



### Hotel Casa valdesi Roma

Via Farnese, 18  
00192 Roma  
T +39 06 3215362  
reception@casavaldeseroma.it  
www.casavaldeseroma.it

## SERVICE CHARTER

### PRESENTATION OF THE LODGE AND HISTORICAL NOTES

The nineteenth century building housed, between the 1885 and the 1987, the deaconesses of Kaiserswerth. In 1987 the building was donated to the Waldesian Community of the Rhineland Evangelical Church, which restructured and trasformed it into a hotel. The lodge is part of the hospitality area of the Waldensian Diaconia, a non-profit ecclesiastical institution that collects, connects and coordinates the activities of the Diaconia, and the units of assistance and hospitality of the Waldensian Church.

The **Waldensian Diaconia** is open to all men and women without discrimination by sex, religion or culture. It is a lay organisation and manages its services based on principles of transparency, quality and effectiveness of the activities, without any religious obligation. The house provide, in a fancy and worm enviroiment, modern facilities, confortable rooms, refined dining in Rome city center.

Service is provided by management, the management committee and by qualified personnel that handle reservations, reception, administration and the activities conducted.

### HOTEL FACILITIES

Touristic accomodation	Hotel ***	
Location	Municipality of Rome	Via A. Farnese 18
Open	All year	
N. of Beds and Rooms	73 beds	33 rooms



## AMENITIES

Room with bathroom	33
Room with TV	33
Room equipped for guest with disabilities	2
Dining Room	70 place sitting
Common area and meeting room	Multimedia meeting room Breakfast Area Dining Room Panoramic terraces (4th and 5th floor)
Services	B&B Half Board Full Board
Meal	Fixed menù at fixed time: Breakfast from 7.30 am at 9.30 am Lunch from 01.00 pm Dinner from 07.30 pm
Special and ethical diet needs	The house welcome the needs of their guest regarding special diets, ethics, intolerances or allergies. The guests are kindly invited to communicate it at the reservation.
Facilities for Kids	Crib/extra bed available on request
Small pets policy	Pets are not allowed
Safe keeping of valuable	Safe boxes are available in the room
Wi fi	Free access with password
Informative material on the surrounded area	Flyer and other informative material are available at the reception

For the most up to date information about prices, services, booking and cancellation terms and conditions, visit the institutional web site [www.casavaldeseroma.it](http://www.casavaldeseroma.it) or contact the reception.

## CUSTOMER SATISFACTION

Suggestions and comments from guests are welcome and are always used to improve services. The Lodge also undertakes to evaluate any complaints and to reply within 30 days of their receipt.

## SERVICE QUALITY AND SAFETY

Service quality is guaranteed by adopting a certified Quality System of work and management that is periodically monitored and revised. The Lodge considers that several aspects of its organisation are important such as ongoing formation of the personnel, activity planning and scrupulous attention to the choice of suppliers.

To protect customers and personnel, the Lodge applies the provisions in force and adopts internal procedures and instructions that are appropriate to guarantee health and safety in the workplace and food hygiene.

## HOW TO REACH THE HOTEL

**From Termini station:** For Roma Prati, Metro line A direction Battistini until the Lepanto stop. From the metro station take the exit towards Viale Giulio Cesare, about 200 meters from Hotel Casa Valdese.

**From Tiburtina station:** For Roma Prati, Metro line B towards Laurentina, get off at Termini and take line A towards Battistini until the Lepanto stop. Take the exit in the direction of Viale Giulio Cesare, and 200 meters ahead you will find Hotel Casa Valdese.

**From Rome Fiumicino Airport:** For Roma Prati, from the Airport Terminal, Airport Shuttle Bus to Via Crescenzo/Piazza Cavour. From here, a few minutes on foot, you reach Hotel Casa Valdese.

**From Rome Ciampino Airport:** For Roma Prati, from Airport Terminal, take the Airport Shuttle Bus to Termini Station. From here, take Metro Line A towards Battistini until the Lepanto stop.

## CONTACTS

The reception desk is available at the following contact details:

tel. +39 06 3215362

reception@casavaldeseroma.it

The reception desk is open every day from 07.00 am to Midnight.

## REVISION AND DISTRIBUTION OF THE SERVICE CHARTER

The Service Charter is revised at least once every three years or whenever there are significant changes in the services.

The latest revision was made on 29 of September 2017.

This document is available on the institutional web site [www.casavaldeseroma.it](http://www.casavaldeseroma.it) or at the reception desk.