Guest Information

Α

ARRIVAL/DEPARTURE

Please find your room at your arrival day prepared from 03.00 p.m. At your departure day we kindly ask you to leave the room until 11.00 a.m. According to the hotel's occupancy you are welcome to keep your room until 05.00 p.m. for a fee of 376.73kn/50.00€ per room.

ACQUAPURA SPA

The 6.000 sqm sized Acquapura SPA area is the heart of our hotel. Please find detailed information in our separate Acquapura Spa brochure or at the Spa reception on the following number 271940.

ACTIVITY PROGRAM

Our sports team will be happy to organize pilates classes, yoga, meditation, Nordic walking as well as many other activities. Please contact the Spa reception for any further information on ☎ 1940.

ACQUAPURA SPA AND COSMETIC PRODUCTS

Take a piece of wellness home with you! You can purchase the exclusive Pharmos Natur and Phytomer products from us. For more information, please contact the SPA reception at the number below m 1940.

ADAPTER

There are adapters available at the reception for a deposit of 100 Kn /13,27 €. Once you return the adapter the deposit will be returned automatically to your room account.

ALLERGY

Kindly let us know if you have to use any special diet or if you have any allergies. Additional pillows can be selected from our pillow menu.

ALCOHOL

We don't serve alcohol for individuals under the age of 18.

B

BABY EQUIPMENT

Various baby equipment is available at the reception (upon request and availability).

BAR "SOTTO VOCE"

Our bar offers a variety of cocktail classics as well as drinks and specially created cocktails by our bar staff. Furthermore, a unique selection of regional wine, Alpe-Adria region and international wine lists as well as warm drinks await you in our "Sotto Voce" bar. For those who like cigars and cigarettes, our Cigar Lounge is available opposite of the bar.

BATHROBE/BAG FOR THE SWIMMING POOL

The bathrobe and bag for the swimming pool which are located in your room are at your disposal during your entire stay. If you wish to keep them, we offer them for the price of 330 kn/43,80 € for the bag, and 524,40kn/69 € for the bathrobe at the SPA reception.

BEACH

The beach in front of the hotel grounds is public property, as everywhere in Croatia. During the main season, from June till August, many town-inhabitants and not only the hotel guests come to the beach to take a swim. Since the beach is gravel and sand, we advise you to use adequate footwear (to prevent injuries). We advise you not to leave valuable objects without supervision at any time at the beach. We ask for your understanding due to the fact that the hotel management cannot assume any responsibility for any inconveniences. Please do not take any glasses or dishes to the beach with you.

BICYCLES

Please contact the reception in case you would like to rent bicycles.

BONUS CARD

We say thank you! At the check-in you receive an application form for our Bonus Card. Kindly give it back filled-out to the reception, as we will do the further steps for you. For further information kindly take a look at the internet domain: www.falkensteiner.com/bonuscard.

BREAKFAST

We have a rich breakfast buffet with international & Alpe-Adria specialties.

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CASH MACHINE

The next cash machine is located next to the Falkensteiner Family Hotel Diadora.

CASHLESS PAYMENTS

We are happy to charge your drinks and extras to your room account. Please be so kind as to sign your receipts.

CEREMONIES

Would you like to celebrate a birthday, wedding, anniversary or some other special occasion of yours or your fellow travelers? We will gladly help you in organizing and planning. Please contact our Welcome Home Host at 7 1960 or reception at 🕾 1911.

CHILDREN'S ANIMATION

Children's animation at Falkensteiner Family Hotel Diadora is available for your children and teenagers. For further information please contact our Welcome Home Host 📾 1960.

CHURCHES

The Catholic church of St. John & St. Paul is located in the center of the village of Petrčane. In the city of Zadar you can visit numerous Catholic churches as well as the cathedral of St. Anastasia and Orthodox Church of St. Elijah.

CIGARETTES

Different tobacco products are available at the Hotel Shop.

CIGAR LOUNGE

We will spoil you with our variety of cigars! We can recommend you an appropriate drink as well!

CONFERENCE ROOMS

Please contact the reception for any kind of event, e.g. conference, meeting, family festivity at 271911.

COSMETIC

Our professional staff team at the SPA reception will gladly advise you a bout Spa treatments.

CREDIT CARDS

We accept the following credit cards: Mastercard, Visa, Diners, American Express and Maestro.

CURRENCY EXCHANGE

All main foreign currency in circulation can be exchanged into the national currency KUNA at the reception every day from 08:00 to 20.00. The actual exchange rate will be available at the reception. It is not possible to

withdraw cash with the credit card.

DOCTOR

Please contact the reception if you need a doctor at 1911 or our Welcome Home Host at 🕾 1960.

"DO NOT DISTURB" SIGN

Kindly hang out the sign, if you don't want to be disturbed. Please note that your room will not get cleaned during that time. However, your chambermaid will leave a card with which you can ask at what time you would like for your room to be cleaned. Please contact reception at 🕾 1911 or your chambermaid.

ELECTRICITY

For the functioning of heating, air condition and electricity in your room, please put the keycard in the device next to the door. It is 220 Volt electricity. Please find the adapter at the reception.

EMERGENCY EXITS

In case of an emergency please follow the marked ways and use the emergency exits. Please avoid using the elevators.

EMERGENCY NUMBERS Reception open 24 hrs 🗇 1911

Fire brigade: 0/193 Police: 0/192 Ambulance: 0/112 Breakdown service: 0/1987 Emergency doctor: 0/194 In case you want to make an emergency call, please inform the reception.

F

FIRST AID-EMERGENCY PHYSICIAN-AMBULANCE

First aid kit: at the reception Physicians: If you require a doctor, please contact the reception on the number a 1911. Hospital: Zadar 0/315 677

FAX

Kindly contact the reception to send out a fax. At any time you can use our fax at the reception to receive fax messages, number: +385/23/500-901.

FIRE BRIGADE TEL 0 /193

If you discover a fire, close the door of the room where the fire is located and call reception desk 📾 1911. During the fire alarm (signal lasts for 3 minutes) please leave the hotel using the emergency exits. The meeting place is in front of the main entrance to the hotel. Stay calm and follow the instructions of our employees. Do not use the elevators in case of fire! In case that escape route is blocked with smoke, close the door and divert the attention to yourself through a telephone or through a window. Smoking is strictly forbidden in the inner hotel area. Do not empty cigarette remains in the basket. Do not use the personal heating appliances.

FIRST AID

As already mentioned, there is a first aid box available at the reception.

FITNESS

The fitness room is located close to the Spa reception. Our personal trainer will gladly offer you his/her professional support.

FLIGHT

For information, inquiries and reservations please contact our Welcome Home Host at 🕾 1960 or the reception at 🕾 1911.

FLOWERS

With pleasure we can organize your individual flower arrangement. Please contact our Welcome Home Host reception at 1960 or main reception at 🕾 1911.

G

GARAGE

Our whole resort is a car free zone and parking in front of the entrance is just allowed for check-in and check out. Our parking garage is available to you for a daily fee of 71,58kn/9.50 € (obligatory by car arrival). The garage can be accessed at any time without tickets.

GUEST QUESTIONNAIRES

Our daily task is to fulfill expectations of our guests and steadily improve the quality in order to offer an unforgettable stay to our guests. Your wishes, your open and constructive criticism but also your praise are very important and of great value to us. Within the three days of your departure you will receive a questionnaire via e-mail. Please fill it out. We thank you in advance for your time!

INTERNET

W-Lan is available free of charge within rooms and all public areas including the outside pool.

Н

HAIRDRESSER

For recommendation and appointments kindly contact the reception at 🕾 1911.

HANGERS

In case you need additional hangers, please contact the reception at 🕾 1911.

HYGIENE SETS

We are gladly at your disposal, please call the reception at \$\overline{1}\$1911.

LAUNDRY SERVICE AND IRONING SERVICE

The laundry bag and price list is placed in your wardrobe. Leave the bag with your laundry until 10.00 a.m. on your bed, so that the chambermaid can take it with her. Also you can take the laundry bag to the reception at any time. You will receive the cleaned laundry back to your room within 24 hours. The cost will be booked on your room bill. We kindly ask you to fill out the laundry list and put it together with the laundry.

LIBRARY

You are welcome to take any book from our little, comfortable library during your stay. The library is located opposite of the reception.

LOST AND FOUND

If you have found or lost anything please contact the reception on the number 🕾 1911.

LUGGAGE SERVICE/LUGGAGE STORAGE AND BELLBOY SERVICE In case you need luggage assistance, our Bellboy team is gladly at your disposal. The luggage can also be stored at the luggage room close to the reception.

Please contact the reception at 2 1911 or our Welcome Home Host at 2 1960.

Μ

MAINTENANCE

We do our best to keep up the rooms to your expectations. Should our staff fail to notice a mistake we kindly ask you to report those at the reception so they

may be fixed as soon as possible.

MAIL

Please leave your postcards to be sent out at the reception.

MASSAGE

Kindly find Spa information in our Spa folder. For advisory service and reservation please contact our Spa reception 1940.

MESSAGES

If there is a message left for you, it will be brought to your room by our staff.

MINIBAR

Please note that the beverages and minibar snacks are not included in the room rate and will be charged to your room bill.

Ν

NEWSPAPER

Newspapers are prepared for you in the hotel bar. In case you would like to have one or more specific newspapers, please contact our Welcome Home Host at 🕾 1960 or the reception at 🕾 1911 and we will try to arrange it for you. Please note that this service is for an extra charge.

OPENING HOURS

Reception	00:00 - 24:00
Hotelbar "Sotto Voce"	08:00 - 01:00
Restaurant "Jadran"	
Breakfast	07:30 - 11:00
Dinner	18:30 - 21:30
A la carte restaurant "La Veranda"	19:00 - 22:00
(Kitchen works from 12:00)	
Beach bar "Bracera"	12:00 - 23:00
Steakhouse "Planika"	12.00 - 22.00
(Kitchen works untill 22:00)	
Beach Bar "Hideout"	12:00 - 22:00
Asian fusion restaurant "Break.point"	17:00 - 22:00
Pub & games "Strike"	16:00 - 22:00
Bowling & Gaming at Fortis Club	16:00 - 22:00
Spa Bistro & Vital bar Acquapura	11:00 - 20:00
Room Service	00:00 - 24:00
Spa reception	08:00 - 21:00
Sauna	10:00 - 21:00
Pool Area	06:00 - 22:00
Treatments	08:00 - 20:00
Fitness Room	06:30 - 21:00
Hamam	10:00 - 21:00
Solarium	08:00 - 20:00

These opening hours are guidelines, however not at the expense to our guests' wishes.

Ρ

PARKING FACILITIES AT THE HOTEL

Kindly advise if you want our bellboy staff to park your car in the underground garage.

PETS

Pets are allowed in the hotel all year round.

PHARMACY/DOCTOR

The next pharmacy is in Nin (4 km) or Zadar (9 km). We kindly want to inform you that it is not permitted by law to our employees to hand out any medicine. In case you need a doctor, please contact the reception on number 🖀 1911 or our Welcome Home Host on 🕾 1960.

PHOTOCOPY FACILITIES

With pleasure we will copy your documents at the reception free of charge.

PILLOW MENU

Please contact the reception for an additional pillow at 🕾 1911. If you have a special request, you can choose a pillow from our pillow menu.

PROTECTION OF THE ENVIRONMENT

We are making every effort to use energy reserves economically and are happy with every small contribution from you side! Turn off the air conditioning/ heating and light when you leave your room. We also ask you to support us in our efforts in keeping the hotel and surroundings clean. Please leave only dirty towels on the floor so our housekeeping staff can replace them.

R

RADIO/TV

You can watch many international programs on the TV in your room as well as listen to the radio. The list of offered channels is next to the TV.

RECEPTION

You can reach the reception 24 hours per day by phone: 21911.

RECLAMATION

Your absolute satisfaction linked with a unique and special stay in our Hotel Iadera is very important to us. If you are not happy with some service, we kindly ask you to share it with our Welcome Home Host at 1960 or with the reception at 🕾 1911.

RENT A CAR

In case you need to rent a car we are gladly at your disposal. Please contact the reception at 🖀 1911 or our Welcome Home Host at 🖀 1960.

RESERVATION

With pleasure we book your next vacation in our or any other Falkensteiner hotel. Use the benefits of our Bonus Card here.

RESTAURANT

Our breakfast and dinner menus are served in the main restaurant "Jadran". Room service is available 24 hours at 📾 1970.

ROOM BILL

You can book your extras like drinks and beauty treatments on your room bill. We kindly ask you to sign the receipts accordingly.

ROOM SERVICE

We gladly serve 24 hours food and beverages in your room for an extra charge of 55.00kn/7,30 € per order. You can reach the room service by number 🕾 1970.

S

SAFE Each room is equipped with a safe. The hotel does not assume any responsibility for an expensive item in the room. Do not forget to empty your safes and to leave them open before departure.

SAUNA/HAMAM

The entrance to the sauna and hamam area are not allowed for persons younger than 16. Please check the sauna and hamam rules at the Spa

SCUBA DIVING

The diving center (external offer) gives you a complete offer of diving into the Croatian underwater world as well as full equipment. The diving center can be found at the Water Sports Center on the beach, next to the beach bar "Bracera".

SHOE CLEANING MACHINE

Shoe cleaning machines are available on all floors.

SHOE CLEANING SERVICE

The shoe bag is placed in your wardrobe in which you can place your shoes to be cleaned. Please inform the reception at number @ 1911 or your chambermaid to collect your shoes for cleaning at your own convenience.

SHOPPING FACILITIES

Our Welcome Home Host or our reception is gladly at your disposal for advice and recommendation.

SEWING SERVICE

For sewing service kindly contact the reception at 🕾 1911.

SMOKER'S LOUNGE

All areas in the hotel are non-smoking areas, except for open spaces, terraces, the room balcony and the Cigar Lounge.

SPA ETIQUETTE

Kindly note the Spa etiquette for the pool and sauna area. Calmness and privacy is valued. The sauna area, fitness room and hamam are strictly for adults with a starting age of 16. Children under the age of 16 are only allowed in the spa area with responsible adult supervision. The solarium is allowed only for persons older than 18.

SPORTS EQUIPMENT RENTAL

Various sport equipment can be rented in the Water Sports Center on the beach near Grill and Steak house Planika and near Family Hotel Diadora.

STAMPS/POSTCARDS

Stamps are available at the reception. Furthermore, we will send out your postcards for you.

SUN CHAIRS/SUN UMBRELLA

The sun chairs and sun umbrellas on hotel grounds are at your disposal, free of charge and upon availability. We kindly ask you, out of consideration for other guests staying in the hotel, to not book the sun chairs or sun umbrellas.

TAXI

We will gladly arrange a taxi for you. Please contact the reception at 27 1911 or Welcome Home Host at 🕾 1960.

TELEPHONE

From your telephone you can handle national, international, but also house internal phone calls. If you want to make an internal phone call, just dial the room number or phone extension. For an outside line please dial 0 and then the whole telephone number, we charge 3.50 kn / 0,46 € per unit. Telephone number of the hotel: +385(0)23 500 911.

TOWEL ISSUING PROCEDURE

During your stay, we are happy to provide you with our Falkensteiner bag with towels. If you wish to change the towels you only need to place them on the bathroom floor and the room maid will replace them. For the sauna towels, you can get them at the Spa reception.

EXTERNAL TELEPHONE NUMBERS Foreign directory assistance: 0/902

Croatian Airlines: 0/250094 Airport Zadar: 0/313311 Bus station Zadar: 0/060305305

INTERNATIONAL AREA CODES Germany: 0/0049

France: 0/0033 Great Britain: 0/0044 Italy: 0/0039 Croatia: 0/00385 Poland: 0/0048 Czech Republic: 0/00420

EMBASSY & CONSULATE IN ZAGREB Austria: 01/4881050

Italy: 01/4846386 Slovenia: 01/6311000 Great Britain: 01/6009100

TRANSFER

Please let us know in time about your arrival / departure by plane. With pleasure we can organize your transfer. You can receive more detailed information about the prices with our Welcome Home Host at 🕾 1960 or reception at 🕾 1911.

TV Please find the actual program and the remote control next to the TV.

UMBRELLA

Umbrellas can be borrowed at the reception or bought for 150 kn / 19,91 €.

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VALET SERVICE

Upon your arrival to the hotel our bellboys will be glad to help you park your car in our underground garage. You can ask for your car keys at the reception.

VOUCHERS

Surprise someone with a gift voucher in Falkensteiner Hotel & Spa Iadera. Further information is available at the reception.

W

WELCOME HOME HOST

You can find our Hosts at the WHH desk opposite to the reception where we offer you assistance with anything you might need like excursions, entrance tickets, reservations information about the surrounding etc. You can contact our Welcome Home Host at 2 1960 or the reception at 2 1911.

WAKE UP CALL

Please contact the reception in time if you wish a telephone wakeup call at **1911**.

WEB SOURCE www.falkensteiner.com/iadera Croatian express/train: 0/250502 Airport Zagreb: 01/4562222 Airport Split: 0/021/203555 Jadrolinija (Ferry): 0/254800

Switzerland: 0/0041 Slovenia: 0/00386 Slovakia: 0/00421 Hungary: 0/0036 USA: 0/001 Austria: 0/0043

Switzerland: 01/4878800 Russia: 01/3755038

Russia: 0/007

Germany: 01/6300100

USA: 01/6612200