HOME SAN FRANCESCO

Beware of scams

Online Safety Guide

Useful tips for booking safely online



English

www.homesanfrancesco.it | info@homesanfrancesco.it

Beware of scams

Useful tips for booking safely online

Dear guest,

We want your stay at Home San Francesco to begin with peace of mind, right from the booking stage.

Fraud and phishing attempts can occur in the travel sector: deceptive messages designed to obtain personal information, login credentials or money. This guide offers six practical tips to help you recognise them, protect yourself from scams and safeguard your booking.

Before making a payment or sharing information, always check the sender and use our official channels. If anything seems unusual, stop and contact us.

The six tips

1. Check who is contacting you
2. Be careful with payments
3. Do not open suspicious links
4. Protect your information
5. Do not let urgency pressure you
6. Contact us if you have any doubts

Our official channels

Website: www.homesanfrancesco.it

Email: info@homesanfrancesco.it

TIP 1 OF 6

Check who is contacting you

Before your arrival, make sure communications come from our official channels.

Check the full email address and the sender of messages carefully. Be wary of contacts, phone numbers or domains that imitate Home San Francesco using similar names or minor spelling differences.

If the sender seems suspicious, contact us using the contact details published on our website.



TIP 2 OF 6

Be careful with payments

When confirming your booking or paying for your stay, remember that we will never ask you to complete payments by email, private chats or links sent via WhatsApp or SMS.

Use only our official channels and the secure payment methods specified when booking on our website.



TIP 3 OF 6

Do not open suspicious links

Avoid opening links or buttons received in unusual SMS messages, chats or emails.

To check your booking, type www.homesanfrancesco.it directly into your browser and use our official channels.



TIP 4 OF 6

Protect your information

Protect your login credentials and payment information.

Never share passwords, PINs, temporary one-time passwords (OTPs) received by SMS or app, or full credit card details in response to unverified messages or online forms.



TIP 5 OF 6

Do not let urgency pressure you

Scammers may create a false sense of urgency by threatening to cancel your booking immediately, pressuring you to pay without checking.

If you receive an alarming message, pause before acting. Verify the request directly with us through our official channels.



TIP 6 OF 6

Contact us if you have any doubts

Before making a transfer, paying the balance of your stay or sending documents, contact us if you have even the slightest doubt.

Email info@homesanfrancesco.it or use the official contact details published at www.homesanfrancesco.it.

We are here to help you verify communications received before your arrival.



What to do if you suspect or experience a scam

Emergency steps before arrival

Have you already shared personal information or banking codes, or made a suspicious payment? Follow these steps.

1. Contact your bank immediately

Call your bank or card issuer to block the affected transactions and cards.

2. Report the incident

Report the incident promptly to the relevant authorities through the Italian Postal Police portal: www.commissariatodips.it.

3. Notify Home San Francesco

Email us immediately at info@homesanfrancesco.it so that we can check the actual status of your booking.

Have doubts but have not yet shared information or paid?

Do not proceed until you have verified the request with us using the official contact details at www.homesanfrancesco.it.

Thank you for your cooperation.

We look forward to welcoming you to Home San Francesco!