



WHY BOOK WITH US

First of all because STE has its headquarters in Portoferraio, Elba's main town, this means all our employees know all the places to stay in our catalogue very well, and are able to help you choosing what is best for you. We give help at the moment of booking, feel free to ask our staff for any necessary information to help you choose the perfect holiday. And there is more there follows a list of some free services we offer all our clients:

A GUIDE BOOK OF ELBA

Along with their travel documents all our clients receive, a practical guide "Useful Information" which will help you during your entire stay. This guide along with the "Welcome Card", allows you to get advantageous treatment in numerous businesses with which we have made special agreements. In this booklet, edited and brought up to date every year, you will find fully comprehensive information along with a selection of services offered on the Island of Elba: from good restaurants to children's facilities, from night clubs to medical services, from banks to handy-crafts, from cinemas to museums, from places of historic interest to beaches; in fact we try to give you what in our opinion is the best Elba can offer. All in all a valuable and complete product which comes from the care and quality which characterise our offers.

TEXT MESSAGE NEWS "STE-ELBA-4U"

Again this year STE offers you the new free exclusive text message service which aims to keep you informed, during the week, about entertainment possibilities, events, shows, cinema and every type of happening taking place on the Island of Elba during the period of your stay, this comes directly via text message on your mobile phone. There will not be more than 2/3 a day and in any case not more than 14 a week, during your holiday in Elba and you can stop these messages at any time by asking for the cancellation of your phone details from our files. This service will operate from May to September.

HOW TO GET TO YOUR HOLIDAY LOCATION

We have the answer on how to get to the Hotel or Residence you have booked: in your travel documentation you will find a colour print-out and a map of the island and details of the arrival area plus precise directions to take you directly to your destination, thus you avoid unnecessary stress and loss of time.

HELP DURING YOUR HOLIDAY

We remind you that STE has its headquarters right on the Island of Elba, so it is able to guarantee its clients immediate help for any eventuality. If in need you can always get in touch with our headquarters in Portoferraio (all the details of how to contact us are in your travel documents), our english-speaking staff will be on hand to make sure that your holiday proceeds according to your expectations.

HOW TO BOOK THE BEST HOLIDAY

After finding among our proposals the ideal accommodation for your holiday, contact your usual travel agency who will immediately get in touch with our booking centre to confirm your request. Carefully check the services offered by each hotel or residence, shown by symbols on the edge of every page, (see the key on page 147) comparing the choices you have made. We always suggest you choose an alternative in case your first choice is not available. We would like to remind you that by booking early you will have no problem finding accommodation available and making certain of getting the most suitable ferry times.

SPECIAL REQUESTS

If there are personal needs that are important for a good holiday, even ones that do not mean a supplement, please let us know at the moment of booking to enable us to give you the best possible service. Such requests, even if made very early, can only be considered secure when they are indicated in the travel documents

THE TARIFFS

The prices shown for each Hotel/Residence are in EURO and they match those published in the price lists of each complex.

HOTEL/RESIDENCE CLASSIFICATION

Hotels: Hotel and its category in stars

Apartments: R.T.A. (Tourist Hotel Residence) and its category in stars

Residence and its category

C.A.V. (Houses and Holiday Apartments)

The classifications in the brochure are those that are given by official bodies.

HOTEL FACILITIES AND SERVICES

The facilities and services, such as swimming pool, piano bar, sports courses, entertainment and others might not be active in low season, when there are not enough guests or when the weather does not justify them or because of unforeseeable circumstances (sudden breakdowns).

LENGTH OF STAY

The length of stay is usually 1 week (7 nights), with the start on the afternoon of the arrival day and the end on the morning of the departure day; however it is possible to ask for stays of a different length.

DURING YOUR HOLIDAY

Do not forget that STE has its headquarters on the Island of Elba. We can therefore guarantee, apart from having a direct knowledge of all the holiday accommodation that we have selected, the best assistance to satisfy all your needs including those unforeseen that are not solved by the hotel/residence management.