

HOTEL INFORMATION

Ultra All Inclusive

Dear Guest,

Welcome to Premier Le Rêve Hotel & Spa.

In this overview you will find the most important information and times of the hotel.

If you need further information, please contact our Reception or our Guest Relations team

KEYS

When entering your room, place the magnetic key-card into the special socket to turn on the electricity. By removing it from the socket, always when leaving the room, the electricity power will be turned off (except the refrigerator). In case of a key loss, the amount of 5 USD will be charged to your bill.

VALUABLES

As the hotel cannot accept any responsibility for the loss of any valuables, we advise all our guests to use the safety deposit box inside the closet in the room, free of charge. On your departure day, please leave the safety deposit box, open.

Wi-Fi

Wi-Fi is free of charge throughout the hotel. The password is 79207920

LAUNDRY & DRY CLEANING (chargeable)

Laundry service (chargeable) Place your garments and the laundry list in the bag provided and your housekeeper will deliver the bag to the laundry for you. For Suite bookings one laundry bag free of charge per stay. Fill up your in-room laundry bag with all garments that you need pressed and pay only 10 Euros. Or, fill it up with all you need washed or dry-cleaned and pressed and pay only 25 Euros.

Pharmacy (chargeable)

Pharmacy is opened from 10:00 till 21:00 on daily basis and located in the Lobby.

Gym

Gym use is free of charge reservation required. Please contact reception for reservation please dial ext number 0

Check Out

Check out is 12:00 noon on the day of departure. Should you wish to keep your room for a longer period of time (subject to hotel availability) we have packages and price options available as the following:

Till 14:00 against 30\$ per room

Till 15:00 against 40\$ per room

Till 17:00 against 60\$ per room

Till 19:00 against 90\$ per room

Doctor

Doctors Clinic is open from 10:30 to 12:00 & from 19:00 to 20:00 daily. In the event of an emergency resident doctor available please contact the reception staff. All medical assistance is chargeable.

Flies and Mosquitoes

Flies and Mosquitoes – The hotel uses a method which is used throughout the world as a common control against a wide range of flying insects. Fogging will take place in the early morning and also in the late afternoon. For your own comfort we kindly request that you avoid sitting at the beach and pool areas at these times.

Beach Towel Cards

Beach Towel cards will be delivered upon check in at front desk. To change the card with beach towel, please contact towel centre around swimming pool, In case of a Towel loss the amount of 35 USD will be charged.

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Lobby Area

Please note that it is not permitted to enter the lobby area in swimming suits or shorts.

Recreation

Umbrellas & chaise-longue are available at the pool and beach. Reservation is not permitted.

Coral Reef

Please help us to protect the coral reef and do not feed fish. Be aware of prevailing currents during high tide which might drag you towards the corals which can injure you easily.

COMPLAINTS

Although every effort is being taken to ensure guests satisfaction, in case you have a comment or a complaint, give us the opportunity to solve it! Please contact the Guest Relations team at the Lobby (**dial 7**). If she is unavailable you may contact the Resident Manager or the Guest Relation Manager (through the operator – (dial 0).

Food & Beverages

Please do not take food or drink outside of the restaurant areas as per the hotel health, safety & hygiene regulations. The last order for a breakfast box to be placed at 20:00 at the reception

Dress Code

Restaurant dress code applies. Beach wear and shorts are not permitted at the indoors restaurants. It is not permitted to enter the restaurant in wet swim wear. *“No short in the evening time except at Ossiano Mediterranean Restaurant is allowed”*. Formal attire is requested in the evening and full lengths trousers for men.

Room Service: Extra charge

Available during 24 hour, for contact please dial ext (8)

Sky Pool

Free of charge heated indoor pool. Opened daily from 10:00 until 18:00

ATM

ATM Machines are available in the lobby area for money exchange and for cash withdrawals.

Environment:

Help us to keep the planet plastic free. We only serve straws upon request.

Restaurants and Bars

The concept is 24 hours and includes soft drinks, juices, water, coffee, tea and a selected item of alcoholic drinks.

Operational Meals Hours

A’la cart service, guest self service is not allowed due to health requirements

Breakfast: **Society Restaurant** 07:00 to 11:00

Lunch: **Ossiano Restaurant** 13:00 to 16:00

Dinner: **A’la Cart Restaurants**

Society Restaurant 19:00 to 20:00
20:00 to 21:00
And from 21:00 to 22:00

Bella Italian restaurant 19:00 to 20:00
20:00 to 21:00
And from 21:00 to 22:00

Reservation required in advance

Ossiano Mediterranean Restaurant
19:00 to 20:00
20:00 to 21:00
And from 21:00 to 22:00

Reservation required in advance

Miyako Japanese Restaurant
19:00 to 20:00
20:00 to 21:00
21:00 to 22:00

For guests booked suites, deluxe rooms or vip packages once per week free. Reservation required in advance, For dinner prior reservation required at a’la cart restaurant, Reservation taken from 10:00 until 14:00 at Guest Relations Desk in the Lobby

Lobby: (No Smoking in all indoor outlets throughout the hotel. Drinks served in the Lobby area)

Beverages: 24 hours

Tea Time: 16:00 to 17:00 at Ossiano restaurant

Pool Bar: 10:00 till 18:00 & 20:00 till 23:00 winter time and till 00:00 at Summer time

The Long Bar: 21:00 till 00:30 along with DJ music

Executive Lounge: 24 hours for VIP Package and Suites, only, for booking please contact reception desk