



GUEST SERVICE DIRECTORY

Arrival & Departure

Check-in time is at 15:00 and check-out time is at 12:00.

For late check-out requests and applicable charges, please contact Reception at least one day in advance. Service is subject to availability.

Complimentary luggage storage is available, and guests may continue using all facilities until their departure time.

Balcony

Access to the balcony by minors under 16 years of age without adult supervision is not permitted. The hotel bears no responsibility for any accidents.

Baggage Storage

For temporary or extended luggage storage, please contact Reception.

The hotel is not responsible for valuables stored in the luggage storage area.

Bedding & Towels – On Request

The following items are available upon request from Reception:

- Baby cot
- Extra pillow
- Additional towels
- Iron

Beach Towel Service

Each guest is entitled to one beach towel every second day, available at the pool bar.

On the day of departure, please return the towel to the kiosk and collect your service card.

In the case of non-returned towels or cards, a charge of €10.00 applies.

Breakfast

Breakfast is served daily from 09:00 to 12:00 in the area next to Reception.

Room service is available for an additional charge of €6.00 per person.

Coffee & Tea Facilities

Your room includes complimentary coffee and tea-making facilities.

Do Not Disturb Policy

We fully respect your privacy. However, for safety and maintenance reasons, the hotel reserves the right to visually inspect guest rooms every 24 hours.

Electricity

Power supply is 220V/50Hz.

Emergency & First Aid

For any emergencies or first aid assistance, please contact Reception or the pool bar.

Guest Relations

Your satisfaction is our priority. Our team is at your service throughout your stay for any inquiries or assistance you may need.

Internet

Free Wi-Fi is available in all rooms and public areas.

Access Details:

Username: Castellano

Password: castellano2024

Ironing, Laundry & Dry Cleaning Service

Laundry, dry cleaning, and ironing services are available at an extra charge.

For more information, please contact Reception.

Linen Change Policy

Towels and linens are changed regularly. If you require additional or more frequent changes, please contact Reception.

Mini Fridge

Each room is equipped with a mini fridge.

A complimentary bottle of water is provided upon arrival.

Parking

Outdoor parking is available free of charge.

The hotel is not responsible for personal belongings left in vehicles.

Pet Policy

Pets are allowed according to the hotel's pet policy.

Reception

Reception operates daily from 07:00 to 23:00.

Room Air Conditioning

All rooms feature independent air conditioning and heating systems, allowing you to adjust the temperature to your personal comfort.

Room Safe

Each room is equipped with a personal safe free of charge.

The hotel assumes no responsibility for lost or stolen items.

Transfer of Luggage

Complimentary luggage transfer service is available.

Vehicle Rental

For vehicle rental inquiries, please contact Reception.

This service is provided by an external partner.

Wake-Up Service & Early Breakfast

To request a wake-up call or an early breakfast, please inform Reception.