

DIRECTORY OF SERVICES

Royal Hideaway

ENSENACHOS

OCCIDENTAL RESORTS



DIRECTORY OF SERVICES

ACTIVITIES

In our hotel we have  
consult the Royal Jour  
Animation Staff.

Ext. 8406

organizes events. Please  
information or contact the

AIR COND

Your room  
sliding  
next to

Ext. 8406

ANIMALS

Pets are

ARTS & C

At our hotel  
lobby. Oper

Ext. 8406

BANQUETS

See Com

BAR/CLUB

Please see

BEACH

On Ensenachos Keys we have one beach. Sun beds, umbrellas, and towels are  
available free of charge for our guests. Beach towels are in your room.

BELL BOY

If you need help with  
call the Bellboys.

Ext. 7

CHECK OUT TIME

In line with International Standards, guests are requested to have their room  
vacant before 12 noon on the day of departure. If for any reason you should  
with your Check-out for room availability.

CHILDREN

Children under 14 are not admitted.

## DIRECTORY OF SERVICES

### ACTIVITIES -----Ext. 8406

In our hotel we have an Activities Department that organizes events. Please, consult the Royal Journal in your Room for more information or contact the Animation Staff.

### AIR CONDITIONING

Your room is fully air conditioned. Before operating the unit, make sure that the sliding door to the terrace is fully closed and the key card is inserted in the slot next to entrance.

### ANIMALS

Pets are not admitted.

### ARTS & CRAFTS -----Ext. 8906

At our hotel we have an Arts & Crafts shop which is located downstairs from the lobby. Opening hours 9.00 am to 5.00 pm Monday thru Saturday.

### BANQUETS

See Conferences & Banquets

### BARs

Please, see Restaurants & Bars Section at the end of this Directory

### BEACH

On Ensenachos Keys we have one beach. Sun beds, umbrellas and towels are available free of charge for our guests. Beach towels are in your room.

### BELL BOY -----Ext. 7

If you need help with your luggage or transportation from your room, please call the Bellboys.

### CHECK OUT TIME

In line with International Standards, guest are requested to leave their room vacant before 12 noon on the day of their Departure.

If for any reason you should need to extend your stay a few hours, please check with your Concierge for room availability.

### CHILDREN

Children under 14 are not admitted.

**CONCIERGE** -----Ext. 82 + your bungalow number  
To make your stay a pleasant one, the Concierge of your bungalow is available from 9.00 am to 5.00 pm. She/he will be glad to assist you to make any arrangements you may require.

Should you need anything after 5.00 pm, please contact the Front desk.-----Ext. 2

#### **CONFERENCE & BANQUET FACILITIES**

Our Sales & Marketing Department will be glad to assist you in the preparation of Conferences and Banquets see your Concierge.

#### **CREDIT CARDS**

The following credit cards are accepted: Visa, Master Card and BFI.

#### **DO NOT DISTURB**

If you hang the "*Do not Disturb*" sign on the door of your room, we will respect your privacy. If you do not wish to receive telephone calls, please instruct the Operator.

#### **DRESS CODE**

- Proper attire is required at all times at all facilities. Full-length trousers are required at all restaurants at supper time; whereas short pants are allowed only at breakfast & lunch time
- Access to the main building is not allowed topless, barefoot or in bathing suits

#### **ELECTRICITY**

All electric outlets are 220 v./ 60 Hz. Except for the plug of your hair dryer in the bathroom.

In order for the electricity to be on, the hotel key card must be inserted in the card slot located next to the entrance door. When the key card is removed, only the mini-bar and the Television will stay connected.

#### **EXCURSIONS** -----Ext. 8920

Located in the lower Lobby, You will find the Desk of your Tour Operator as well as the Tourism Bureau of "Gaviota Tours", which will help you organize Trips and Excursions throughout the Island.

#### **EXTRA CHARGES**

Any additional charge for services not included in your package (except purchases at the stores) will be charged to your room bill and will have to be settled at check out time.

## **GYM**

Our hotel is equipped with a complete Gym located next to the Spa. Appropriate clothing is required (T-shirt and sport footwear). Wet garments are not allowed inside the gym.

## **HOUSEKEEPING**

Available 24 hours.

## **LAUNDRY & DRY CLEANING**

There are laundry bags in your room, please fill the form provided. Your room maid will take it.

## **LENDING LIBRARY -----Ext. 8907**

At our hotel we have a library at your service which gives you the possibility to read books in English, French and Spanish. We also have a collection of DVDs you can borrow from the library.

## **LOST AND FOUND**

Contact your Concierge or the Front Desk. -----Ext. 2

## **LUGGAGE -----Ext. 7**

If you need assistance with your luggage, please contact the Bellboys.

## **MAIL**

Mail is processed on a daily basis. You will find stationary in your room. Please, deposit your stamped mail at the Front Desk

## **MAINTENANCE SERVICE**

If something in your room needs fixing, contact your Concierge or the Front Desk

## **MANAGER ON DUTY**

There is a 24 hr. Manager on Duty

## **MEDICAL SERVICE-----Ext. 8909**

There is a doctor on call 24 hours. Please contact your Concierge or the Front Desk. This service is not included in your package.

## **MINI-BAR**

For your convenience, the mini-bar in your room is assorted with sodas and mineral water and will be replaced on a daily basis. For other drinks or snacks, please call Room Service at Ext. 3

## **MONEY EXCHANGE**

The legal currency in Cuba is the Convertible Cuban Peso (CUC). You can change your foreign currency at a Bank Office located in the lower Lobby from 9.00 am to 5.00 pm every day.

## **NON-SMOKING POLICY**

Smoking is not allowed in Restaurants; whereas at Bars, smoking is permitted.

## **PARKING**

There is a Parking for guests and visitors. The hotel declines all responsibility for damages or theft

## **PERSONAL CHECKS**

Personal checks are not accepted.

## **POOLS**

The hotel is equipped with 1 swimming pools in each section.

The following rules apply at all times:

- Loud music is not allowed
- Playing is not allowed outside the designated areas
- Pool staff instructions are to be observed at all times
- Access to the hotel lobby is not allowed in bathing suits

## **RENT A CAR -----Ext. 8921**

The Via Rent a Car desk is located in the Parking Area.

## **RESTAURANTS AND BARS**

- See schedules and services of the Restaurants and Bars section on the last page of this Directory.
- You are requested to make a reservations at the Restaurant of your choice through your Concierge.
- Proper attire and shoes are required at "Ventanas", "Azia", "Punta del Pirata" and "Palazzo" restaurants as well as in the meeting rooms and Banquet hall
- Proper clothes are required at Snack Bars

## **RIGHT OF ADMISSION**

The hotel reserves the Right of Admission of visits to the rooms and public areas

## **ROOM SERVICE -----Ext. 3**

Available 24 hours a day. You will find the menu on the final pages of this Directory.

## **SAFE**

There is a complementary Safe in your room. Management declines all responsibility in case of loss or theft of any valuable, jewels, money, credit cards, documents, not placed in the safe.

## **SHOPPING -----Ext. 8903**

The Stores are located in the main Lobby of the hotel. You will find books, Drugstore articles, as well as Jewellery, Cigars, Souvenirs, Cuban Arts and Craft, etc.

## **SUNBEDS**

Reservation of sun beds is not permitted. If necessary, the pool attendant will remove towels and/or personal items from sun beds that have not been used for a while. Removing sun beds from the pool area is not permitted.

## **TAXI CABS**

If you need a Taxi, please contact your Concierge from 9.00 am to 5.00 pm. Otherwise, contact the Front Desk. -----Ext.2

## **TELEPHONE**

Next to your telephone you will find the instructions for its use.

## **TELEVISION**

Your Television receives Spanish, English, French, Italian, German and Russian TV channels. For programs, check the TV menu in your room.

We apologize if for weather or technical reasons a channel is not available.

## **TENNIS-----Ext. 8912**

There are three tennis courts; one of them is equipped for night play. For reservations, loan of equipment, etc., please contact the Tennis Center.

## **TOUR OPERATOR -----Ext. 8920**

Located in the lower lobby you will find Tour Operator desks.

## **TOWELS**

- Pool & beach towels are available in your room closet. When needed, you can have them exchanged by the room maid or you can personally exchange them at the Information Center by the Tennis Courts
- Please, do not take bathroom towels to the pools or to the beach
- Please, avoid taking pool & beach towels from your room on the day of your departure.

## **TRANSPORTATION**

If you need transportation from your room to the main building or other hotel areas, please contact the Concierge from 9.00 am to 5.00 pm. Otherwise, contact the Front Desk. -----Ext. 2

## **WAKE UP CALLS-----Ext. 0 / 2**

For your wake up call, contact the Hotel Operator or Front Desk.

## **WATER**

Tap water in the room is safe to drink