

Castello di Spannocchia

Program Group Information

The information included in this packet is intended to provide group coordinators with a clear understanding of the facilities and services offered at **Castello di Spannocchia**, the roles of the **Associazione Castello di Spannocchia** and the **Spannocchia Foundation**, and the payment process as handled through **Spannocchia Reservation Services**. To ensure that your program runs as smoothly and efficiently as possible, it is important for both the staff at the Castello and the program coordinators to organize as much as possible before the group arrives in Italy. The following information about Castello di Spannocchia will facilitate the pre-planning process and answer many of your questions related to the Castello and its services. The information will be organized in the following manner:

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General Information

Castello di Spannocchia is the central complex of the multi-faceted agricultural estate, the Tenuta di Spannocchia, located 12 miles southwest of Siena. The Castello area includes the Villa and Fattoria buildings, and the surrounding gardens, as well as additional outbuildings, which house internship participants and provide studio/meeting space. The Italian non-profit Associazione Castello di Spannocchia leases the Castello complex and operates it as an educational center, hosting student and adult educational programs, research projects, and internships. The Spannocchia Foundation is the U.S.-based sister organization of the Associazione, and supports the activities at the Castello by developing programs, sponsoring internships and research projects, and providing administrative support to the Associazione. Billing and payments are handled by Spannocchia Reservation Services, which has been contracted by the Spannocchia Foundation to handle all of the U.S. program payments.

Castello di Spannocchia offers accommodations, use of the property and facilities, and meals for groups. There are two guest-housing facilities--the Villa and the Fattoria. Each facility has distinct characteristics that appeal to a wide range of program needs and objectives. Over the years, Castello di Spannocchia has hosted a variety of groups: archeology, architecture, hiking, art history, cooking, writing, ceramics, and landscape painting.

All group participants are required to become members of the Spannocchia Foundation, thus helping to contribute to the non-profit educational and cultural goals of the Associazione Castello di Spannocchia and the Spannocchia Foundation. We like to think of participants in the programs at

Spannocchia as being our collaborators in the fundamental conservation mission of the Foundation. Accommodations, facilities, and services at the Castello are designed for comfort and convenience but are not luxurious. The primary goal of the entire estate of Tenuta di Spannocchia is the preservation of its historic and rustic character; as a consequence, visitors will enjoy one of the most beautiful and tranquil spots on earth, but should understand that Spannocchia is truly rural and not a vacation resort--it is a working historic farm, a wildlife preserve, and an educational center.

Groups are hosted in the Castello from March 1 – December 1. Most educational program groups come to Spannocchia for 1-2 weeks, while some student programs last as long as 4-6 weeks.

Following are descriptions of the Villa, the Fattoria, and the other Castello facilities available for program group use. The group prices for the Villa and the Fattoria are different--they are based on the comfort level of the accommodations as well as the level of service provided to guests staying in each facility.

The Villa

The Castello provides accommodations for groups that prefer more refined lodgings in the former Cinelli family residence. The Villa consists of 7 spacious and well-appointed double bedrooms. All bedrooms are furnished with antiques and original family-owned furniture, have views of the Villa garden and valley below the olive and fruit orchards, and come equipped with fans for hot summer months. Guests staying in the Villa receive daily maid service, and bed linens and towels are changed twice a week. The **Villa** is ideal for groups seeking a spacious, comfortable, and inclusive facility that can accommodate different pursuits--art, writing, cooking, garden tours, historical or language tours, and hiking or bird watching.

Villa #1 is a corner bedroom with two large windows overlooking the Villa garden, with a hand sink in the room and an adjacent private WC and shower. **Villa #2** has a private bathroom with tub/shower. **Villa #3** has a queen-size bed and a bathroom with a shower, and is perfect for a group coordinator, single guest, or couple. **Villa #4** is a large corner room, with a half-bath ensuite and a private bath with bathtub/shower in the adjacent hallway. **Villa #5** is a large double or possible triple bedroom across from the library, with a full bathroom ensuite. **Villa #6 and Villa #7** are located down a private hallway and have large antique armoires and coffered ceilings. **Villa #6** has a bath across the hall with a shower/tub. **Villa #7** has a bath next door with a shower.

The remainder of the Villa is also available for use by guests staying there. The **library** has volumes of information about Etruscan Archeology, Art and Architecture, Italian history, and other topics relevant to the pursuits of the Associazione and the Spannocchia Foundation. Large French doors open above the herb garden and two large windows provide ample natural light for reading or studying. With a fireplace, large table, sofa and reading chairs, the library makes a wonderful place to curl up with a novel or travel guide. The **living room** downstairs is furnished with original Spannocchi and Cinelli family furniture and photographs. A large fireplace with benches makes a cozy nook on chilly winter or spring evenings, and three sets of French doors open into the Villa garden and terrace to catch breezes on summer evenings. The living room has several groupings of chairs and tables, facilitating conversation and camaraderie.

Wine is served before dinner on the **Villa terrace** during the warmer months, and program guests are encouraged to use during the day to read, write postcards, draw, or just relax and enjoy the warmth of the southern exposure and the picturesque view. The **Villa garden**--with its sprawling lawn, cascading geraniums, benches and chairs, and views of the vegetable garden, castle tower, vineyards, and olive orchards--inspires an afternoon of painting, or just taking in the sunshine. During the warmer summer months, the herb garden outside the kitchen is an inviting place to gather under the pergola during the heat of the day. The herb garden provides fresh herbs used in the kitchen and cut flowers for Spannocchia. On hot summer days, the swimming pool is the center of activity at the Castello, especially during siesta hours if it is too hot to sleep!

Dinner at Spannocchia is served family-style in the **Villa dining room** and includes not only program participants, but other guests, residents, interns and family members as well. It is a great time to get to know the Spannocchia community and guests and find out what the interns have been up to on the farm!

The group rate for the Villa includes accommodations, use of the Villa facilities, breakfast, a buffet or picnic lunch, and dinner. Extra amenities include: firewood and use of additional facilities.

The Fattoria

The Fattoria is the original farm center of Spannocchia and is attached to the main building by a hallway that separates the traditionally "aristocratic" Villa, from the traditionally "peasant" Fattoria and all the hustle and bustle that goes along with farm life. The Fattoria courtyard is, to this day, a center of activity at Spannocchia, housing the **Guest Information office/Spannocchia Shop**, where Spannocchia products are sold; the **cantina**, where the estate's wine is made and stored; our wood burning **pizza oven**; the **woodworking shop**; and the archeology **museum**, which is located in the former granary.

The Fattoria's accommodations include 1 large corner bedroom with a private bathroom, and 7 comfortable double bedrooms with shared bathrooms, all with views of the Fattoria courtyard; a **common room** with a fireplace, wooden-beamed ceiling, comfortable leather couches, bookshelves, and a table; and a fully-equipped private **kitchen** with a stove, two refrigerators, and a table that can seat up to 15 people. Adult groups staying in the Fattoria receive maid service every day and linens are changed twice a week. The Fattoria is ideal for groups of university students, or those groups traveling on a tighter budget. Please see the accompanying the "Student Group Supplement" if you will be coordinating a group of university students.

The adult group rate for the Fattoria includes accommodations, use of the Fattoria kitchen, breakfast in the Villa dining room, a buffet or picnic lunch, and dinner. Extra fees include: use of additional facilities and firewood.

Additional Facilities:

In addition to accommodation space, the Castello can provide additional meeting/studio/ instructional space for program groups.

The *Limonaia*—which provides storage space for the lemon trees in the winter—is large and airy with a vaulted ceiling, three large windows, lots of wall space, and a smooth brick floor. It is ideal for use as an art studio or exercise space. It has been used in the past for T'ai chi classes, a painting studio, art shows, and wedding receptions.

The Castello also has a large meeting/retreat/classroom space, called the *Sala di Accoglienza*. The *Sala* is a large open room with chairs, tables, and a chalkboard. It is heated in the colder months and has a bathroom. It is the perfect space for any function—art shows, classes, meetings, yoga, t'ai chi, or lectures.

Also available is a **Ceramic Studio for hand-building and Wood fired Kiln** which is possible to use on a daily or weekly basis for a fee. Assistance with the kiln and ceramic studio can be arranged in advance for an additional daily service fee. For more information in regards to the costs and services with the kiln, please contact, Lisa Pascal Mack at lisa@spannocchia.org.

Kiln Description: In the summer of 2004, Tom Spleth and Jeff Shapiro built a two-chamber wood-fired kiln for the Tenuta di Spannocchia. The hill climbing kiln has two domes made of refractory castable and a Boury fire box. The kiln is made of materials capable of firing high temperature stoneware but it is also suitable for the firing of lower temperature terra cotta, a kind of clay that is readily available in Tuscany.

The kiln is housed under a shed roof. Wood for firings is a product of the Tenuta and is available for purchase by the cubic meter.

Studio Description: A stone Tuscan outbuilding, formerly used as a pig stable, houses six cubicles with overhead electrical lighting. These cubicles provide individual work space and surround a shade-covered courtyard for outdoor display, critique and exhibition use. Additionally, there is a communal room that has a large work table and clay storage space. There are two large sinks with running water, one inside and one outside in the courtyard. The kiln is nearby at the edge of the olive orchard. The swimming pool is also nearby, a feature that is cherished during the Tuscan summer.

Farmhouse Reservations for Program Use: If a program wishes to reserve a farmhouse for program use, the program dates **MUST** be Friday – Friday. For example: if the program starts on Monday, May 31 and ends on Thursday, June 10, the program would pay for the farmhouse dates of Friday, May 28 – Friday, June 11 so it is in the best interest to set dates that coincide with the Friday to Friday schedule. We cannot pro-rate farmhouse rentals for programs.

The reservation for the farmhouse(s) **MUST** be made at the time of the pre-deposit payment. The 30% deposit payment for the farmhouse is due at this time, and is 100% refundable up until the deposit date for the program reservation in the Castello. After that, the regular farmhouse cancellation policy applies. The balance due payment for the farmhouse is due 10 weeks prior to the arrival date.

Meals:

Castello di Spannocchia provides breakfast, lunch, and dinner for all groups. All meals (**except Saturday dinner**) are included in the group price. The kitchen is closed on Saturday nights, so group coordinators should plan an evening out on Saturday into their weekly schedule. If a group coordinator chooses to take field trips, a picnic lunch can be provided for the group. There is no reimbursement for meals that are not taken during the program. We cannot provide for special diets for group meals, but if there are non-meat eaters in the group, we can try to provide more non-meat options in our menu, as long as we know well in advance if there are vegetarians in the group. We try to use as many seasonal vegetables grown at Spannocchia as our garden production allows, and our dinner menu reflects, as much as possible, traditional Tuscan recipes. Meals are served family style which means the food is served on platters that are passed around the table. The servers are the farm interns who are students that spend three months at Spannocchia learning about the Italian culture and sustainable farming practices.

Vegetarians and diet restrictions

We do not run a restaurant-type operation at Spannocchia. We have one cook, Graziella, who is responsible for creating meals for all of our guests, staff and interns. For this reason, we cannot cater to guests with specific food preferences. Vegetarians, for the most part, will have plenty of food to enjoy, simply by opting out of our meat main. Our starters do not usually contain meat and we always serve a meat-free vegetable and salad course.

If a member of your party has a food intolerance or allergy, we will do our best to provide suitable meals for this person. However, please be aware that we only have one kitchen and that we cannot prepare these meals in isolation. We recommend that guests with serious intolerances and allergies bring some food items for their own consumption a dinner as we cannot guarantee a meal entirely free from those foods that pose a risk.

BREAKFAST

Breakfast in the Villa for all Adult Groups (Villa and Fattoria) is served from 8:00 to 9:30 AM

Includes:

<input type="checkbox"/> Coffee and tea	<input type="checkbox"/> Organic cereal and Tuscan bread
<input type="checkbox"/> Assorted fruit juices	<input type="checkbox"/> Fresh fruit in season
<input type="checkbox"/> Milk and butter	<input type="checkbox"/> Jams and honey made at Spannocchia
<input type="checkbox"/> Yogurt	<input type="checkbox"/> Homemade granola
<input type="checkbox"/> Sweet breads	<input type="checkbox"/> Hardboiled eggs

Breakfast in the Fattoria for Student Groups Only is self-prepared

Includes:

<input type="checkbox"/> Coffee and tea	<input type="checkbox"/> Organic cereal and Tuscan bread
<input type="checkbox"/> Assorted fruit juices	<input type="checkbox"/> Jams and honey made at Spannocchia
<input type="checkbox"/> Milk and butter	

LUNCH

As group coordinator you can request **lunch** at Spannocchia. We can provide either a buffet style lunch in the Villa dining room (for student groups in the Fattoria kitchen) OR you can ask for a picnic lunch to take with you on a fieldtrip, which can be ready in the morning. You may request that lunch be served between 12:00 PM and 1:00 PM, but the group must be finished with lunch by 2:00 PM so that we can prepare the dining room for dinner. The following are examples of some items typical found in a buffet or picnic lunch:

Buffet Lunch

Wine and water
Pasta or Soup
Tuna or Pasta Salad
Cheese or Cold Cuts
Vegetables
Bread
Green Salad or Seasonal Vegetables
Fruit

Picnic Lunch

Fruit
Cheese
Omelette
Vegetables
Sandwiches (salami and cheese, etc.)
Bread
Tomatoes in season, or olives/ pickles

SNACK

Afternoon snacks and coffee/tea are available and can be arranged with advanced notice but are not available for student groups, because they can prepare snacks for themselves in the Fattoria kitchen. The price for this additional service is **2 Euro per person**.

DINNER

Spannocchia serves a 4-course **dinner** Monday - Friday evenings and Sunday evening at 7:30 PM. The kitchen is closed on Saturday. Dinner is served family style and includes program participants, guests, residents, interns, and family members. During the busiest times of the year we can serve as many as 60 people or more a night. We invite all dinner guests to gather on the terrace in the summer and in the living room in the winter for a glass of wine at 7:00 PM.

Dinner begins at 7:30 with the *primo piatto* (first course), a pasta, soup or *risotto* made with seasonal vegetables or meat. The *secondo piatto* (main course) is a meat—usually pork, beef, venison, or chicken, served with a *contorno* (side dish) of seasonal vegetables from the Spannocchia vegetable garden and *insalata* (green salad) that can be dressed to taste with Spannocchia-produced olive oil and vinegar. *Dolce*

(dessert)—*panna cotta, tiramisu, cantucci, and vin santo* for example—is served at the end of the meal. Bread, wine, and water are included in the meal as well.

On Wednesday evenings we have special dinners, alternating each week between **Pizza Night** and **Nostra Cena** (Our Dinner). Both are Spannocchia-wide events including houseguests, program groups, residents, interns and family members. Weather permitting, we eat outside and both evenings are festive affairs.

The pizza is baked in our wood-fired brick oven and topped with different types of cheese, meats, and fresh organic vegetables from the Spannocchia garden. The evening begins with wine on the terrace and the meal commences with a light primo piatto—often a grain salad or vegetable pasta. Once the pizzas start coming, guests get a chance to sample a great variety - Margherita (mozzarella and tomato), tomato, fresh mozzarella and arugula, Napoletana (olives, capers, and anchovies), garlic, caramelized onion, and pine nut, and the Spannocchia favorite—Gorgonzola and pear. Dessert, if anyone has room for it, is usually watermelon in the summer or salame dolce.

Nostra Cena is an opportunity for Spannocchia to showcase its bounty of produce and its Tuscan heritage. We make a special effort to plan the meal using Spannocchia meats, vegetables, and favorite recipes. After wine on the terrace, we begin with *antipasti* of *bruschetta*, figs and *prosciutto*, fried *polenta* or roasted walnuts and *parmigiano*, depending on the season. The *primo piatto* is often a homemade or specialty pasta, or a soup—*ravioli, tagliolini* with ragu, or wild mushroom soup, in season. We use Spannocchia meat for the *secondo piatto*, including lamb, venison, beef, wild boar or pork, served with a *contorno* of vegetables from Spannocchia's garden. Dessert might be *salame dolce, tiramisu, baci di serpiolle* or *zuppa inglese*. Dinner concludes with coffee and after dinner drinks—*limoncello, crema di limoncello, nocino* or *mirto*, Tuscan favorites for helping to encourage the digestive process after large meals, all made at Spannocchia.

A Note About Wine: All wine listed in the meal description is included in the group price. If any group members want to have wine or other drinks outside of mealtimes they must provide it themselves. Spannocchia wine is available for sale in the Spannocchia Shop during regular store hours.

Program Services:

Daniela, Castello Director, can assist program coordinators with arranging group transportation, making reservations for restaurants and museums, and arranging guided day trips to local areas of interest. All must be arranged ahead of time to ensure that you are able to reserve the activity you are interested in. In addition, Daniela can arrange Italian language/culture, cooking classes and all activities at Spannocchia.

There is a shared telephone and an internet point available for program participants but these services are shared by all guests so we encourage everyone to limit their time spent on the telephone/internet while staying at the Castello. We can provide a wireless router for groups who require internet access as part of their program. However, this must be arranged ahead of the group's arrival. Spannocchia's own offices use a medium-speed Ethernet connection. When the wireless router is in use it slows our office connection thus making it more difficult for us to conduct our work efficiently. Hence we need advance notice so that we can plan our work around the use of the router by program participants.

Washing machines are available for doing laundry for Euro 3 per load, but clothes must be line-dried.

Group Prices***

Group Rates: Per person/per day

Accommodation	Double	Single
Villa	Euro 90	Euro 115
Fattoria**	Euro 80	Euro 95
Student*	Euro 60	N/A

* To be considered at student rate, **all** the participants must be full-time undergraduate students at an accredited high school or university.

**The program coordinator is usually housed in Fattoria #1—if however, the room is assigned to program participants, the price for that room is the same rate as a room in the Villa.

All prices include accommodations, use of the property, guest services, and 3 meals a day (except Saturday dinner). There are not reimbursements for meals not taken. All program participants and program coordinators must be members of the Spannocchia Foundation (\$70 family, \$45 individual, \$30 student). Not included in price: use of studio/meeting facilities, individual telephone/internet use, laundry, transportation costs, or tour costs.

There will be no charge for accommodation for one program coordinator if the program reaches a minimum of 6 full-paying participants who stay for the entire duration of the program. If the group is smaller than 6 people or if the size of the group drops below six people because of late arrivals or early departures, the program coordinator will be charged the regular per person/per day price. If the group size reaches 12 full paying participants, we will provide free room and board to two program coordinators. **A maximum of 2 coordinators per group are eligible for this discount.**

Additional facility/resources fees:

Limonaia: Euro 50 per week

Sala di Accoglienza: Euro 50 per week

Ceramic Studio/Kiln Euro 150 per week

Firewood: Euro 65 per cubic meter

Group Internet Access: 10 Euro per day per group

Student Groups:

Castello di Spannocchia has hosted many types of student groups over the years. Student rates are offered to programs that are comprised of **full-time undergraduate** students at an accredited high school or university. Student groups are housed in the Fattoria and the Castello will provide all meals, except Saturday dinner. Student groups eat breakfast and lunch in the Fattoria kitchen and dinner in the Villa dining room. Supplies will be provided for breakfast--organic cereal, milk, juice, coffee and tea, bread, butter, jam, and honey and fruit. Lunch can be served as a buffet or packed for a picnic to eat on field trips, please see the "Meals" description in the program coordinator information for an idea of possible lunch items.

Student group coordinators are responsible for assigning one or two students each day to wash dishes and clean up after both breakfast and lunch. Castello staff will provide a weekly thorough cleaning of the kitchen. Student groups do not receive daily maid service, but will receive a change of linens once a week, and the bathrooms will be cleaned daily by Castello staff.

The student group coordinator will be housed in Fattoria #1, which is a double room with a private bathroom. Students can be housed in 5 double rooms, and 2 triples, with 4 shared bathrooms, for a total group size of 17 people including the group coordinator, depending on the gender breakdown. Student groups can use the Fattoria kitchen at any time and have a common room available for their use as well.

Spannocchia Foundation Memberships:

Each participant *and* the Program Coordinator must be current members of the Spannocchia Foundation. Payment for membership to the Spannocchia Foundation must be in American dollars. A \$70/family, \$45/individual or \$30/student membership fee per person can be added to the final invoice, or can be paid directly to the Spannocchia Foundation when the group size is finalized. Members of the Spannocchia Foundation who visit the estate are also extended complimentary membership in the Italian non-profit Associazione Castello di Spannocchia, which manages the on-site operations at Spannocchia.

Applications/Making Reservations:

Lisa Pascal Mack, Program Director at the Spannocchia Foundation is the program contact in the U.S. If you would like to propose a new program to the Spannocchia Foundation or inquire about availability, please contact Lisa by e-mail at lisa@spannocchia.org or by phone at 207-730-0336 for more information. Proposals should be submitted as far in advance as possible, and should include a complete description of the program and its goals, a profile of expected participants, and a C.V. for the program coordinator.

Planning your Itinerary:

For your planning purposes, we can connect you with former Program Coordinators who can assist you in planning your itinerary or provide marketing tips for recruiting program participants. We would suggest contacting a Program Coordinator who has led a program in your field of interest or lives in your area. Please contact Lisa by e-mail lisa@spannocchia.org for this service. For a list of Coordinator Tips, please see the preparation packet that you will receive after you have selected your program dates.

Pre-Deposit:

A pre-deposit of **Euro 250** is required to reserve the dates for your program. This pre-deposit confirms your reservation and will be applied towards the deposit balance due in the spring. In the event of a cancellation, this pre-deposit is non-refundable. We will begin to accept pre-deposits and reservations for specific program dates in the 2011-2012 season on July 15, 2011.

Deposit/Final Payment

Deposit/Program Date	3/15-5/1, 2012	5/1—8/1, 2012	8/1—11/15, 2012
Villa (Euro 1,300/week) Fattoria (Euro1,350/week) Student (Euro1,150/week)	Deadline: 1/15/2012	Deadline: 2/15/2012	Deadline: 5/1/2012

If you think that your group may only fill part of a facility, it is possible to pay a pro-rated deposit for the number of rooms that you would like to reserve. Spannocchia Reservation Services will send you a booking contract once the dates for your program have been finalized. Please return the signed booking contract along with your deposit before the deposit deadline. Along with the deposit and booking contract, please include a final copy of the promotional information for your program. **We require that an information packet about Castello di Spannocchia be given to all group participants before they arrive at the Castello.** This information/welcome packet will be sent to the program coordinator by e-mail after receipt of the deposit.

A final reservation payment is due 8 weeks before the start date of the program. The final reservation payment will be based on full occupancy of the accommodation reserved by the deposit. If the final payment is not received 8 weeks before the start date of the program, Spannocchia reserves the right to begin offering the rooms reserved by the group to other guests requesting accommodation.

Program participants and groups that organize extracurricular activities such as T'ai Chi, Italian language, cooking classes and tour & tasting at Spannocchia, need to pay in Euro for these services before the group departs from Spannocchia.

All other program charges will be made to Spannocchia Reservation Services. If you choose to pay by check or credit card, the deposit and balance due will be calculated into US Dollars based on the current exchange rate.

Payments can be made by check, VISA, or MasterCard.

Please send payments to:
Spannocchia Reservation Services
P.O. Box 10531
Portland, ME 04104

Cancellation Policy:

The group facilities at Castello di Spannocchia must be booked far in advance and are not easily re-rented. The Pre-deposit amount of Euro 250 is non-refundable and is required to hold the requested dates of your program. All cancellations must be in writing and become effective on the date of receipt by Spannocchia Reservation Services. Cancellation charges will be levied as follows: (i) on the receipt of the cancellation letter 8 weeks or more before the start date, the charge will be equal to the reservation deposit, (ii) on receipt of the cancellation letter less than 8 weeks before the starting date the charge will be the deposit plus the final reservation payment, based on full occupancy of the accommodation reserved by the deposit.

Arrival at Spannocchia:

If space is available, program coordinators can arrive at Castello di Spannocchia **1 day before the start date** of the program, to meet with Castello staff about the details of the group's schedule.

Accommodations for this extra day will be provided by the Castello for **first time coordinators, if a room is available,** at no charge to the program coordinator. Upon arrival, the program coordinator will help the Castello staff to finalize room assignments, tour the facilities to see recent additions and renovations, and discuss any details about the group's needs.

It is the responsibility of the group coordinator to determine in advance how the group participants will arrive at the Castello. The majority of Program Coordinators arrange a meeting time at the airport and transportation to Spannocchia in advance. The staff at Spannocchia is not available for any transportation of group participants. **If a program participant is not able to meet the group at the assigned time, it is important for them to contact Spannocchia immediately by phone so that we can provide an**

alternative way to get to Spannocchia. All program participants must arrive between 2:00 PM and 5:00 PM on the start date of the program, unless otherwise arranged in advance, and we highly recommend that the entire group arrives together. We strongly recommend that program coordinators provide the contact information for Spannocchia to each of the participants prior to departure from their home base.

We also recommend that Program Coordinators have a cell phone with European coverage, that they can use to help coordinate communication on the group's arrival day. We have a cell phone at Spannocchia that is available for use on arrival and other field trip days. Just let us know in advance if you would like to reserve it for use during your program. If you are arriving at the same time as the program participants, you can look into renting a cell phone through AutoEurope or another travel services company. Be aware that using your American cell phone in Europe – even if it gets a signal and your phone provider says it will work in Italy – will be VERY expensive (between \$3 and \$5 PER MINUTE).

*******Note:** If program participants wish to stay extra days before or after the official program dates, they must make separate reservations through our reservation website, www.spannocchia.com or by contacting our Guest Service Coordinator Lucia Sonetti at reservations@spannocchia.org and will pay the regular room rate charged to guests on independent sojourns.

During the Program:

An **historical tour of the Castello** with one of the staff members of Tenuta di Spannocchia will be scheduled for two hours after breakfast on the first morning of the program. This tour will give program participants a valuable introduction to the physical layout and operation of the Castello and the mission and goals of the Spannocchia Foundation.

Guest information and guest services are available in the **Spannocchia Shop, every day between 8:00am and 7:30pm.** If program participants need directions, reservations, or local information, or wish to buy something from the Spannocchia Shop, please direct them to visit the shop during these hours.

For on-site program matters, program coordinators should speak with Daniela Casarin, Castello Director at Spannocchia, for anything from changes in the group's schedule to discussions regarding accommodations, meals, etc.

All program participants and program coordinators must pay Spannocchia for any items bought in the Shop, individual phone bills, or any other locally incurred cost before leaving Spannocchia—payments may be made in Euro or by VISA/MC. The Castello staff in the Spannocchia Shop will handle these payments. Any other payments or refunds for the group price will be handled through Spannocchia Reservation Services after the completion of the program.

After the Program/Planning for Future Programs:

Due to the difficulty of predicting a group's exact number of participants and schedule in advance, total charges for each group will be determined after the group's departure. The program coordinator will receive a bill itemizing the total charges for the group. Depending on the amount of the deposit and final payment already held by Spannocchia Reservation Services, the program coordinator will either be billed or will receive a refund for the difference between the amount already paid and the total charges incurred by the group during its stay at Spannocchia. There will be no refunds for meals not taken at Spannocchia. It is in the best interest of the program coordinator to encourage participants to take care of individual charges before the group departs Spannocchia. If a participant has departed from Spannocchia without

paying for an individual phone/internet or shop charges bill, the program coordinator will be responsible for paying the outstanding charges to Spannocchia.

Any questions about payment or reservations for future programs may be directed to Lisa Pascal Mack, Program Director for Spannocchia Foundation by e-mailing lisa@spannocchia.org. The Castello sets prices and begins accepting formal reservation requests on **July 15** for the following year. A group reservation will be tentatively held until Spannocchia Reservation Services receives the deposit. **Please note that the deposit deadline is January 15, 2012 for Spring groups, February 15, 2012 for Summer groups and May 1, 2012 for Fall groups.**