

Index: 200, userID: Travel G, itemID: 543477

User documents: We booked an economy double room for two nights at less than thirty euro a night. Not right in the tourist area, but a 10 minute walk away or you can use the metro which is 20m away from the front door. Absolutely spotless rooms, very bright and modern. We worried the economy double would be too small but it was very roomy. If you don't mind some street noise, try and ask for a room looking over the street. They had already charged our credit card for two nights when we arrived, so make sure you show up or give ample notice of cancellations because they do things by the book. Only negative would be the water-saving spring taps in the bathroom were extremely annoying, but the bathrooms themselves were spotless. A quiet, clean stay and excellent value. The customer service at this hotel is absolutely outstanding! The breakfast was fantastic. The location is right the main train station (sants) and near to two metro stations. This compensates for being a way from the beach and main shopping/eating areas. There are small cafes and some restaurants nearby though. The jacuzzi and sauna were great. The bar area was nice to relax in and we got cava on arrival. Also our wifi was free and worked in our room. Not sure if it is always free though or if that was part of the deal. The best thing above all were the staff, after being in France and getting the worst service ever we were so thankful for the staff here they made us comfortable and were helpful in everyway. Above what we would expect eg. Explaining where to go, which restaurants were great and how to get to the metro. This hotel was clean, the rooms were spacious, the staff were friendly, the breakfast was fresh and delicious and the location was unbeatable for the price. The entrance to the hotel is not traditional. You have to go down a very narrow alley way (about 1 meter wide or less!) and then up some stairs. The hotel is not signed well and yes it's true it is a small laminated sign but who cares what the outside looks like. The photos on here are accurate to what we stayed in. The reception is in the sister hotel just down the street. When you go down the alley then up the stairs the you press an intercom and talk to the reception who direct you where to go to check in. The check in is located in the hotel Antica Casa Carettoni. Remember this and you will love it. This hotel was definitely worth the money (a bargain!). There is not wifi but we were able to purchase some from the next door hotels wifi network hotspot on our credit card for 9 euro (shhhhhh!). There is however an Internet cafe just down the street as well as many restaurants and shops. The boat and train transport are a 1 minute walk away. Hotel room was spacious, clean and the balcony was large. The reception staff were very very helpful and would go out of their way to assist us. The hotel overall was modern and well equipped. Great location in the centre of everything many restaurants and shops nearby. The restaurant staff that served breakfast were rude, un helpful and not attentive. The breakfast was also nothing special for a 5 star hotel. 1 type of eggs that werent that fresh, bread and juice had run out both mornings and were not replenished. Took the staff half an hour to take our drink order also. Other than the restaurant I would stay again at this hotel it was lovely.

Let us analyze what user preferences are:

1. Cleanliness
2. Room size/spacious room and bright room

3. Friendly staff
4. Breakfast
5. Location
6. Transportation
7. Modern
8. Wifi
9. Bar
10. Instruction to navigate around.

These are the aspects users care for. So now let's create the user profile.

The user's priorities include a modern, spacious, spotless, bright, and clean room. The location is another important aspect that the user cares for. The user prefers that all the public transportation (e.g. metros, and train stations) should be easily accessible from the hotel. In addition, the user love to have breakfast at the hotel. They expect the staff would be friendly, and professional with exceptional customer services. They care for amenities like jacuzzis, saunas, relaxing bar areas, and thoughtful gestures such as welcome drinks. Moreover, they prefer the free Wi-Fi in the hotel. Finally, the user expects that the hotel would provide instructions to navigate around, e.g. how to access train stations, how to find metro stations. Overall, the user looks for a good balance of value, comfort, and excellent customer service in their hotel experiences.

This hotel was clean, the rooms were spacious, the staff were friendly, the breakfast was fresh and delicious and the location was unbeatable for the price. The entrance to the hotel is not traditional. You have to go down a very narrow alley way (about 1 meter wide or less!) and then up some stairs. The hotel is not signed well and yes it's true it is a small laminated sign but who cares what the outside looks like. The photos on here are accurate to what we stayed in. The reception is in the sister hotel just down the street. When you go down the alley then up the stairs the you press an intercom and talk to the reception who direct you where to go to check in. The check in is located in the hotel Antica Casa Caretoni. Remember this and you will love it. This hotel was definitely worth the money (a bargain!). There is not wifi but we were able to purchase some from the next door hotels wifi network hotspot on our credit card for 9 euro (shhhhhh!). There is however an Internet cafe just down the street as well as many restaurants and shops. The boat and train transport are a 1 minute walk away. Having read previous reviews on this hotel, I was not looking forward to our 2 nights at Hotel Moderno (the funniest name ever!). Unfortunately there was not much choice in accommodation when we booked so we were stuck. Surprisingly I would have to say, for the only time in Italy, our very low expectations were exceeded! Apart from the check-in process, which was VERY painful with a heavy backpack at 10pm at night, we had no other complaints. Yes the rooms are small, yes it is an old building & yes it feels like you are on a ship. BUT the room was clean, bed was comfortable, aircon worked well, bathroom tidy and smelt clean, location is fantastic & was reasonably priced by Venice standards. TIP: For first-timers to Venice, we would strongly suggest staying on the mainland or a nearby island such as Lido, where you will still be 10 minutes from the action but get MUCH better value for money & less noise from the crowds. We were unpleasantly surprised when we arrived in Venice and found our hotel. The only 'sign' was a laminated sheet of paper with 'Hotel Moderno' and an arrow, stuck up with scotch tape around the edges. The arrow

pointed you down a tiny creepy alley. We lugged our bags down there and went up the stairs, only to find out we had to check in at a sister hotel, a few doors down. Hotel and our room were pretty outdated, with carpet on the walls and doors, a couch that could have belonged to my grandmother as a child, and a stained bedspread that also sported a 6 inch gash in the middle of it! Once we stashed the bedspread in a drawer, the place seemed to be decently clean at least. If you can get over all that, it is a great location. In the middle of a lot of shopping and restaurants. Just a few minutes to walk to the train station or water busses. Also close to a great bridge over the grand canal. We stood at the top of that and watched boats and people go by while we ate some dinner a couple nights - which we'd picked up at Quanto Basta - a couple doors down from our hotel. They had pizza and awesome sandwiches with roasted meats and falafel! The other reviews say it all -- squeeze down a tiny alley, climb the stairs, to find a very basic but clean and functional room, in a convenient location. The Ritz it ain't. Checkin is next door, zero poetry, no service, but if you get it your room for 50 euros or under you are getting an OK deal. Having stayed recently at a fancier hotel in a "better" location (Rialto-San Marco), I would like to point out the advantages of the Moderno's location. You are next to the train station and the vaporetto hub, so that's all good. But I want to praise the neighborhood, Canareggio, which is a real neighborhood and not exclusively tourist oriented like Rialto-San Marco. There is an open air market on the Campo San Leonardo, a 5 minute walk away, and there are neighborhood bars where Venetian townspeople meet to shoot the breeze. The historic Jewish ghetto is a short walk away. Venetian food being generally mediocre and overpriced, you might consider taking at least some of your meals at the nearby Brek cafeteria, where the chow is no worse than elsewhere, but considerably cheaper. Consider all this as you book your room.

Let's Analyze and list the features.

Features:

1. Clean
2. Specious
3. Friendly staff
4. Location is good
5. Price reasonable
6. Entrance not good
7. The outside look is not good
8. Nearby restaurant
9. Check-in is painful
10. Convenient location.
11. Walking distance to transportation.
12. Café and restaurants are close to the hotel
13. Comfortable bed, bathroom tidy
14. The instruction to find the location was annoying.
15. Neighborhood was good.
16. Food was overpriced.

Now let's summarize.

The hotel offers clean, spacious, and functional rooms, albeit with outdated decor, such as carpet on the walls and old furnishings. Despite small rooms and an old building feel, the amenities like air conditioning and tidy bathrooms are satisfactory. The staff is friendly, and the breakfast is fresh and delicious, enhancing the overall experience. The hotel stands out for its convenient location near major transport hubs like train stations and Vaporetto hubs, making it ideal for exploring Venice. Despite the unconventional and narrow entrance alley with minimal signage, the value for money is excellent, especially given Venice's high accommodation costs. Check-in is at a sister hotel nearby, which can be an inconvenience especially with heavy luggage. Wi-Fi is not provided but can be purchased from a neighboring hotspot. The surrounding Canareggio neighborhood offers a more genuine Venetian experience with local bars, an open-air market, and proximity to historical sites like the Jewish ghetto. The area also has good dining options with affordable eats compared to tourist-centric areas. The neighborhood was good. Overall, the hotel is a great budget-friendly choice for those who overlook some aesthetic shortcomings for cleanliness, good service, and an unbeatable location.