



Welcome to the Paradise Valle Taurito Hotel

Both management and staff welcome you to the Paradise Valle Taurito hotel and will be at your service in order to make your stay enjoyable.

The following pages provide information about all the facilities and services offered by the hotel and we hope it is useful for you during your stay with us.

We are constantly looking for ways to improve our service to make your stay a pleasant one and therefore we will be very happy to receive any suggestions you may have.

SAFETY MEASURES WHICH ARE CUMPULSORY FOR EVERYONE IN THE HOTEL

Anyone in the hotel unfortunately has to wear a face mask at all times, except when seated at a table in order to drink and/or eat something, lying or sitting on a sunbed (with a minimum distance of 1,5 m), in the pool water or when in the own hotel room. Children of up to and including the age of 5 are not compelled by law to wear the mask but the government does strongly recommend that they do.

RECEPTION

The reception is open 24 hours a day. Do not hesitate to contact us for any queries you may have, we will be happy to help. In order to call the reception from your room, please dial "99".

SAFE

For your safety and comfort a safety deposit box is provided in your room. We kindly ask you to keep any valuables inside it. The hotel management cannot accept any responsibility for the loss of any items which have not been kept in the safe. The charge for this service is 3€ per night and it needs to be hired until the end of your stay.

INTERNET

We offer WIFI throughout the hotel, which costs 6€ per day or 25€ per week.

POOL TOWELS

Pool towels are available for a deposit of 10€ each, which will be refunded to you after you return them. You can exchange your used towel for a fresh one every day only between 12:00 pm and 03:00 pm, but you can first pick it up and return it for the last time during the entire opening hours of the Krabi Spa (9:00am until 5:00pm).

PACKED LUNCH

If you are going on an excursion and would like to take a packed lunch with you, please let us know at the reception by 8:30pm the day before. For your check-out day a packed lunch will only be possible if your transfer pick-up is before 08:00am.

CHECK-OUT

In order to have the room ready for the next guest, we kindly inform you that the room must be vacated and the key cards returned to the reception by 11:00 am.

OTHER SERVICES

Our colleagues at the reception will be happy to assist in matters like ordering a taxi, calling a doctor, exchanging currency, renting a car, etc.

AIR CONDITIONING

Please be informed that the air conditioning will only work as long as both the terrace door and the main entrance are properly closed.

ELECTRICITY

The electricity current in your room runs at 220 volts. For safety reasons we ask you to pull the card from the card slot next to the door before leaving the room.

TELEPHONE

To get an outside line, please dial "0". For international calls, please dial "0" for the outside line, then "00" followed by the country code and finally the actual telephone number without the initial "0" (if that is in fact how it starts). Example: 0-0044-(0)2083934798. To make a call between rooms, please dial the room number and add a "0". In case the room number ends in "A" please add a "1" and a "2" if it ends in "B".

COUNTRY CODES

Germany	+49	Italy	+39
Austria	+43	Luxemburg	+352
Belgium	+32	Norway	+47
United States	+1	Netherlands	+31
Finnland	+358	Portugal	+351
France + Monaco	+33	Sweden	+46
Great Britain	+44	Switzerland	+41
Ireland	+353	Denmark	+45

CLEANING

The rooms are cleaned every day between 09:00am and 03:30pm. If you have the "do not disturb" sign hanging outside the door, the chambermaid will assume that you prefer to receive no cleaning service. Should you wish to receive it, please make sure to remove the sign before 03:30 pm. Please be aware that for now the housekeeping staff will not be able to do their job while you are in the room

We kindly ask that you do not take any towels, bed linen nor any other objects out of the room.

Change of towels: They will be changed as long as you leave the used ones in the bathtub.

SWIMMING POOL

The pool is open from 10:00am until 06:00pm. Children under 6 years of age will have to be accompanied by an adult in order to use the main pool. Pool users should have a shower before getting into the water. Please enter and use the toilets only when using footwear.

For your own safety we ask all pool users not to jump in head first and not to use inflatables that may impede adequate use of the pool or may pose a safety risk to pool users.

In accordance to health and safety regulations the use of glass cups is not allowed in the pool area and solarium. For your own safety and that of the other guests we kindly ask that you follow the instructions given by the lifeguard and hotel staff at all times.

The closest telephone for emergencies is located at the pool bar.

SUNBEDS

We kindly ask all our guests NOT to reserve sunbeds with clothes or other objects (like towels) if you are not using them at the moment. In case we receive complaints from other guests, hotel staff will remove those clothes or other objects. The sunbeds and parasols at the beach do not belong to the hotel.

LIFTS

For their own safety children under 12 are not allowed to use the lifts when they are not accompanied by adults. Please do not exceed the maximum allowed capacity displayed next to the lifts.

SILENCE

Out of respect to other guests who may wish to rest, we kindly ask you not to make any noise past 11:00pm.

ALL-INCLUSIVE

Upon arrival you will receive an all-inclusive wristband/bracelet that we kindly ask you to wear at all times. **In compliance with Spanish laws no alcohol will be served to anyone under the age of 18 years.**

The all-inclusive service starts at 02:00 pm on the day of your arrival and finishes at 11:00 am on the day of your departure, regardless of your arrival time.

It is not allowed to take food and drinks out of the restaurant and bar area.

All drinks listed in our all-inclusive menu and marked as such are included. All beverages not included in that menu need to be paid for separately. For dinner the gentlemen are required to wear long trousers and closed shoes.

RESTAURANT HOURS – 1st SITTING	
Breakfast	08:00 am - 09:00 am
Lunch	12:45 am - 01:45 pm
Dinner	07:00 pm - 08:00 pm

RESTAURANT HOURS – 2nd SITTING	
Breakfast	09:30 am - 10:30 am
Lunch	02:15 pm - 03:15 pm
Dinner	08:30 pm - 09:30 pm

BAR “PARAISO” (Pool Bar)

Open from 10:00 am until 01:00 am. All-inclusive drinks service until 11:00 pm. Snack service from 10:30 am until 01:00 pm and 03:00 pm until 06:00 pm.



BAR “ARENA PLAZA”

The “Arena Plaza” bar is located in the centre of the valley where our guests are invited to enjoy the shows of our animation programme. At this bar we offer you a variety of national and international drinks and cocktails. Our hotel guests can enjoy the all-inclusive drinks that are offered at the Arena Plaza bar. The all-inclusive service hours are from 6:00 pm until 11:00 pm.

ANIMATION

Our animation programme includes sports activities during the day and entertainment shows at night. All activities (including that for children of different ages) are announced on the info panels which you will find next to the dining hall entrance. There is no daytime animation activities one day a week, typically on Monday (because the entertainment team enjoy a day off), but the night time entertainment does take place every evening.

KRABI SPA

Next to the hotel entrance you will find our “Krabi Spa”, with a heated pool outfitted with water jets, a sauna, a steam bath and a wide range of massages and treatments. It is open every day from 09:00 am until 05:00 pm. While the use of the gym is free of charge for hotel guests, the spa has to be paid for separately. The price for 2 hours of relaxation in the spa is 12,50€ for 1 person or 20€ for 2 persons. Please be advised that the minimum age to access these facilities is 15 years. Since there are limited spaces it is recommended to make a reservation.

“LAGO OASIS” WATER PARK

Open every day from 10:00am until 06:00pm.

OTHER ACTIVITIES IN THE AREA

At the entrance of the “Lago Oasis” water park you can pay for several different external services, such as tennis, squash, paddle and minigolf. There is also an arcade with a bowling alley, with its own front desk and staff.

PARKING

Any hotel guests who wish to take advantage of our parking facilities are kindly asked to contact the reception before parking their vehicle.

SUPERMARKET “OASIS UNIDE”

You will find this supermarket in the shopping area outside the Paradise Lago Taurito Hotel (opposite side of the valley). Its regular opening hours are 09:00 am until 09:00 pm every day.