



HOTEL INFORMATION

Reception - Telephone reception on extension 3501 or 3502.

Cashier - The cashier is open every day and can help you with currency exchange, safes and safety deposit boxes. Credit facilities for your room account are available. Visa, Eurocard, MasterCard and American Express are all accepted.

Postal Box - The hotel offers a postal service and the post box is located in the reception area.

Shop - D-Stop shop is located at level 0. Newspapers, gifts and a selection of necessities are available.

K-Lounge - This Lounge Bar and Restaurant is situated near the reception, open for lunch and dinner, offering a range of pasta, pizza and grills.

Cockerel Bar - This bar is located in the hotel's upper lobby area and is open daily from 9:00hrs.

Pool Bar (July-Sept) - The pool bar is located on the upper terrace near the indoor pool.

Porto Lounge Restaurant - The restaurant is located across the street and is accessible by an underpass next to the kids outdoor play area.

Entertainment - The hotel offers daily entertainment which is advertised on the entertainment board in the lobby.

Telephone - The telephone from your room operates by a direct line. To operate - you have to enter '0' for an outside line. This is then followed by entering your country code and number.

Television - Television channels in different languages are available. Please check our television listing.

Mini Fridge - Bar stocks for your mini fridge are available at discounted prices. Kindly complete the order form and hand it to reception, if you would like to order.

Tea & Coffee - Tea and coffee making facilities are available in all rooms. There a complementary pack, supplied to you on your arrival; further packs are available from the shop.

Room Service - Bathroom robes, slippers, shoe polishing, laundry and ironing services are available at a charge. Please contact reception. Sanitary items are available from the hotel shop.

Baby Sitting - The hotel can arrange for a baby sitting service at a reasonable price. Please contact the hotel's reception desk a day before.

Wake-up Calls - You may programme a wake-up call on the telephone by entering 60 followed by the time you wish to wake up. For example, if you want a call at 5:30am you would enter 60 0530. You may also ask reception for assistance on ext 3501 or 3502.

Restaurant Services - The main restaurant, Merill, is located on the upper lobby.

Breakfast - Buffet Breakfast is served from 07:00 until 10:00h

Lunch - Buffet lunch is served from 12:30 until 14:00h

Dinner - Buffet dinner is served from 18:30 until 21:30h

Room Service - Available from 7:30 until 21:00 . Please contact 3501. Continental breakfast and Cooked Breakfast may be ordered via reception.

Children's Meals - Children's Meals are available from all restaurants during meal times.

Special Occasion - If you require the a la carte menu or cake for the special occasion, please ask for the Restaurant Manager.

Special Diet - Should you require assistance towards a special diet, please inform a member of the restaurant staff.

Dress Code - The restaurant has a dress code which includes no sleeveless shirts or shorts during the dinner meal. This code is relaxed slightly during peak summer months.

Packed Lunches - Packed lunches are available and these may be taken in lieu of dinner and should be booked by 21:00hrs on the previous evening via reception desk.

Sport Facilities - The multi-sport courts are situated near the hotel's car park. They can be used for football, basketball and volleyball.

Tennis - The hotel offers the use of a tennis court at a reasonable charge. Rackets and balls may be obtained from the reception desk.

Swimming Pools - There are three outdoor and one indoor pool, which is heated during winter.

Fitness Room - The fitness room is situated within the area of indoor pool. A key card is needed to enter the room which is obtainable from reception.

Sauna/Whirlpool - These are situated next to the indoor pool.

Games Room - The games room is located on level 0.

Playground - The children's playground with safety flooring is located past the hotel shop. Please note that this area is not supervised.

Beach (May -October) - The hotel's beach is across the street from the hotel, accessible by an underpass, located outside the play area.

Water Sports - The Paradise Diving School & Water sports can be found on the hotel's beach. Instructed scuba diving by qualified tutors is available for both beginners & advanced divers.

Gozo Ferry – A schedule of ferry times can be obtained from the reception desk. The ferry terminal is at a 5-minute walk down the road from the hotel.

Route Buses – A comprehensive public bus service is available to all the parts of the island. Most Roman Mass Catholic Churches have a regular Sunday Mass in English.

Medical Assistance – There is a hotel doctor who may be called out at your request. This is a private service and there is a charge. Dial 3501 or 3502 and ask for assistance.

Check out – The check-out time from your room is 11:00h

Fire Regulations

Do not panic, shout or run

Do not use the lifts

Do not stop to collect personal effects

Do not re-enter the building

In the unlikely event of a Fire or Emergency Evacuation during your stay with us, you should apply the following procedure:

- Inform the receptionist immediately by telephoning 3501, 3502 or dialing 9
- Raise the alarm by pressing the fire alarm, which are located in the corridors
- If you hear the alarm, you must leave your room immediately, closing your door and any others you might use.
- Proceed to the assembly point at the hotel's main car park
- Before you go to bed, know your means of escape in the unlikely event of an emergency situation. Also know how and where you raise the alarm.
- If you require assistance in any form, please inform the receptionist who shall log your requirements.

Enjoy Your Stay!