towels
(3 towels) **€10/person**
Extra change of pool towels
(1 towel) **€6/person**
Extra change of bathrobe **€10/person**

Ping Pong weekly rental **€100/week**
Nespresso pack (10 capsules) **€10/pack**
Bottled water **€2/bottle**
Socket adapter **€10/each**
Wood for fireplace/fire pit **€15/basket**
Electric car charging **€50/day**
(otherwise you may charge your car
at Il Caldaro)

Notes:

- Above prices are inclusive of VAT (currently 22%).
- Services are supplied on demand and are subject to availability and to existing capacities.
- The minimum charge for any service requested is one hour, no fractionable times available.

* Laundry service and ironing service are not available on Saturdays and Sundays.

TRANSFERS

GENERAL RULES

Tenuta di Murlo is a private estate and all the roads within the estate are private roads.

We strongly recommend our Guests to have their own car during their holiday at Murlo to move independently around the Estate and in the area.

We are delighted to assist our Guests in renting a car with delivery/collection directly at the estate.

Please ask your Concierge to receive a rental car quote.

Transfer services can only be arranged through our Concierge Office.

Please note that transfer and/or Taxi services arranged directly by Guests are not allowed to enter the Estate.

Please contact our Concierge Office to arrange your transfer service. You are kindly requested to give us at least 24 hours advance to arrange this service.

TRANSFERS to/from IL CALDARO RESTAURANT

A shuttle service to the Estate restaurant Il Caldaro is available every day for dinner time. Reservation with 2 hours' notice is required - limited number of places available (up to 8 people).

Please note that this is a service we have the pleasure to offer complimentary and it is available for all our villas, therefore we need to combine this service with all our guests' reservations.

This is not an on-call driver service and this means that changes in times may occur, therefore we kindly ask our guests to show flexibility with regard to the pick-up/return time.

CANCELLATION POLICY & GENERAL RULES

CANCELLATION POLICY

We require 7 days cancellation notice prior to your scheduled service, otherwise we will charge you a cancellation fee as below.

- 50% of the total amount of the service will be charged if you notify us about your cancellation between 7 days and 48 hours before your scheduled service.
- 100% of the total amount of the service will be charged if you notify us about your cancellation less than 48 hours before your scheduled service.

Any request of cancellation must be received via e-mail. It is kindly requested to book the listed services and activities in advance and during office hours (between 9am and 7pm).

For bookings please contact your Concierge at concierge@murlo.com or info@murlo.com.

GRATUITIES

Should you wish to leave any gratuities during, or at the end of your stay (and we thank you in advance for your kind gesture), you are kindly requested not to leave them directly with the staff providing the requested services at the villas but with the Concierge team at the end of your stay. They will ensure these are passed on to the staff.

