

## Property Access

### Benvenuto

#### Access and Parking

**Address:** Via, al Castello 3, 28838 Stresa

**Train station:** 12-minutes walk

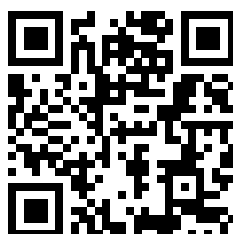
**Bus stop:** 4-minutes walk

**Ferry terminal:** 4-minutes walk

**Parking 1:**

#### Vincenzo de Vit

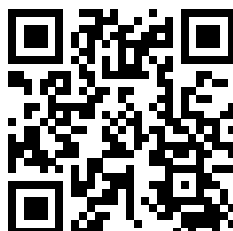
Scan QR code to visit



**Parking 2:**

#### Piazza Capucci

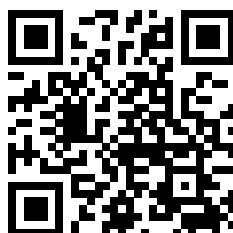
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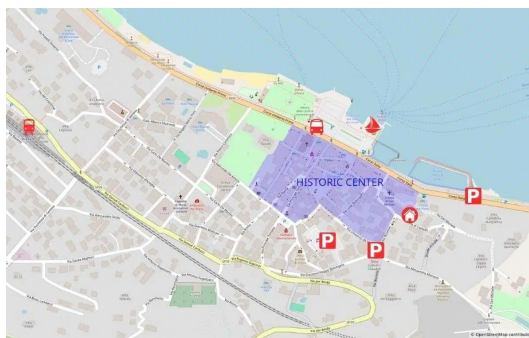
**Parking 3:**

#### SS33 del Sempione

Scan QR code to visit



**Exiting the building:** At the bottom of the stairs, to the left of the door, there is a button that unlocks the door for exit. Don't worry, everything is under control.



## Check-in

### Check-In Time

Welcome there

Check-in is from **16:00**

Our check-in and check-out times are set to ensure a smooth transition between guests, as there may be another booking before or after yours. We'll provide you with an access code prior to your arrival so you can check yourself in with ease.

Early check-in may be an option depending on availability. If you're planning to arrive before the standard check-in time, please reach out to us, and we'll see if we can make arrangements—though we can't guarantee it.

Should you get here ahead of schedule, be sure to check out our **MAP** below, where we've put together a list of nearby places to visit and things to do while you wait.

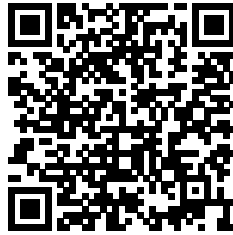
### **Need to store your bags due to Early Arrival.**

Scan QR code to visit



**Click Here**

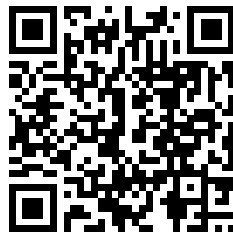
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**Important Info**

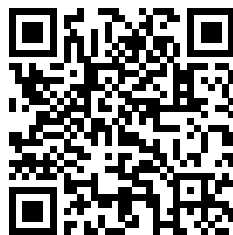
**Accessing the WiFi**

Scan QR code to visit



**Property Rules**

Scan QR code to visit



**Keys**

The lockbox code will be communicated to you prior to checkin.

**[Check-Out](#)**

## Check-Out Time

Please vacate the property **before 11:00** .

Please see below further checkout instructions.

## Property Rules

### Temperature management

The apartment is equipped with non-intrusive presence sensors that optimize heating and air conditioning while minimizing energy waste. Please do not tamper with them or obstruct their detection range.

? This system ensures comfort, energy efficiency and total respect for your privacy.

? Privacy guaranteed (GDPR)

- No camera or microphone
- No personal data is collected, stored or transmitted.
- Detection limited to presence/absence, without identification

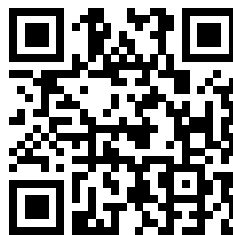
?? How it works

- Temperature automatically adjusted depending on presence or absence
- Night mode (10pm–8am): temperature adapted for sleep, reduced noise, LEDs off or dimmed

?? Guest settings: You can adjust the temperature at any time. The settings automatically reset when you leave, return, or at night to ensure comfort and energy savings. Help available on the next page

**Download the complete user manual here**

Scan QR code to visit



## Noise

### **Noise & Quiet Hours**

- To ensure a peaceful environment for everyone, **no loud music after 11 PM**. If socializing outdoors, please keep voices low. If noise levels become disruptive, we kindly ask that you move inside to avoid disturbing the neighbors.

## **Rubbish & Recycle**

Before you check out, we kindly ask that all indoor bins be emptied. As the cleaner may not arrive immediately after your departure, this helps keep the space fresh and free from unwanted odors or pests.

## WiFi Details

### [Accessing the WiFi](#)

#### **WiFi Login Details**



Please use the following details to connect to our complimentary WiFi

**WiFi Name:**

**WiFi Password:**

### [Wifi Troubleshooting](#)

#### **Troubleshooting**

Please check you are connected to the correct WiFi network . Try different locations in the property, and if it's still not working, please try turn on Airplane mode and turn off your wifi, then turn it on and try again.

If it still doesn't work, please read out and we will attempt to troubleshoot further.

## How to use...

### Heater / Cooler

#### **Best practices**

Generally, one remote control is used per unit, but you can also control both modules with a single remote control.

Remember to keep doors closed at all times to minimize heat loss.

In heating mode, direct the warm airflow toward the floor, and in cooling mode, activate “Auto” for vertical oscillation.



For a more precise temperature reading on the remote control, you can activate the “I Feel” function. Then place the remote control wherever you want.

### Entertainment

#### **TV**

? TV & Google Chromecast Guide

#### **Turning on the TV**

1. Press the Power button on the TV remote.
2. The smart TV may take a few seconds to boot up.

#### **Selecting the Input Source**

1. Press the Input or Source button on the remote.
2. Use the arrow keys to scroll and select the correct input:
  - HDMI 1 – For standard TV or satellite
  - HDMI 2 (or Chromecast) – For Google Chromecast
  - Apps – If using a built-in Smart TV

#### **Watching Netflix & Other Streaming Apps**

- The TV has built-in apps, press the Home or Smart Hub button and select Netflix, Disney+, or YouTube from the menu.
- If using Chromecast, open the app on your device and cast the content as described above.

## **Chromecast**

### **Using Google Chromecast**

1. Make sure the TV is set to the HDMI input where the Chromecast is connected.
2. Open the streaming app (Netflix, YouTube, etc.) on your phone, tablet, or laptop.
3. Tap the Cast icon (?) in the app and select the TV's name from the list.
4. Your content should start playing on the TV!

### Watching Netflix & Other Streaming Apps

- The TV has built-in apps, press the Home or Smart Hub button and select Netflix, Disney+, or YouTube from the menu.
- If using Chromecast, open the app on your device and cast the content as described above.

## **Troubleshooting**

### **Troubleshooting**

- No Signal? Double-check that the TV is set to the correct HDMI input.
- Chromecast not showing? Ensure your device is connected to the WiFi network.
- App not working? Try restarting the TV and your device.

For any issues, feel free to reach out! Enjoy your stay! ?

## **Kitchen Appliances**

### **Stove**

If the stove isn't working, try holding down the LOCK button for 3–5 seconds to disable the safety lock.

If it still doesn't turn on, ensure you've placed a pot or pan on the element—our stove uses induction technology, which requires a compatible metal cookware item to activate.

If neither of these steps resolves the issue, turn the oven off at the main switch located behind it, wait for 10 seconds, and then turn it back on.

## Weather

### [Weather Report](#)

### Weather Forecast

#### Weather

Scan QR code to visit



## Contacts

### [Phone Numbers](#)

#### **Our Phone Number**

You may call, text or reach out to us via the booking app you booked through

#### **Accident / Emergency**



**Fire:** 911



#### **Health**

In an emergency, call nine one one (911) and ask for an ambulance.

## Book Direct & Save

[Save 10%](#)

### Direct Booking

Save 15% or more by booking direct!

## Booking Options

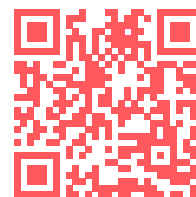
### Book Direct

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### Book with Airbnb

Scan QR code to visit



### Book with Booking.com

Scan QR code to visit



### Book with VRBO

Scan QR code to visit



Save 15% or more by booking direct!

## Purchase

### Products

#### Products

{{upsell\_products\_all}}

## Book Activities

### [Viator Activities](#)

[View Available Activities](#)

#### Activities

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