



ARKADA SUNNY HOTEL

INFO

EN

HR

Reception**T / +385 21 306 303****Country and area codes from Croatia**

Austria	0043	Vienna	1	Italy	0039	Rome	06
Belgium	0032	Brussels	2			Milan	02
Canada	001	Ottawa	613	Netherlands	0031	Amsterdam	20
Czech Republic	00420	Prague	23	Poland	0048	Warsaw	22
Denmark	0045	Copenhagen	1	Russia	007	Moscow	095
France	0033	Paris	1	Slovakia	00421	Bratislava	2
Germany	0049	Berlin	30	Slovenia	00386	Ljubljana	1
		Munich	89	Spain	0034	Madrid	91
Hungary	0036	Budapest	1	Sweden	0046	Stockholm	08
Ireland	00353	Dublin	1	UK	0044	London	20
Israel	00972	Jerusalem	2	USA	001	Washington	202

Wi-Fi

When connecting to the Internet:

- Enable the Wi-Fi / wireless network on your device. Choose the "ValamarGuest" network.
- After establishing a connection, launch your Internet browser and enter the desired website address.
- The free WiFi access form will appear on the screen.
- After completing the form, you will be granted free Internet access.

Bars

Have an aperitif or relax with a cocktail at the pool bar after dinner.

Working hours: 8:00 – 23:00

Working hours are subject to change depending on the season and the weather condition.

Booking

We are delighted you have selected Arkada Sunny Hotel as your holiday venue. You can book your next stay at any of the Valamar properties by phone, fax, email or online.

Valamar reservation centre contacts:

T + 385 52 465 000

F + 385 52 460 199

E reservations@valamar.com

www.valamar.com

Check-out

Our standard check-out time is by 10:00. We accept the following credit cards: VISA, MASTER, DINERS and EC. If you want to speed up your check-out process, please ask to settle your invoice the night before your departure.

We wish you a safe and pleasant journey home!

Doctor

If you require any medical assistance, please contact our reception staff and they will immediately contact the doctor or an ambulance or arrange an appointment. Doctor's appointments and consultation costs are paid directly to the doctor.

Hotel card / Check-in

Upon check-in, the reception staff will give you a hotel card. Your card is valid until the final day of your stay and we cordially ask you to present it when requested by the hotel staff.

Lost and found

If by any chance you lose or find something during your stay in our hotel, please report it to our reception staff or to any member of our housekeeping.

Parking

Parking near the hotel is free of charge.

Paying for drinks

Enjoy a wide variety of drinks and exquisite local wines in all our hotel bars and restaurants and choose whether to pay for them on the spot or charge them to your room by presenting the hotel card you received at check-in.

Pool and beaches

The outdoor pool working hours are 08:00 to 18:00. Deckchairs are free of charge. Please follow all the rules posted at the entrance to the pool.

Working hours are subject to change depending on the season and the weather condition. Near the hotel (50m) there is a beach with the possibility of renting deck chairs.

Tips

Tips are entirely at your discretion and are not included in your receipts and invoices during your stay. We thank you for appreciating the efforts of our staff to make your stay more enjoyable.

Service compliments and comments

Feel free to let us know if there is anything we can do to make your stay more enjoyable.

If you wish to make a written complaint regarding the quality of our services, you have the following options:

- provide your comments by filling in the form on our website www.valamar.com (Customer Services / Valamar Quality Centre)
- by post to the following address: Valamar Riviera, Quality Department, Stancija Kaligari 1, 52440 Poreč, Croatia
- by fax +385 52 460 199
- or at the reception desk

Restaurant

Treat your senses to the savoury flavours found in our restaurant, where we offer a buffet breakfast and dinner every day.

Breakfast: 07:00 – 10:00

Dinner: 19:00 – 21:00

We want you to enjoy the food and atmosphere of our restaurant; however we also cordially ask you to follow our dress code. For the comfort of all guests, please do not enter the restaurant in bathing suits, shorts or revealing clothing. We also cordially ask you not to take food out of the restaurant.

TV

Your room is equipped with satellite TV. Here is a list of available channels:

Channel	Station		Channel	Station	
1	VALAMAR INFO		21	KiKa	DE
2	HRT 1	HR	22	SPORT 1	DE
3	HRT 2	HR	23	VIVA	DE
4	RTL TV	HR	24	NICK Germany	DE
5	NOVA TV	HR	25	Austria 1	DE
6	BBC	EN	26	Austria 2	DE
7	SKY NEWS	EN	27	RAI1	IT
8	CNBC	EN	28	RAI2	IT
9	CNN	EN	29	RAI3	IT
10	EuroSport	DE	30	TV5	FR
11	ARD	DE	31	France24	FR
12	ZDF	DE	32	BVN	NL
13	Sat1	DE	33	RTR Planeta	RU
14	3Sat	DE	34	Slo1	SLO
15	VOX	DE	35	Slo2	SLO
16	PRO7	DE	36	TV Polonia 1	POL
17	RTL	DE	37	Duna1	HUN
18	N-TV	DE	38	CT24	CZ
19	BR	DE	39	Russia Today	EN
20	Bloomberg	EN		Radio programs	

Here you will find summarized a selection of Croatian national TV channels, channels from countries in the region and the most popular news and info TV channels worldwide. Notice: Programmes listed in this hotel brochure may differ from the actual programme list and the order given in the TV set.

Wake-up call

Arrange a wake-up call by calling our reception staff on +385 21 306 303.

Weather forecast

Daily and weekly weather forecasts can be found on the hotel info board.

The staff of Arkada Sunny Hotel by Valamar wishes you a pleasant stay!

House rules

Dear guests, we kindly ask you to respect these house rules:

1. Use carefully all devices and installations at the Arkada Sunny Hotel by Valamar.
2. Please keep your valuables, money and documents in the safe at the reception. The hotel management is not liable for lost or stolen valuables not stored in the safe.
3. Visitors are allowed only if approved by the reception desk, and if they have registered with their ID card.
4. Do not bring flammable or explosive materials or substances with strong or unpleasant smells inside the Arkada Sunny Hotel by Valamar area.
5. You may use all amenities at the Arkada Sunny Hotel by Valamar. However, if you intentionally damage or destroy anything in the hotel, we will charge the expense to your bill.
6. Local voltage is 220 V. We kindly ask you to adjust all your electrical appliances (razors, hair dryers, phone chargers) to that standard. The use of other household appliances is not allowed. Please make sure to unplug your devices and chargers from the electric socket when nobody is in the room to prevent risk of fire.
7. For the sake of other guests, please refrain from making excess noise in your room, especially when using the television or audio system.
8. We retain the right to cancel our accommodation services if you behave inappropriately or disturb other guests.
9. Children 10 years and younger may use the lifts only if accompanied by an adult.
10. In accordance with company policy, only certain Valamar hotels allow pets. This service must be requested upon booking, as we have a limited number of rooms in which pets are allowed.
11. For safety reasons and to save energy, please lock your balcony door and entry door whenever you leave your room.
12. Check-in is after 2:00PM. Check-out is before 10:00AM. You must leave your room before 10:00AM on your date of departure and return the hotel card key to the reception desk. You may store your luggage in our luggage room until you depart.
13. Upon check-in, we will pre-authorise your credit card only as insurance in case of potential additional charges. Guests staying longer than one week are invited to settle their bills at the reception desk after each week of stay.
14. Dress code – for the comfort of all guests, please do not enter the restaurant in bathing suits, shorts, torn or inappropriate clothing.
15. When you check in and enter your room, you will be considered to have accepted and agreed with the house rules.

We wish you a pleasant stay and hope you will take many unforgettable memories home with you!

Help us look after the environment

Valamar is committed to environmental protection and sustainability and we have our very own green policy. We strive to minimize our properties' operational impact on the environment through careful resources management. We know you care about the environment as much as we do so please join us in delivering this commitment by applying some of the following measures:

Save water - We all know water is a scarce resource which has a direct impact on our natural environment so we try to minimize its consumption. You can help too by changing your towels and linen only when necessary, turning off the water while soaping, shampooing or brushing your teeth, or simply by using the economic (short) toilet flush when possible.

Decrease the use of chemicals - The more loads of washing we have to do, the more chemicals we have to use so please ask for a linen change only when you really need it.

Conserve energy - Please turn off all unnecessary lighting in your room whenever you can. In addition, your room is kept at a comfortable temperature by our automated air-conditioning system. To keep it turned on, please keep your room windows and doors closed. By this we will maintain our commitment to mitigate climate change.

Waste reduce, reuse and recycle - We are always looking for ways to control waste production by the hotel, and you can help us by: taking from buffet only as much food you will eat, you can always go for some more; ensuring that all paper, bottles and cans are placed in a bin and your empty batteries are placed on the table. Our housekeeping staff will collect them and sort them for recycling.

Help us protect the beauty of our natural landscape by throwing all cigarette butts and rubbish into the designated waste bins.

Prevention of water and soil pollution - Please consider some practical measures to help us reduce pollution and handle fuel and grease with great care. In the event of an accident, contact our staff; they will promptly assist you and provide you with oil absorbents.

Animal welfare - As cute and cuddly as birds, cats and other animals are around our hotel, please do not feed them as this greatly disrupts their natural habitat and eating habits.

We thank you kindly for your contribution.

Recepcija**T / +385 21 306 303****Pozivni brojevi iz Hrvatske**

Austrija	0043	Beč	1	Nizozemska	0031	Amsterdam	20
Belgija	0032	Bruxelles	2	Njemačka	0049	Berlin	30
Češka	00420	Prag	23			München	89
Danska	0045	Kopenhagen	1	Poljska	0048	Varšava	22
Francuska	0033	Pariz	1	Rusija	007	Moskva	095
Irska	00353	Dublin	1	SAD	001	Washington	202
Italija	0039	Rim	06	Slovačka	00421	Bratislava	2
		Milano	02	Slovenija	00386	Ljubljana	1
Izrael	00972	Jeruzalem	2	Španjolska	0034	Madrid	91
Kanada	001	Ottawa	613	Švedska	0046	Stockholm	08
Mađarska	0036	Budimpešta	1	Velika Britanija	0044	London	20

Wi-Fi

Pri spajanju na internet:

- Aktivirajte Wi-Fi / bežičnu mrežu na svom uređaju. Odaberite mrežu „ValamarGuest“.
- Nakon uspostavljanja veze pokrenite internetski preglednik i unesite adresu željene web stranice.
- Na zaslonu će se prikazati obrazac za pristup besplatnom Wi-Fi internetu.
- Nakon popunjavanja obrasca omogućit ćemo Vam besplatno korištenje interneta.

Barovi

Popijte aperitiv ili se nakon večere opustite uz koktel u baru kraj bazena.

Radno vrijeme: 8:00 – 23:00

Radno vrijeme podložno je promjenama ovisno o sezoni i vremenskim uvjetima.

Bazen i plaža

Vanjski bazen na raspolaganju Vam je od 08:00 do 18:00 sati. Ležaljke su besplatne.

Molimo Vas da se pridržavate pravila istaknutih na ulazu u bazen.

U blizini hotela (50m) nalazi se plaža s mogućnošću najma ležaljki.

Hotelska iskaznica

Po dolasku u hotel osoblje na recepciji će Vam dati osobnu hotelsku iskaznicu. Iskaznica vrijedi do posljednjeg dana Vašeg boravka i molimo Vas da je, na upit osoblja hotela, pokažete.

Izgubljeno/nađeno

Ako kojim slučajem nešto izgubite ili nađete tijekom boravka u hotelu, prijavite to osoblju na recepciji ili drugom hotelskom osoblju.

Liječnik

Ako Vam je potrebna liječnička pomoć, obratite se osoblju na recepciji. Oni će se odmah obratiti liječniku ili hitnoj pomoći, ili će Vam dogovoriti pregled. Liječnički pregledi i troškovi konzultacije plaćaju se liječniku.

Napojnice

Napojnice su potpuno dobrovoljne i nisu uračunate na računima tijekom Vašeg boravka. Hvala Vam što cijenite trud našeg osoblja kako bi Vaš boravak bio što ugodniji.

Odjava

Standardno vrijeme odjave je do 10:00 sati.

Primamo sljedeće kreditne kartice: VISA, MASTER, DINERS i EC. Ako želite ubrzati postupak odjave, zatražite plaćanje računa noć prije odlaska.

Želimo Vam siguran i sretan put!

Parking

Parking se nalazi ispred hotela i ne naplaćuje se.

Plaćanje pića

Uživajte u šarolikom izboru pića i vrhunskih vina u svim našim hotelskim barovima i restoranima. Odaberite želite li ih platiti na licu mjesta ili ćemo ih zaračunati na račun Vaše sobe uz predodženu hotelske iskaznice koju ste dobili pri prijavi.

Pohvale i komentari usluga

Ako želite podnijeti pisani prigovor vezan uz kvalitetu naših usluga, na raspolaganju su Vam sljedeće opcije:

- navedite svoje komentare pri ispunjavanju obrasca na našoj internetskoj stranici www.valamar.com (Korisnička podrška / Valamarov centar za kvalitetu);
- poštom na sljedeću adresu: Valamarov odjela za kvalitetu, Stancija Kaligari 1, 52440 Poreč, Hrvatska;
- faksom na broj +385 52 460 199;
- ili na recepciji.

Restoran

Počastite svoja osjetila bogatim okusima u našem restoranu u kojem svakodnevno nudimo bife doručak i večeru.

Doručak: 07:00 – 10:00

Večera: 19:00 – 21:00

Želimo da uživate u hrani i atmosferi našeg restorana. Međutim, molimo Vas da se pridržavate naših pravila odijevanja. Radi udobnosti svih gostiju molimo da ne ulazite u restoran u kupaćim kostimima, kratkim hlačama ili neprimjerenom odjeći. Također, ljubazno Vas molimo da ne iznosite hranu iz restorana.

Rezervacije

Drago nam je što ste odabrali Arkada Sunny Hotel by Valamar za mjesto svojeg odmora. Svoj sljedeći boravak u bilo kojem Valamar objektu možete rezervirati telefonom, faksom, e-mailom ili online.

Valamar rezervacijski centar:

T + 385 52 465 000

F + 385 52 460 199

E reservations@valamar.com

www.valamar.com

TV

Akada Sunny Hotel ima satelitski televizijski sustav. Naši TV programi su:

Kanal	Stanica		Kanal	Stanica	
1	VALAMAR INFO		21	KiKa	DE
2	HRT 1	HR	22	SPORT 1	DE
3	HRT 2	HR	23	VIVA	DE
4	RTL TV	HR	24	NICK Germany	DE
5	NOVA TV	HR	25	Austria 1	DE
6	BBC	EN	26	Austria 2	DE
7	SKY NEWS	EN	27	RAI1	IT
8	CNBC	EN	28	RAI2	IT
9	CNN	EN	29	RAI3	IT
10	EuroSport	DE	30	TV5	FR
11	ARD	DE	31	France24	FR
12	ZDF	DE	32	BVN	NL
13	Sat1	DE	33	RTR Planeta	RU
14	3Sat	DE	34	Slo1	SLO
15	VOX	DE	35	Slo2	SLO
16	PRO7	DE	36	TV Polonia 1	POL
17	RTL	DE	37	Duna1	HUN
18	N-TV	DE	38	CT24	CZ
19	BR	DE	39	Russia Today	EN
20	Bloomberg	EN		Radio programi	

U ovoj mapi nalazi se popis osnovnih hrvatskih nacionalnih programa i programa iz regije, kao i svih bitnih svjetskih TV programa.

Napomena: Poredak i izbor TV programa naveden u ovoj brošuri može biti različit od stvarne liste u TV uređaju.

Usluga buđenja

Zatražite uslugu buđenja na recepciji pozivom broja +385 21 306 303.

Vremenska prognoza

Na hotelskoj oglasnoj ploči možete naći dnevnu i tjednu vremensku prognozu.

Osoblje hotela Arkada Sunny by Valamar želi Vam ugodan boravak!

Kućni red

Dragi gosti, molimo vas da se pridržavate kućnog reda:

1. Oprezno koristite uređaje i instalacije hotela Arkada Sunny by Valamar.
2. Molimo, svoje dragocjenosti, novac i dokumente držite u sefu na recepciji. Uprava hotela nije odgovorna za izgubljene ili ukradene dragocjenosti koje nisu pohranjene u sefu.
3. Posjete u sobu dopuštene su samo ako ih je odobrila recepcija, nakon uvida u identifikacijski dokument posjetitelja.
4. Ne unosite zapaljive ili eksplozivne materijale ili tvari jakog ili neugodnog mirisa u područje hotela Arkada Sunny by Valamar.
5. Dozvoljeno je koristiti sve sadržaje hotela Arkada Sunny by Valamar. Međutim, ako namjerno oštetite ili uništite bilo što, trošak ćemo dodati na vaš račun.
6. Napon električne energije je 220 V pa vas stoga molimo da svoje električne aparate (brijači aparat, sušilo za kosu, punjač za mobitel) prilagodite tom standardu. Nije dopuštena upotreba ostalih aparata za kućanstvo. Molimo da, zbog opasnosti od požara, vaše uređaje i punjače obavezno isključite iz utičnice ako nisu pod nadzorom.
7. Molimo vas da se suzdržite od stvaranja buke na primjer pri upotrebi televizora ili audio uređaja, kako ne biste remetili ugodnost drugih gostiju.
8. Zadržavamo pravo otkazivanja naših usluga smještaja u slučaju neprimjerenog ponašanja ili ometanja drugih gostiju.
9. Djeca do 10 godina smiju se koristiti dizalima samo u pratnji odrasle osobe.
10. U skladu s politikom našeg društva, samo neki Valamar hoteli dopuštaju smještaj kućnih ljubimaca. Tu je uslugu potrebno zatražiti prilikom rezervacije smještaja, jer je broj takvih soba ograničen.
11. Zbog vaše sigurnosti i uštede energije, molimo vas da zaključavate balkonska vrata i ulazna vrata svaki puta kada napustite sobu.
12. Prijava je od 14:00. Odjava je do 10:00 sati i do tada je potrebno napustiti sobu i vratiti ključ na recepciju. Prtljagu možete ostaviti u našoj prostoriji za prtljagu do vašeg polaska.
13. Pri prijavi ćemo predautorizirati vašu kreditnu karticu kako bismo osigurali naplatu u slučaju dodatnih troškova. Ako ostajete dulje od tjedan dana molimo da, po isteku svakog tjedna boravka, na recepciji podmirite dospjele troškove.
14. Pravila odijevanja - zbog ugodnosti drugih gostiju, molimo, ne ulazite u restoran u kupaćim kostimima, kratkim hlačama te poderanoj ili neprimjereojoj odjeći.
15. Kada se prijavite i uđete u sobu, smatra se da prihvaćate kućni red i slažete se s njegovim odredbama.

Želimo vam ugodan boravak i mnogo nezaboravnih uspomena koje ćete ponijeti kući!

Pomozite nam u brizi za okoliš

Valamar brine o zaštiti okoliša i održivosti te zato imamo vlastitu politiku o zaštiti okoliša. Pažljivim upravljanjem resursima želimo minimizirati operativni utjecaj naših objekata na okoliš. Znamo da je i Vama stalo do okoliša te Vas stoga molimo da nam se pridružite u ostvarivanju ove posvećenosti primjenom nekih od mjera koje navodimo u nastavku:

Štedite vodu - Znamo da je voda deficitaran resurs koji ima izravan utjecaj na prirodni okoliš i zato pokušavamo smanjiti njezinu potrošnju. I Vi možete pomoći tako da mijenjate ručnike i posteljinu samo kada je potrebno, isključite vodu tijekom sapunanja, nanošenja šampona ili pranja zuba ili jednostavnom primjenom ekonomskog (kratkog) puštanja vode u WC školjci kada je to moguće.

Smanjite uporabu kemikalija - Što više moramo prati, to više kemikalija koristimo. Stoga Vas molimo da mijenjate posteljinu samo kada je potrebno.

Štedite energiju - Molimo vas da isključite sva nepotrebna rasvjetna tijela kad god je moguće. Nadalje, naš automatski klimatizacijski sustav drži Vašu sobu na ugodnoj temperaturi. Da bi ostao uključen, zatvorite prozore i vrata. Time ćemo ostvariti našu posvećenost ublažavanju klimatskih promjena.

Smanjite količinu otpada i reciklirajte - Uvijek tražimo način na koji ćemo kontrolirati nastanak novog otpada u hotelu, a Vi nam možete pomoći na sljedeće načine. Sa švedskog stola uzimajte samo onu hranu koju ćete pojesti, jer se uvijek možete vratiti po još. Obratite pozornost na to da se papir, boce i limenke bacaju u pravu kantu te stavljajte prazne baterije na stol. Hotelsko će ih osoblje pokupiti i razvrstati radi recikliranja.

Pomozite nam u zaštiti ljepote naše prirode tako što ćete bacati opuške i otpad samo u za to predviđene kante.

Sprječavanje zagađivanja vode i tla - Uzmite u obzir praktične mjere kojima ćete smanjiti zagađenje te pazite pri rukovanju gorivom i mazivima. U slučaju nezgode, obratite se osoblju. Oni će Vam odmah pomoći.

Briga o životinjama - Iako su ptice, mačke i druge životinje oko hotela umiljate, molimo Vas da ih ne hranite, jer time ometate njihovo prirodno stanište i prehrambene navike.

Hvala na suradnji!