

CHTM

WELCOME

Here you will find information about the Castival Hotel Service and All Inclusive Concept.

Reception

The reception is open 24 hours a day. For your wishes and requests, call "0" from your room for reception or call "33" for guest relations.

Wi-Fi for free

Dear guests, if you will have some questions about wi-fi, please call to reception (0). Your room number and date of birth are sufficient for internet connection.

Safe box

A safe is available in our rooms for your valuables (free). The hotel is **not** liable for the loss of valuables that are not kept in the safe.

Safety

Please note the fire plan, which is located directly behind the hotel room doors. If you are physically disabled or need special help in an emergency, please contact the reception or guest relations.

Non-smoking rooms

Due to the ban on smoking indoors, smoking is not allowed in the rooms. You can smoke on the balcony, but please therefor keep the balcony door closed.

Check-in / Check-out time

Hotel check-in time: **14:00**

Hotel check-out time: **12:00**

For a longer use of the room one day before departure, please contact the reception.

Late check out is extra charged

Beach Towel and Bathrobe

Towels for beach and pool are available in the Spa center. You can change your towels once a day free of charge with towel card. The towel card is available from the reception. Bathrobe can use only in room and the Spa Center. Please do not use in your room bathrobes in areas outside the room and Spa Center. Please do not reserve sun loungers.

Room towels cannot be used at the beach or pool.

A fine will be charged for the loss of all cards.

Attention!

***For the health of our valued guests, we kindly request that you do not bring glass cups to the pool area.

***We kindly ask you to keep your balcony door closed so that the air conditioners in the rooms can work.

***It is mandatory to wear an armband bracelet inside the hotel.

Food & Beverages

Breakfast- (Late Breakfast)	07:00-10:00(10:00-10:30)
Lunch	12:30-14:00
Dinner	19:00-21:00
CHPool Bar (Snack)	11:00-17:30
CHPool Bar (Drinks)	10:00-23:30
CHPool Bar (Ice Cream)	15:00-17:00
CHCafe	11:00-18:00
CHLobby Bar	10:00-24:00
CHBeach Bar (Snack)	12:00-17:00
CHBeach Bar (Drinks)	10:00-18:00
Night Soup (Main Res.)	23:30-01:00
Night Buffet (Main Res.)	01:00-03:00
A la Carte Restaurant	19:00-21:00

Room Service Number - 7053 (Extra Charge)

All Inclusive system works between 10:00-24:00. (Local Drinks). **Imported alcohol, freshly squeezed fruit juices are not included in the all inclusive concept.** All drinks are **charged after 24:00.**

Shuttle Service to the beach.

08:00-18:00 departure every 15 minute.

(12:00-13:00 and 16:00-16:30 break time)

Depending on weather conditions.

Water Slides Working Hours

10:00-12:00 and 14:00-17:00

A'La Carte Restaurant (Charge)

We have a menu as Pasha Barbarossa (Mediterranean A'La Carte Restaurant). **10 Euro per person.** It is available to our guests over the age of 18. You can make a reservation from our guest relations desk every day between 09:00-11:00 except Wednesdays.

Room cleaning:

The rooms are cleaned every 2 days and the bed linen is changed every 3 days.

Laundry

Extra chargeable. Please fill out the special form which is in the wardrobe. Sort the clothes to be cleaned into the bag provided and leave them on the bed by 4 p.m. The maid will collect your order and return the cleaned items the next day. The cost of ironing is half of the price indicated on the form.

Attention!

The hotel concept may change depending on the weather conditions during the seasonal months of April and November.

We wish you a pleasant stay with us here at Castival Hotel!