FAQ - PRIMO OSTUNI HOTEL

Does the hotel have a swimming pool?
The hotel does not have a swimming pool. A few minutes drive to the white beaches of the Adriatic coast of Brindisi, which Ostuni is the pride and joy, having been awarded the 'Blue Flag' for several years. You can dive into crystal clear waters, relax and sunbathe, go on boat trips, and explore the picturesque seabed while snorkelling or diving.

Do you offer a laundry service?
The hotel does not have a laundry service. A few minutes walk to reach a self-service laundrette, open 24 hours a day.

Do you have a restaurant on site?
The Hotel has an elegant lounge bar with warm, modern décor and furnishings, open from 11:00 to 23:00pm. A light menu is available. The historic centre is just a few metres from the Primo Ostuni Hotel, where you will find many restaurants. Alternatively, about 300 metres away is the panoramic restaurant 'Attico Rooftop 225', owned by the same company as the Primo Ostuni Hotel, offering an unmissable experience with relaxation areas on a magnificent terrace overlooking the sea and the old town.

How do I get to Ostuni train station from the hotel?
Ostuni train station is 3 km from Primo Ostuni Hotel. It can be easily reached in a few minutes by car or by public bus (the bus stop is in front of our hotel, on the road "Via Tenente Specchia"). A taxi service is available on request for a fee. Contact us for informations and prices.

Do you have foreign language TV channels?
We have foreign satellite TV channels.

How far is the nearest beach? How can I get there?
Marina di Ostuni is 7 kilometres from the Primo Ostuni Hotel. It can be easily reached in 10 minutes by car or by public bus (the bus stop is in front of the hotel, on the road "Via Tenente Specchia"). Alternatively, a taxi service is available on request for a fee. Contact us for information and costs.

How do I get to the historic centre?
The historic centre is only a 5-minute walk from the hotel.

Is there a minibar in the room?
There is a minibar in the room with water only, available for a fee. Alternatively, there is a free water dispenser in the lobby. To request other products not provided in the minibar, such as taralli, crisps and soft drinks, simply call reception. Room service is free of charge.

Do you have private parking?
The hotel offers the following options: private outdoor parking approximately 300 metres from the hotel, and paid and free public parking (subject to availability)

Do you have a garage?
We do not have a garage, but we offer two outdoor parking at 300 metres, free of charge.

How can I can book?
You can book directly on our website www.primoostunihotel.it to get the best rates and immediate confirmation, or contact us by telephone or WhatsApp on 0831 217538 (Use the prefix 0039 if calling from abroad), or by email info@primoostunihotel.it

How do I know if my booking is confirmed?
Once you have completed your booking, you will receive a confirmation email with a summary of the services you have reserved.

Do you have a gym?
We do not have an in-house gym. A few minutes walk from the hotel, there is a private gym offering daily membership.

Do you have a shuttle service to the beach?
We do not have a shuttle service to the beach. However, the bus stop on the road “Via Tenente Specchia” is located right in front of the hotel and allows you to easily reach Marina di Ostuni, which is about 7 km away. Alternatively, there is a taxi service available for a fee. The service is available upon request. Contact us for informations and costs.

Do you have any partner beaches?
We do not have our own beach, as we are not located directly on the sea, but we can always help you choose one based on your needs, contacting those on the coast that offer us the most advantageous rates.

Is the hotel accessible?
The hotel is designed to accommodate guests with walking difficulties who use wheelchairs. There are two rooms available with bathrooms equipped with showers with seats and standard sanitary facilities.

Does the hotel have architectural barriers?
The hotel has no architectural barriers. All floors are served by a lift, as are the entrances.

What time is the check in?
Rooms are guaranteed from 3 pm, but you can check in and leave your luggage at reception even before the permitted time. Free luggage storage is available.

Is it possible to check in after 11 p.m.?
You can check in at any time, as the hotel offers guests a 24-hour service. It is advisable to let us know your arrival time.

What are the reception hours?
The reception is staffed 24 hours a day.

What time do I have to leave my room on the day of departure?
Rooms must be vacated by 11:00 a.m., but upon request and subject to daily availability, late check-out may be arranged, subject to confirmation by reception staff, with an additional charge proportional to the time requested. If you plain to stay at the hotel longer, luggage storage is available.

Do you have an iron in the room?
All our rooms are equipped with an iron and a small ironing board.

Are there kettles in the rooms?
Every room is equipped with a kettle and instant tea and coffee, which guests will find provided.

Do you have complimentary courtesy set? What do they include?
The hotel follows Ecolabel guidelines (European environmental quality certification) in respect of the environment. For this reason, we invite our guests to request courtesy kits from reception if needed (toothbrush sets, shaving kits, slippers, vanity sets, sewing kits). The bathrooms are equipped with dispensers containing shower gel, shampoo, conditioner, liquid hand soap, intimate soap and body cream, which are already provided in the room.

Is there a hairdryer in the room?
All rooms are equipped with hairdryer with diffuser.

Are the rooms equipped with safes?
All rooms are equipped with safes. Simply follow the instructions provided.

Are pets allowed in the hotel?
We welcome small dogs. They are allowed in all areas of the hotel, except for the breakfast room. There is a supplement of € 10,00 per day to be paid on site.

Does the hotel have family rooms?
We have connecting rooms and triple/quadruple rooms with a comfortable double sofa bed (limited availability and on request).

What types of rooms are available?
The types of rooms available at the Primo Ostuni Hotel are:

Accessible Comfort Room, designed to accommodate guests with walking difficulties who use a wheelchair, as the entrances and walkways are wide and comfortable. The bathroom in the accessible comfort room has a shower with a chair and a toilet that complies with disability standards;

Our Comfort Room is spacious and functional. This type of room is the perfect solution for a pleasant business or leisure stay in Ostuni.

The whitewashed buildings of Ostuni historic centre and the blue of the Adriatic Sea are a perfect combination to admire from the window of the Panoramic View Room.

The Superior room offers a panoramic view of the enchanting historic centre of Ostuni, the Adriatic Sea or the olive groves. Space, comfort and convenience define this type of room, which has a small balcony.

The Superior Panoramic View Luxury room, bright and with a breathtaking view, gives an immediate feeling of a suite. The private outdoor terrace is a gateway to the historic centre and the Adriatic Sea, where you can breathe deeply and relax.

Do you serve gluten-free products?
Our bar offers gluten-free products and, on request, a dedicated breakfast is also available.

What kind of breakfast is served?
Every morning we serve a hearty breakfast in our beautiful veranda room, illuminated by a large glass window.
The sun's rays and the sweet and savoury specialities created by our chefs will ensure that our guests start their day in the best possible way.

What time is breakfast served?
Breakfast is served from 07:30 to 10:30. Room service is available for a fee of € 5,00 per service.

Do you have luggage storage?
Free luggage storage is available for our guests.

Do you have a concierge service?
Our reception staff will welcome you and provide useful information to help you organise your tours and activities in the area.

Do you offer room service?
Breakfast can be served in your room during breakfast hours. There is a supplement of € 5,00 per service.
Free room service from the lounge bar is available from 11:00 to 23:00. A supplement may apply for requests outside these hours. You will find the menu in your room.

Does the hotel have smoking rooms?
The entire hotel is non-smoking, including the rooms and common areas. An outdoor smoking area is available.

What credit cards do you accept?
We accept Visa, Mastercard, American Express and Maestro.

Is the hotel new? When did it open?
The history of the Primo Ostuni Hotel, now a modern and comfortable hotel in the heart of Ostuni, the white city, has its roots in the last century and is deeply linked to the territory and tradition.
At the end of the 1950s, Corso Mazzini, also known as “Via Napoli”, was the main thoroughfare and commercial hub of Ostuni, and where our 4-star hotel stands today, there was once the Hotel Orchidea Nera, the first hotel in Ostuni at the time. Hence the desire to honour a great achievement for the white town.
Our philosophy is based on the values of welcoming guests rather than customers, always with passion and dedication. The 31 spacious and elegant rooms have been finely restored and some of them enjoy breathtaking views of the nearby historic centre, the Adriatic Sea and the olive groves.

What can we visit while staying in Ostuni?
The hotel is located a few minutes walk from the historic centre, better known as the ‘White City’, considered one of the most glamorous destinations in Puglia, where a mixture of flavours, scents, sounds and folklore pervades and envelops every visitor.
A few minutes by car will take you to the white beaches of the Brindisi Adriatic coast, of which Ostuni is the pride and joy, having been awarded the ‘Blue Flag’ for several years. You can dive into crystal clear waters, relax and sunbathe, go on boat trips, and explore the picturesque seabed while snorkelling or diving.

How far is it from the main attractions in the surrounding area?
The hotel is located in the town of Ostuni and is:

- approx. 35 km from Brindisi Salento International Airport
- approx. 90 km from Bari Karol Wojtyla International Airport
- approx. 70 km from Lecce
- approx. 50 km from Polignano a Mare
- approx. 40 km from Monopoli
- approx. 35 km from Alberobello
- approx. 22 km from the Torre Guaceto Nature Reserve
- approx. 23 km from Locorotondo
- approx. 28 km from the archaeological excavations of Egnatia
- approx. 40 km from the Port of Brindisi

Do you have electric car charging stations?
We do not have affiliated charging stations, but there are public charging points near the hotel.

Do you have USB sockets in the rooms?
All rooms are equipped with USB sockets, which you will find near the bedside table.

Is there a wellness centre in the hotel?
We do not have an on-site wellness centre. The Lacus Spa at the Hotel Monte Sarago, just 300 metres away, offers discounted rates on treatments (booking required).

Are there any ATM in the hotel or nearby?
We do not currently have An ATM in the hotel, but there are several cash machines nearby, just a few metres from the hotel.

There is the city tax to pay? Is it included in the price?
The tourist tax is € 3,00 per person per day (for a maximum of 5 consecutive days). It is reduced by 50% in the January-March. The city tax is never included in the cost of the stay and must always be paid at the hotel reception. The city tax can be paid by credit card or cash.

Does the hotel have a lift?
The hotel has a lift that guarantees maximum accessibility to every floor, even for people with disabilities.

Is there Wi-Fi?
Wi-Fi is free and accessible throughout the hotel. Authentication is via a code provided on arrival at the hotel and also written on the card holder.

Can I request an invoice for my stay?
Yes, just provide us with all the necessary tax information by the time of check-out.

Does the hotel offer a shuttle service?
No, but we work with private transfer agencies for various types of transport, which we call upon at the guest's request. The service is subject to a fee and available upon request.

Is an identity card required for check-in?
Yes, it is absolutely mandatory to have an identity card with you to show upon arrival. It is necessary to have the identity card of both adults and children with you.

Can minors stay without their parents?
Minors may stay without their parents, but only with the written consent of their parents and if accompanied by another adult who assumes responsibility, providing a signed authorisation and a copy of the parents' documents to the accommodation facility.

Is the hotel located in a restricted traffic zone?
The hotel is located outside the restricted traffic zone near the historic centre, which is far a 5-minute walk.

Do I need a credit card to make a reservation?
A credit card is required for all bookings. For bookings that do not require advance payment, it is used as a guarantee and will not be charged unless you fail to cancel within the permitted time frame. In addition to credit cards a debit cards can also be used and any card with 16 numbers. A credit card is not required only in the case of payment by bank transfer.

Do you have a price list?
We do not have a price list, as prices changed according to seasonality and room availability. You can access our prices on our official website www.primoostunihotel.it, under the “book” section. By making a reservation well in advance, you can take advantage of the best rates available.

Why is it better to book on our official website rather than on another online portal?
By booking directly on our website, you will enjoy greater benefits:

- access to exclusive offers;
- direct contact with our staff to personalise your stay.

When can I cancel my booking?
Cancellation times depend on the type of rate chosen at the time of booking: with the Prepaid rate, the cancellation fee is equal to the cost of the total stay; with the Easy rate, the cancellation fee is equal to the deposit paid; with the Best Available rate, you can cancel within 5 days of arrival. In case of no-show, the penalty app a lied will be equal to 100% of the amount of the booked stay.