

**Dear Guests**

**Welcome to Titanic Resort & Aqua Park !**

*We wish you enjoyable stay. Please find below an overview of some of services and facilities in the hotel.*

**! To protect yourself and people around you from Coronavirus, please follow these procedures :**

- Please avoid crowded places, keep social distance when contact with other people (within 2 meters)
- Wash your hands frequently with soap and water for at least 20 seconds
- Wear a mask and use hand sanitizer, cover your mouth when you sneeze or cough
- If you experience any covid-19 symptoms, **please contact the reception desk immediately!** (0) 

<b>Meals</b>	<b>Main Restaurant "RITZ" :</b>	
	<b>Breakfast</b> - Late Breakfast	from 07:00 till 10:00 hrs from 10:00 till 11:00 hrs
	<b>Lunch</b>	from 12:30 till 14:30 hrs
	<b>Dinner</b> - Late dinner	from 18:30 till 21:00 hrs from 22:00 till 23:00 hrs
	<b>A la carte Restaurants :</b>	
	<b>"U-COOK"</b> (Table grill restaurant)	from 18:30 till 21:00 hrs
	<b>Grill restaurant</b>	from 18:30 till 21:00 hrs
	<b>Mongolian Restaurant</b>	from 18:30 till 21:00 hrs
<u>A la carte restaurants are open as per hotel availability, the reservation at least one day before is required</u>		
<b>Snacks &amp; Ice Cream</b>	Burgers & Shakes ( at Titanic Resort & Aqua Park) Beach Snacks ( at Titanic Royal beach) Tea Time ( in the lobby bar)	from 12:30 till 16:30 hrs from 12:30 till 16:30 hrs from 16:00 till 17:00 hrs
<b>Beverage Service</b>	Lobby Bar ( serves beverages & local alcoholic drinks 24 hours ) Aqua Bar Pool Bar Admiral Bar (with our daily entertainment program) <i>*Mini bar is refilled daily 1 time/per day with bottled water.</i>	from 00:00 till 00:00 hrs from 10:00 till 17:00 hrs from 10:00 till 17:00 hrs from 18:00 till 00:00 hrs
<b>V.I.P. lounge</b>	<b>VIP lounge Rose &amp; Jack Pub &amp; Bar</b> (adults ONLY), open for repeater guests with the red bracelet	from 18:00 till 23:00 hrs
<b>Paid Services</b>	*Doctor *Spa *imported alcohol *Laundry *Limousine Service *Fresh juices *Games in the Game Zone	
<b>AI Privileges</b>	Our guests' AI privileges work 24 hours. <b>Please remember that the bracelet has to be worn during whole stay and be shown upon request</b>	
<b>Safe Deposit Box</b>	Safe deposit box available in the room free of charge, the hotel management bears no responsibility for any valuables items left in the room or public area. If you have a problem with safe box please contact the reception desk (0)  We kindly ask you to leave the safe box open before your check out	
<b>Towel Card &amp; Towels and Key card</b>	The towel card which you receive upon check-in gives you the right to get one towel each day from our towel center at the pool, you should return towel to the towel center and get your towel card back by the end of the day. <b>Please don't leave your towels unattended on the balcony, terrace, beach or in pool area!</b> Lost towels or towel cards against charge 10 \$ and magnetic key card 10 \$	
<b>Dress Code</b>	Swimming outfits are acceptable only outdoor. While you are indoor please dress appropriately	
<b>Activities</b>	You can get all information about our animation program from the info board at the restaurant terrace	
<b>Room Cleaning</b>	Room cleaning hours are daily from 09:00 till 16:00 hrs. If you prefer a special time for cleaning, put the according sign on the door handle or call ( 0 ) 	
<b>Guests' comments</b>	We kindly ask you to fill the guest questionnaire and leave it at the reception before your departure	
<b>Check- in check- out time</b>	Check-in time - 14:00. Check-out time - 12:00. On the departure day please leave your luggage outside your room and deliver the key card to the reception desk before 12:00. <u>For late check-out please contact the reception desk regarding the availability and the prices</u>	
<b>Beach</b> 	The guests of our hotel are allowed to use the beach and all the beach infrastructure of Titanic Royal, our sister hotel, including the bar with the snacks and beverages. For the convenience of our guests we arranged shuttle bus service from our hotel available daily from 8:30 till 16:45. The bus station is located in between Boomerang slide and Mongolian a la carte restaurant. The bus leaves every 30 min. <b>Please don't forget to take the towel from towel center in Pool area</b> as you won't be able to get one on the beach!	

## General Instructions

- Please upon your arrival make sure that everything in your room working normal and if you find any damaged items, **please, immediately contact the reception**( 0 )  to avoid any responsibility
- Swimming in the sea or swimming pools is at your own risk. **No night swimming!**
- Children must be always under parent's supervision, hotel bears no responsibility for it
- No jumping or diving allowed in swimming pools
- In case of emergency at the pool or the beach contact the life guard service
- All the belongings left on the sun beds will be collected after closing time of the swimming pools and stored in the Towel Center "Lost & Found"
- Fishing in the sea is not allowed
- Wearing rubber shoes is recommended at the beach
- It is not allowed to take food from the restaurants to public areas or the room
- Pets are not allowed
- Swimming Pools work from 10:00 till 17:00, it's not allowed to use swimming pools without swimming suits. Please do not reserve sun beds before 09:00 am
- Aqua Park slides work from 10:00 till 17:00; break from 13:00 till 14:00 for cleaning
- Currency Exchange: ATM Machines in the lobby area and shopping arcade, customer service contact number written on ATM
- Please leave your safe box open during your check-out time and make sure that the safe box empty
- It is not allowed to smoke shisha anywhere in the hotel **except** Shisha corner
- Please keep your terrace door closed when you are not in the room
- Breakfast boxes and wake up calls for your excursions can be reserved one day before with reception desk maximum before 20:00
- Wi-Fi of limited speed is free of charge, you can get access password at the reception. Each password works only on two devices
- It's not allowed to take any pillows or linen from the room outside hotel (for example to excursions)
- Kids Club open for children from 4 up to 12 years old, beside the Kid's World area
- Hotel management has the right to change any times of service according to the operation.
- (Outside taxi): Please be informed that the hotel doesn't hold any responsibility for any accidents which took place outside hotel with outdoor taxi
- As per the environment law requirement insect fogging has to take place with sunrise & sunset, so we kindly ask you to keep the balcony / terrace door closed at these times
- Please don't leave the room key card in the power saver when you are out
- Children safety under parent's responsibility (in the elevators, aqua park, Kid's World, swimming pools, beach area etc.). Children less than 12 years old can't use the adult aqua park slides
- Babysitter: upon availability for extra charge with pervious reservation. If you need babysitter service - please contact the reception desk
- According to the local law disco entrance and purchase of alcoholic drinks are forbidden for the people of age less than 18 years old
- Guests with special nutritional needs (diabetic, allergic, intolerant to gluten/lactose, followers of vegan and vegetarian lifestyles etc.) can contact our FB manager or restaurant staff - we will be happy to help you with the choice of corresponding and varied nutritional plan
- The voltage at the hotel is 220v; when you enter the room please insert your key card in the switch next to the room door to turn on the electricity
- Air Conditioning button in the commode beside the bed



**To contact the reception dial ( 0 )** on the phone in your room.

\*Reception is available 24 hours.

**To contact guest relations dial ( 2111 )** on the phone in your room

or

**send a message on guest relations WhatsApp account ( +2 012 807 44 289 ).**

\*Guest relations is available daily from 8:00 till 17:00.

***Hotel Management team wishes you pleasant holidays!***