

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.

BEACH TOWEL CARDS

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

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)

Place your garments and the laundry list in the bag provided and your housekeeper will deliver the bag to the laundry for you. (Included for VIP Package, Deluxe & Suite bookings complimentary once per week). 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.

CHECK OUT

Check out is 12:00 noon on the day of departure. Please contact the reception team regarding Late Checkout available against extra charge:

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 (chargeable)

Doctors Clinic is open from 09:00 to 13:00 & from 17:00 to 20:00 daily. In the event of an emergency resident doctor available at all times. Please contact the reception team by dialling ext number 0. All medical assistance is chargeable.

PHARMACY (chargeable)

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

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 the late afternoon. For your own comfort we kindly request that you avoid sitting at the beach and pool areas at these times.



Notice to food allergy customers. If you are allergic to any food, please notify us. If you are not sure what kind of ingredients we use that could make you allergic reactions please ask our F&B manager before making any order or taking any items from the buffet. We use 100% vegetables oil. But there are some food may contain or have come in contact with peanuts, tree nuts, soybeans, milk, eggs, wheat, shellfish, or fish. Please ask and never guess. Thank you.



HOTEL INFORMATION

LOBBY AREA

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

CORAL REEF

Please help us to protect the coral reef and do not feed the fish.

Be aware of prevailing currents during high tide which might drag you towards the corals which can injure you easily.

Entry to the sea is permitted from the jetty only. Please do not walk on the corals.

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.

GYM

Gym use is free of charge.

RECREATION

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

FEEDBACK

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 & BEVERAGE

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.

Operational Meals Hours

Breakfast: (Turquoise Main Restaurant) 07:00 to 11:00

Lunch: (Turquoise Main Restaurant) 13:00 to 15:00

Lunch: (Pool Restaurant) 12:30 to 16:00

Dinner: (Turquoise Main Restaurant) 18:30 to 22:00

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 the Pool Bar.

Pool Bar: 09:00 to 18:00 and 20:00 to 23:00

Long Bar: 19:00 to 01:00 Am.

Executive Lounge: 24 hours (included for VIP Package, Suite bookings & Loyalty Card Holders)

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 (chargeable)

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

Restaurants and Bars

The concept is 24 hours and includes soft drinks, juices, water, coffee, tea, local alcoholic and 5 imported selected items of alcoholic drinks.

During one week stay 3 a la cart visits are included:

Bella Italian Restaurant

Ossiano Mediterranean Restaurant

Mandarin Chinese Restaurant

Miyako Japanese Restaurant, chargeable as per menu prices (included for VIP Package & Suite bookings)

Little Delhi Indian Restaurant, chargeable as per menu prices (included for VIP Package & Suite bookings)

Society Restaurant chargeable as per menu prices (included for VIP Package & Suite bookings)

Every Thursday during Gala Dinner all of the above a la cart restaurants except the Society Restaurant are closed.

Any further visits to a la carte restaurants in one week period will be charged according to the menu.

Prior reservation required for a la cart restaurants according to the availability and schedule of each restaurant. Kindly reserve through your TV screen in the room or contact the Guests Relations Team.

For booking please contact reception desk.

HOTEL ORIENTATION

For more information kindly join us for a hotel orientation which will take place next morning after your arrival at 11am. Meeting point: Reception