



HOTEL MONTE SARAGO FAQ

How far is the beach?

The nearest beach is 7 km away and on average you can reach most beach clubs along the Ostuni coastline within a 10–15 minute drive.

How far is the hotel from the historic centre?

The hotel is located 700 metres from Ostuni's famous historic centre. A restricted traffic zone begins near the old town, surrounded by paid parking areas. For this reason, we always recommend that our guests leave their car in our private parking area that currently is free. In just 10 minutes on foot, you can reach the heart of the old town.

How can I book?

You can book directly on our website to get the best rates and instant confirmation, or contact us by phone at +39 0831 334470, by email at info@hotelmontesarago.it, or via WhatsApp at the same number.

How do I know if my booking is confirmed?

At the end of the booking process, you will receive a confirmation email with a summary of the services you have reserved. The reservation is considered confirmed if the payment of the full or the deposit (according to the rate you choosed) has been successfully paid by bank transfer or credit card.

Is babysitting available?

With advance notice, we can arrange a babysitter for you. This service is subject to availability and comes at an extra charge.

Is half board available?

Yes, at the time of booking—or afterwards—you can choose half board or full board. Our panoramic restaurant, Attico Rooftop 225, located on the top floor of the hotel, is open for lunch, dinner, and as a lounge bar from 12:00 onwards.

Is a credit card required to book?

A credit card is required for all reservations. For bookings without prepayment, it is used only as a guarantee and will not be charged unless the cancellation policy is not respected. Debit cards with 16 digits are also accepted. A credit card is not required only if paying by bank transfer.

Why do prices vary from day to day?

Prices depend on seasonality and room availability and may change based on demand. Booking well in advance usually ensures the best rate.

Why is it better to book through your official website rather than an online portal (e.g. Booking.com, Expedia)?

Booking directly on our website guarantees:
access to exclusive offers
direct contact with our staff to personalise your stay

When can I cancel my booking?

Cancellation terms depend on the rate selected:

Prepaid Rate: penalty equals the total stay

Easy Rate: penalty equals the deposit paid

Best Available Rate: free cancellation up to 48 hours before arrival; cancellations within 24 hours are charged 100% of the stay

Do you have smoking rooms?

The entire hotel is non-smoking. Outdoor smoking areas are available.

Is there an internet point at the hotel?

Yes, there is a workstation in the lobby. Request login details at reception.

Is breakfast included?

Yes, breakfast is always included and served as a rich continental buffet in the Opificio Room on the ground floor.

What room types are available?

We offer several categories:

Standard Room – suitable for all types of travellers

Accessible Standard – designed for guests with reduced mobility and wheelchair access

Comfort Room – larger indoor and outdoor spaces

Panoramic View – overlooking the old town

Accessible Panoramic View – same view, adapted for guests with disabilities

Superior Panoramic View – private terrace with stunning views

Junior Suite – approx. 30 sqm with two rooms and a large terrace

Blue Royal Suite – 70 sqm open-plan space plus a 25 sqm spa bathroom with hydromassage tub, treatments, and double shower

Family Suite – two bedrooms, each with private bathroom

Suite White Ostuni – 80 sqm with bedroom, living room, 25 sqm spa bathroom, and balcony with panoramic views

Does the hotel have parking?

Yes, located opposite the hotel via Via Tenente Specchia, with direct pedestrian access to the entrance.

Is parking free?

Currently it is free of charge.

Is parking supervised?

The parking is fenced and video-surveilled but not guarded.

Is the hotel located in a ZTL (restricted traffic zone)?

No, the hotel is outside the ZTL. The old town is a 10-minute walk away.

Is there a restaurant?

Yes, Attico Rooftop 225 is open for lunch and dinner, and serves as a lounge bar from noon to closing time, offering spectacular views.

Are children allowed?

Yes. Some rooms have sofa beds suitable for children up to 12 years old. Baby cots are available upon request.

Children are allowed in the restaurant but **not** in the spa (minimum age 16, with a parent).

Are gluten-free, vegan, or vegetarian breakfasts available?

Yes—please inform reception during booking or check-in.

Can the hotel host conferences or meetings?

Yes. The hotel has three fully equipped meeting rooms (Mazzini Hall, Galleria Room, Roccia Room), a foyer, audiovisual equipment, catering options, and corporate agreements. A wellness centre, on-site restaurant, and a strategic location complete the offer.

Is there a kettle in the room?

Yes, with complimentary tea and instant coffee.

Is there a minibar?

Yes, with two sparkling and two still water bottles (€1.50 each). Additional items may be requested from reception.

Is there a gym?

No, but a gym is available a few metres away with daily entry.

Does the hotel have a spa?

Yes, Lacus Spa is located on floor -1 and includes a heated pool, relaxation area, and treatment rooms. Treatments and costs are available via QR code or on the website.

Is room service available?

Yes. Reception will connect you with the restaurant to order meals or drinks. A service charge applies.

Is late check-out available?

Subject to availability and at an additional cost.

Is ID required at check-in?

Yes, for all guests including children.

Can minors stay without parents?

Minors can only stay with at least one parent or with a legally authorised adult holding written consent and copies of both parents' IDs.

What payment methods are accepted?

All major cards (American Express, UnionPay, Maestro, Mastercard, Visa, PagoBancomat) and bank transfers. Cheques and bank transfers at check-out are not allowed.

Do rooms have safes?

Yes, with personalised code.

Are there connecting rooms?

Yes, available upon request and subject to availability.

Do rooms have showers or bathtubs?

All rooms have showers. Only the Blue Royal Suite and the White Ostuni Suite also have a hydromassage tub.

Who pays tourist tax?

Guests over 12 years old, except exempt categories (disabled guests with documentation, caregivers, patients' companions, bus drivers, armed forces on duty, school groups, etc.).

Are dogs allowed?

Yes, small dogs up to 10 kg and under 40 cm in height, with a €10/night fee. Access to the breakfast room and common areas is restricted; the restaurant is allowed.

Does the hotel provide a shuttle service? No, but we work with private transfer agencies.

Can I request an invoice?

Yes—please provide billing details before check-out.

Is Wi-Fi available?

Yes, free throughout the property, accessible via a code provided at check-in.

Is laundry service available?

The hotel does not provide laundry service, but self-service laundromats are nearby. Iron and ironing board are available upon request.

What is the nearest train station?

Ostuni station is 3 km away and accessible by urban bus or private transfer. Direct trains connect Ostuni to Monopoli, Polignano, Bari, and Lecce.

What time is check-in?

Rooms are guaranteed from 3:00 PM, but you may check in earlier and leave your luggage. You will receive a WhatsApp message when your room is ready.

Is late check-in possible?

Yes, at any time—please inform us in advance.

Reception hours?

Reception is staffed 24/7.

Is there an outdoor pool?

The only outdoor pool is at Monte Sarago Villas and reserved exclusively for residence guests. The hotel has an indoor heated pool, part of the paid wellness circuit.

Spa pool temperature and size

9 m x 4.5 m, 1 m deep, heated to approx. 35°C.

Is the spa private?

The spa accommodates up to 10 people at once. Exclusive use is available upon request with additional cost.

When to book wellness treatments?

Preferably at the time of booking your room, or later via phone, WhatsApp, or email.

Are minors allowed in the spa?

Only guests aged 16+ with parental authorisation.

Is a swimming cap required?

Yes. Provided along with towel, bathrobe, and slippers.

Can the spa be used after check-out?

Yes. You may keep your room (for a fee) or use the spa changing rooms.

Are showers and changing rooms available?

Yes, separate male and female changing rooms with showers, WC, and hairdryers.

What time is check-out?

By 11:00 AM. Late check-out available on request.

Can I have lunch at the restaurant before my room is ready?

Yes.

Can the stay be personalised?

Yes (extra charge):

restaurant meals

welcome amenities

cakes, flowers, balloons, personalised surprises

rose petals on the bed

wellness treatments

Accepted credit cards

American Express, Visa, Mastercard, UnionPay, Maestro, Bancomat.

Do you offer assistance?

Yes — contact us via email, phone, or WhatsApp.

Meal times

Breakfast: 7:00–10:00 or 7:30–10:30 (depending on season) Lunch: 12:30–14:30

Dinner: 19:30–22:30

Travelling with a bike?

A secure indoor bike garage with charging and a small workshop is available.

Is there a lift?

Yes, fully accessible.

Are there architectural barriers?

The hotel has no architectural barriers; Monte Sarago Villas does.

Is luggage storage available?

Yes, both before check-in and after check-out.

Is the spa included in the price?

No, but discounted access is available for hotel guests.

Do you have agreements with beach clubs?

No, but we can recommend and contact beach clubs according to your needs.

What is the tourist tax cost?

€3 per person per day (max 5 days), reduced 50% from January to March. Always paid at reception.

Are there bus stops nearby?

Yes, just outside the hotel on Corso Mazzini and Via Tenente Specchia.

Is there a courtesy kit in the room?

Yes, upon request, in line with Ecolabel sustainability guidelines.

Is there a “baby kitchen” in the hotel?

No, but kitchen staff can assist with special requests.

Distances from major points of interest:

Brindisi Airport – 35 km

Bari Airport – 90 km

Lecce – 70 km

Polignano a Mare – 50 km

Monopoli – 40 km

Alberobello – 35 km

Torre Guaceto Nature Reserve – 22 km

Locorotondo – 23 km

Egnatia archaeological site – 28 km

Port of Brindisi – 40 km

Electric vehicle charging?

Yes—charging points for cars and e-bikes in the garage and two charging stations in the outdoor parking area.

Are there ATMs nearby?

Not on-site, but several are located in the town centre (700 m away).

Is the hotel open all year? Yes.

ATTICO ROOFTOP 225

What are the restaurant's opening hours?

We are open every day for lunch and dinner, and from 12:00 PM as a lounge bar.

Is it necessary to book a table in advance?

We recommend booking in advance, especially on weekends and during peak periods, to secure the best table.

How can we book a table, ask for information, or make special requests?

You can book by calling or sending a WhatsApp message to our number +39 0831 334470, or by email at info@hotelmontesarago.it.

Is the restaurant suitable for children or families?

Yes, children are welcome. For younger guests, we can provide high chairs and dedicated menus upon request.

Is it possible to organize private events or corporate dinners?

Absolutely. Contact us by calling or sending a WhatsApp message to +39 0831 334470, or by email at info@hotelmontesarago.it to discuss your needs and personalize the event.

Does the restaurant offer vegetarian, vegan, or allergy-friendly menus?

Yes, the menu includes vegetarian and vegan options. We can also prepare dishes suitable for food intolerances if informed at the time of booking or directly to the restaurant staff.

Are pets allowed?

Small dogs are allowed inside the restaurant, provided prior notice is given.

What payment methods are accepted?

You can pay with credit cards from American Express, UnionPay, Maestro, Mastercard, Visa, PagoBancomat, or with cash. We do not accept checks or bank transfers at the restaurant.

Is parking available at the restaurant?

Currently, guests can use the parking at Hotel Monte Sarago.

Is it possible to sit outdoors on the terrace?

Yes, our terrace is available for all guests, subject to weather conditions.

Is there a dress code?

There is no specific dress code.

Does the restaurant offer delivery or takeaway services?

At the moment, we do not offer delivery or takeaway; all meals are to be enjoyed on-site.

Is Wi-Fi available for guests?

Yes, you can use free Wi-Fi during your stay.

Is the restaurant accessible for people with disabilities?

Yes, the facility is accessible for guests with reduced mobility. Please contact us for any specific requirements.

Can we request special or customized dishes?

Certainly. Let us know your requests at the time of booking, and we will do our best to accommodate them.

Are there special offers or seasonal promotions?

Yes, we periodically offer special menus and events. We invite you to follow us on our social media channels to stay updated.

Can we pay with gift vouchers or gift cards?

Yes, we accept gift vouchers and gift cards issued by the restaurant.

What wines are available at the restaurant?

Our wine list offers a carefully curated selection of local, national, and international labels, with options for all tastes and suggested pairings with menu dishes. If you wish, our dedicated staff can suggest the perfect wine for your dinner.

Does the restaurant offer cocktails or special drinks?

Yes, our bar prepares classic and signature cocktails, perfect to enjoy while admiring the panoramic rooftop view.

Do you organize weddings or private events?

Yes, we organize weddings and private events at Attico Rooftop 225. We can help you plan every detail, from decorations to menu selection, to make your day truly special.

Is the restaurant air-conditioned?

Yes, the restaurant is air-conditioned in the summer and heated in the winter.

MONTE SARAGO VILLAS

What are Monte Sarago Villas and where are they located?

Monte Sarago Villas consists of 10 apartments set along the hillside of Mount Sarago, surrounded by greenery and just a short distance from the historic centre of Ostuni. Guests can reach the medieval town on foot and the beaches in 5 minutes by car.

Key collection takes place at Hotel Monte Sarago, Corso Mazzini 223.

The villas can be reached via a historic staircase of 130 steps or by car through a private road.

How many villas are there and what are their features?

There are 10 villas, each with a living room with kitchenette, bedroom, and bathroom. A sofa bed is available in each unit. Two villas feature two bedrooms.

Are the villas close to Ostuni's historic centre?

Yes, a few minutes away on foot via the staircase or from the hotel parking area.

What services are included?

fridge/freezer
hob
oven
dishwasher
dishes and cookware
32" LCD TV with digital/satellite channels
Wi-Fi
air conditioning
safe
bathroom with shower and hairdryer
token-operated laundry in common area
drying rack
outdoor space with view
independent entrance
first supply of bed/bath linen
shared pool
parking space
utilities included

Is the pool private or shared?

Shared exclusively among guests of Monte Sarago Villas, with panoramic views.

Is Wi-Fi available?

Yes, Wi-Fi is available.

Is cleaning included?

No. Cleaning and linen change are available at extra charge.

Is there private parking?

One unreserved parking space per villa.

What are check-in and check-out times?

Check-in: 16:00–19:00

Check-out: by 10:00

Late arrivals must be arranged in advance.

Is early check-in or late check-out possible?

Subject to availability and surcharge.

Are kitchens fully equipped?

Yes. Each apartment has a kitchenette complete with fridge with freezer, electric oven, dishes and dishwasher.

Are linens provided?

Yes, only the first supply. Additional sets at extra charge:

€3 per item - bath linen

€12 per item - single bed set

€24 per item - double bed set

Do the villas have air conditioning?

Yes, the apartments have air conditioning.

Do the villas have a washing machine?

There is a coin-operated washing machine in the common areas. It operates with tokens that can be purchased at the reception of Hotel Monte Sarago.

Are the villas suitable for families with children?

Yes, but due to architectural barriers we do not recommend them for guests with reduced mobility.

Are pets allowed?

Only small dogs (€10/night). Restrictions apply when using hotel services.

Cancellation policy?

Same as the hotel: Prepaid (100%), Easy (deposit), Best Available (free until 7 days before arrival; 100% penalty within 24 hours).

How can I book a villa?

Directly on our website or through selected online platforms. We recommend contacting us for the best custom quotation.

Is a security deposit required?

No, but damages will be charged after inspection.

Payment methods

The hotel accepts payments with cards from all major circuits (American Express, UnionPay, Maestro, Mastercard, Visa, PagoBancomat) as well as bank transfers. It is not possible to pay by bank transfer or cheque at check-out. In such cases, guests must inform the staff in advance, who will submit the request to the accounting office, which may approve or decline it.

Is the city tax included in the rate?

No, the city tax is never included in the rate and costs €3.00 per person, per night.

Do villa guests have access to hotel services (breakfast room, spa, restaurant)?

Yes, subject to availability and at an additional cost.

Can you organise tours, transfers, car rentals, or activities?

Yes, for the organisation of tours, excursions, and personalised activities, you can contact the reception of Hotel Monte Sarago, where the concierge service is always available to assist you.

How far are the villas from the sea and attractions?

Beaches are 7 km away, and most can be reached within 10–15 minutes. The villas are close to the main attractions of the Itria Valley.

Are transfers available to/from airports or stations?

Yes, we arrange transfer services to and from airports or train stations. Ostuni does not have a taxi service, but private cars with drivers. Upon request, we will assist you in finding the first available driver while ensuring the best possible rate.

Is there a minimum stay required at Monte Sarago Villas?

Yes, a minimum stay of 4 nights is required from late March to late July and from late August to late October. For stays during the month of August, a minimum stay of 7 nights is required.

Are the villas open all year?

They have a seasonal opening, usually late March to late October.

Is there an elevator at Monte Sarago Villas?

No, there is no elevator.