



Dear Guest,

Welcome Home! We are delighted to welcome you at Falkensteiner Hotel & Spa Jesolo ***** and to offer you unforgettable holiday moments with us.

Reception: To call the reception from the room please dial number **900** followed by \checkmark . In order to find detailed information about the hotel, you can also contact us by downloading our Hotel Concierge App or by sending a message to our WhatsApp number +39 334 9544214.

In case you would like to use our bicycles, these are available to guests free of charge for 4 hours depending on availability. We also inform you that it is possible to reserve a parking space in the **GARAGE** at a cost of € 15.00 euros per night. Our valet service will park your car and keep the keys, available 24 hours a day at the reception. For the use of the car park with charging station for electric cars, you will be attended by our staff (no self-service) and the daily fee for the garage, including the charging of your car, is € 50.00. In case you would like to make a special present please contact the reception where you can buy our Falkensteiner **Gift Cards**.

Newspapers & magazines: Connect to our Wi-Fi network, download the **PressReader** App and start reading! When you stay with us, enjoy complimentary access to thousands of newspapers and magazines.

In your room: The Spa bag is at your disposal for the entire stay. In case you wish to take it home, please ask at reception where you can purchase it at the cost of € 20.00.

WELCOME DOG: Your four-legged friends are welcome in our hotel. On the day of arrival, you will be given a Welcome Dog Kit in your room. If you would like to purchase a dog blanket, the small one costs € 15.00 the medium € 25.00 and the large € 35.00. We would also like to remind you that dogs are allowed in some areas of the hotel. For more information, please refer to our "Welcome Dog" given to you upon arrival.

Restaurants & bar: in all our outlets no particular dress code is required.

In the spa area: Our Acquapura Blue.Horizon SPA is located on the first floor. To book treatments and massages, please call **910** \checkmark -**912** \checkmark or contact our staff at the spa reception directly. Persons under 16 years of age are not allowed to enter.

To guarantee you the best experience and the highest level of satisfaction, you will find our main service times below:

Hoku Restaurant: ☎ **940** \checkmark

Lunch 12 am – 2:30 pm / Dinner 7 pm – 10 pm

Artigiani Restaurant & Market: ☎ **940** \checkmark

Breakfast 7 am – 10:30 am/ Dinner 6:30 pm – 10 pm

Hoku Lounge Bar: ☎ **950** \checkmark

10 am – 12 pm

Room Service H24: ☎ **937** \checkmark – **940** \checkmark (from **23:00-7:00** ☎ **900** \checkmark)

From 7 am to 11 am Breakfast. From 11 am to 10 pm In Room Dining Day Menu. From 10 pm to 7 am In Room Dining Night Menu. Please note that the Room Service supplement is 15% of the order amount (minimum charge 15.00 €)

Acquapura Blue.Horizon Spa: ☎ **910** \checkmark – **912** \checkmark

Reception: 9 am – 8 pm / Cardio & Fitness 6 am – 10 pm / Swimming pool and Whirlpool 8 am – 8 pm

Falkyland: ☎ **942** \checkmark

9:30 am - 7 pm: free access. The entrance and stay at the Club for children up to 3 years is allowed only with the presence of one parent.

Assistance from our animators will be provided according to the schedule displayed outside our Falky Club.

To quickly and easily view our restaurant and bar menus, as well as the wine list and SPA brochure, you can download our Hotel Concierge APP via QR Code.

We wish you a pleasant stay and a memorable holiday!

Best regards,

Alessandro Fichera
General Manager

