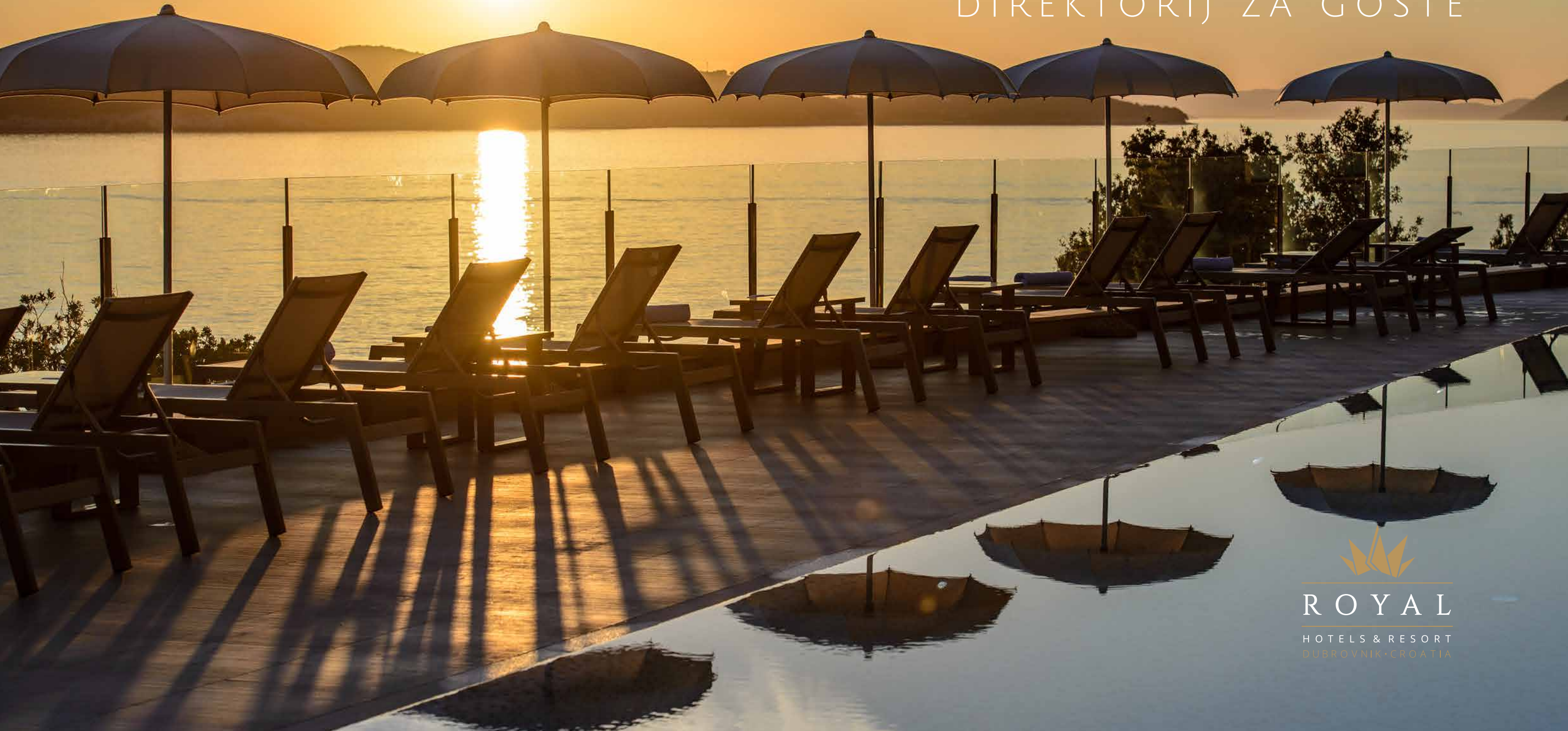


GUEST DIRECTORY
DIREKTORIJ ZA GOSTE





WELCOME

Dear Valued Guest,

Welcome to Royal Hotels & Resort!

It is a great honour to offer you excellent service and we wish you an unforgettable stay in the city of Dubrovnik.

Nestled amongst Mediterranean surroundings and with mesmerising views of the stunning Elaphiti islands, our Resort offers a unique blend of luxury and royal comfort that is available to you throughout entire year.

We invite you to explore our diverse tailor-made offer during your stay, according to your wishes and needs. Highlights of the refreshing spa and beauty treatments and the most delicious delicacies prepared by our chefs.

Please find below more information about our range of offers and services.

Thank you once again on behalf of the management of Royal Hotels & Resort and we wish you a memorable sojourn!

Yours sincerely,
Tom Zovko, EMBA
General Manager
Royal Hotels & Resort, Dubrovnik

CONTENT

HOTEL INFORMATION
PERSONAL GUEST SERVICE
A - Z INFORMATION
INFORMATION DESK
ROYAL SPA & ARISTON SPA
LAUNDRY & DRY CLEANING
RESTAURANTS

BARS
TV CONTROL
PHONE & INTERNET
AUTOMATED WAKE-UP CALL
SERVICE
SECURITY INFORMATION





HOTEL INFORMATION

ADDRESS

Royal Hotels & Resort
Kardinala Stepinca 31
20 000 Dubrovnik - Croatia
Tel: + 385 (0) 20 440 100
E-mail: reservations@royaldubrovnik.com
www.royaldubrovnik.com

For all information please dial number 9.

WAKE - UP CALL

To order a wake-up call.

BABYSITTING

The hotel offers babysitting services.

HAIR STYLIST

To book an appointment.

IRONS AND IRONING BOARDS

Available upon request.

RENT "A" CAR

For car rental assistance.

LOST ITEMS

For lost or found things.

DOCTOR

We can arrange a doctor visit.

ROOM SERVICE

To order food or drinks.

More information in the Room service section.

TRANSPORT

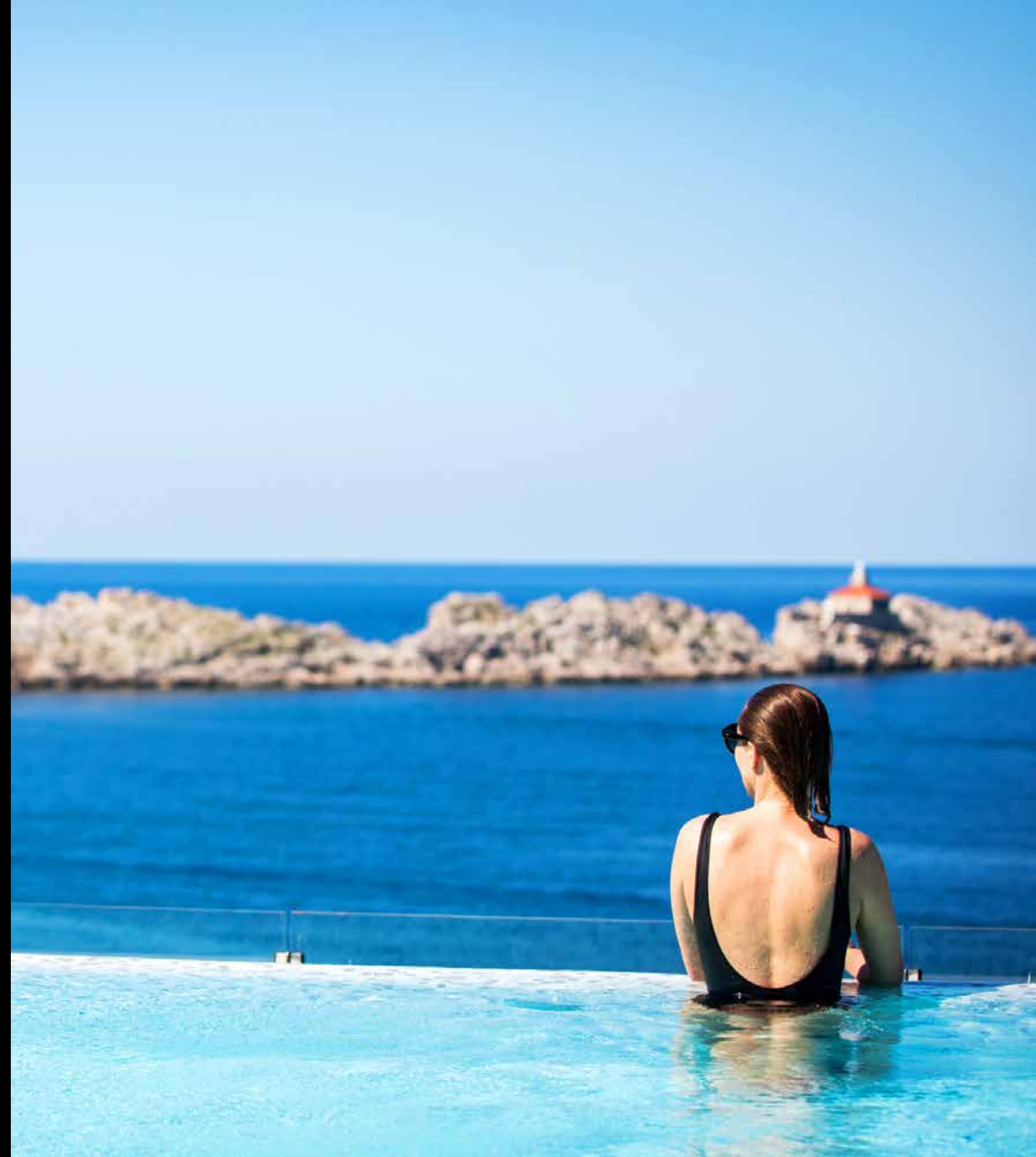
For transportation by a limousine, van or bus.

TAXI SERVICE

To order a taxi.

COVID TESTING

Informations



AIR CONDITIONING

The hotel is fully air-conditioned. Each room offers an air conditioning which can be adjusted as desired with the controller attached to the wall.

ATM MACHINE

The ATM machine is located at the reception of the Royal Neptun and the exterior parking lot east of the Royal Princess reception.

BANQUETS AND CONFERENCES

We can organize banquets and conferences. For more information, please contact the sales department at sales@royaldubrovnik.com.

BATHROBES / SLIPPERS

The bathrobe and slippers can be found in your room closet.

BEACH

The beaches are located to the south of all the hotels in the Resort.

BREAKFAST

Breakfast is served at several restaurants within the Royal Resort. Please contact the reception at number 9 for more information.

We also offer breakfast via Room Service.

CHECK-IN & CHECK-OUT

Check-in is from 15:00 h and check-out is until 11:00 h. For late check-out please contact the reception by dialing number 9.

CHILDREN'S BED / CHAIR

If you need a baby cot or chair, please contact reception at number 9.

COSMETICS

Please contact the reception at number 9 if you need accessories (toothpaste / toothbrush, combs, sewing accessories and other cosmetic accessories).

CREDIT CARDS

We accept the following credit cards: MasterCard, VISA, American Express and Diners.

CURRENCY EXCHANGE

The exchange offices are located at the reception of the Royal Princess and Royal Neptun where you can change major foreign currencies. Working hours: 06-21h.

DRY CLEANING / WASHING

All information is available in the pages "Laundry & Chemical Cleaning".

DUBROVNIK AIRPORT

Approximate travel time from Royal Hotels & Resort to Dubrovnik Airport is 30 minutes. Please note that travel to the airport is subjective due to heavy traffic. For more detailed information as well as transfer arrangements, please dial number 9.

EMERGENCY / EVACUATION OUTPUTS

The plan showing the nearest evacuation exits is on the inside of the front door of your room.

FITNESS CENTER

Hotel fitness is available at the Royal Princess and at the Royal Ariston Spa Centers.

GARAGE / HOTEL PARKING

Parking fee is 10€ per day. Garages are located at the P level in Royal Princess and at P level and G levels in Royal Blue.

The hotel parking is marked and is located at 3 locations in the Resort. Parking charges vary seasonally, please check with reception.

HOTEL LIBRARY

Feel free to use a wide selection of foreign and local literature in the hotel library located at Level 0 of the Royal Neptun.

HOTEL RESERVATIONS

If you would like to make a reservation for accommodation, please contact the reservations department at reservations@royaldubrovnik.com. You can also make a direct reservation on our website www.royaldubrovnik.com

INTERNET CORNER

Feel free to use the computers in the Internet corner located at level 0 of the Royal Neptun.

LUGGAGE

If you would like to have a bellboy assist you with your luggage from the room, please contact the Reception by dialing number 9.

MEETING ROOMS

The hotel offers 14 meeting rooms with capacities accommodating from 10 to 450 persons. Please contact the sales department for more information at sales@royaldubrovnik.com.

NEWSPAPER

Foreign or local daily newspapers are available upon request. For more information, please dial number 9.

PETS

Pets are not allowed within the hotel premises.

POSTAGE AND HANDLING

We are pleased to send your letters and postcards. Please leave your mail at the reception.

RESTAURANTS AND BARS

Royal Hotels & Resort offers 4 restaurants and 4 bars. For information and reservations of our restaurants dial number 9. More information about restaurants and bars can be found in the "Restaurants and Bars" section.

ROLLAWAY BED

Rollaway bed is available on request. Please contact the reception at number 9.

ROOM SAFE

All guest rooms have safes located in the room closet. The safe can only be opened with your password. Upon your departure please leave the safe open. Instructions for use are in the safe. The hotel accepts no liability or responsibility for your valuables left in the room or safe.

ROOM SERVICE

The room service menu is on your desk.

UMBRELLAS

Umbrellas (subject to availability) are available at the hotel reception.

WHEELCHAIR

Available on request. Please dial number 9.





INFORMATION DESK

You will find our hotel representatives in the hotel lobby.

To make sure that your stay is carefree and updated with content (restaurants, activities and excursions), feel free to visit our information desk (GUEST RELATIONS) and learn more about the extra services that we currently have on offer.

Below is a fundamental overview of our excursions and services. We would be happy to accommodate all your additional inquiries and personalized arrangements during your stay in Croatia.

To speak directly with one of our representatives, **please dial 9.**

EXCURSIONS

Experience the best of Dubrovnik and surrounding areas by embarking on an exploratory adventure that include speedboat trips, adrenaline, film and wine tours to name a few.

Contact the Guest Relations Team at the Royal Neptun Hotel Reception to help you select the best suited trip for you.

ROYAL SPA

The Royal Spa is located on the PR level of the Royal Princess Hotel. It consists of indoor heated swimming pool and outdoor pool, fitness center, finnish sauna, bio sauna and aroma steam room. For all yoga lovers, there are seasonal complimentary yoga sessions available (please check with reception). Unwind by a large relaxation area overlooking the sea. Whirlpool and sauna facilities are open from 7:00 am to 10:00 pm, while individual treatment services are available from 8:00 am to 09:00 pm (working hours subject to seasonality)

SERVICES

Ask our therapist for our wide range of massages and treatments:

- Range of massages include Swedish massage. Hot stone massage, aromamassage and Deep tissue masssage.
- Special packages for two in private jacuzzi suite
- Facial treatments
- Spa rituals for body and mind
- Body treatments
- Waxing

ARISTON SPA ZONE

The wellness area is located at Level T underneath the reception of Royal Ariston and Royal Neptun. It consists of bio and finnish sauna, steam room and the experience shower - water paradise.

Whirlpool and sauna facilities are open from 7:00 am to 10:00 pm, while individual treatment services are available from 8:00 am to 09:00pm.

SERVICES

Range of massages include therapeutic and sports massages, maderotherapy and massages for couples, pedicure, manicure, waxing and special offer for the couples in a private treatment room equipped with jacuzzi
Facial and body treatments
SPA rituals for body and mind

* Children: SPA area is not intended for children younger than 16 years of age, except in the time period from 11:00 am to 03:00 pm.

SPA GUIDELINES

In order to provide the best experience, please consider the following guidelines.

TREATMENT RESERVATIONS

Treatment reservations may be made directly by contacting the Spa, PGS service center or hotel reception. Depending on the person taking your treatment reservation, please expect to be asked to fill in the reservation form.

You may alter or cancel your appointment altogether. However, please do so at least 5 hours prior to the beginning of the scheduled treatment. Otherwise, hotel will be compelled to apply a 50% charge of the overall treatment value.

CONTACT:

wellness@royaldubovnik.com

LAUNDRY & DRY CLEANING

Please dial number 9 for laundry services.

LAUNDRY SERVICES

Laundry services are available daily from 8 am till 8 pm. Your laundry request submitted before 11:00 am will be returned by 11:00 am the next day.

EXPRESS WASH

We offer an express laundry service between 8:00am and 08:00pm. All requests submitted by 3:00 pm will be processed and the service will be completed within 6 hours. The price of the express service is 50% more expensive than the regular laundry service.

DRY CLEANING

Dry-cleaning service is available Monday through Friday. If you provide us with dry cleaning laundry before 11:00 am, it will be returned by 3:00 pm the next day. Please fill in the list in your closet and put it in a laundry bag. Each complaint must be made within 24 hours and should be accompanied by a laundry list.



LA CASTILE

A relaxed yet sophisticated all-day dining restaurant, La Castile provides an unforgettable dining experience on one of Dubrovnik's most attractive terraces, with the breathtaking view over Adriatic Sea. Serving fresh Mediterranean food throughout the day until late in the evening with the emphasis on fresh. Whether for a couple or friends and family, La Castile is an ideal place for the gathering.

Exquisite Specialties

Our master chefs select the freshest ingredients to offer truly creative culinary experiences to our guests. Enjoy a Mediterranean food prepared with local herbs and spices or the finest meat cuts for a simple yet delicious meal.

Premium Wines

Enjoy the view from our terrace while savouring a delicious meal complemented by a glass of wine from our premium Croatian and international wine collections.

We are excited to offer you and your loved ones a memorable experience.

ZOË

Treat your palate to gourmet, local seafood delicacies prepared by Restaurant Zoë's master chefs. Sit down for an a la carte meal while enjoying one of the most beautiful views of the Adriatic Sea - and sunsets! - in all of Dubrovnik.

Seafood Dubrovnik - style

Guests are always delighted with Restaurant Zoë's selection of fish, scampi or shellfish, prepared in the traditional Mediterranean way, with special herbs and fresh seasonal ingredients. Our menu also offers continental dishes for guests who are craving a taste from home.

Magnificent wines on romantic terrace

Our expert staff will be pleased to recommend wine from one of many excellent Croatian vineyards to complement our delicious specialties, allowing guests to experience the full Mediterranean culinary experience. Enjoy a delicious Croatian wine on the romantic terrace of Restaurant Zoë and share this special experience with your loved one(s). Note: dinner reservations are required.

ROYAL TERRACE

Start your day with our excellent breakfast options, or indulge in international comfort foods in the evening. Royal terrace is a perfect place to enjoy a rich and extensive dinner buffet.

Royal Terrace Restaurant, a charming location where you'll want to start your morning in a comfortable setting. The unique concept focuses on fresh, local and seasonal produce while offering a creative culinary experience.

VISTA RESTAURANT

Vista is situated at the footsteps of Royal Hotel Blue with the indoor and outdoor seating area. Our expert team prepares impeccable traditional and international dishes, guaranteed to satisfy all guest preferences. Dine on the terrace and take in the enchanting view of the Adriatic Sea.





BARS

ON THE ROCKS BEACH BAR

Claim your seat on a lounge chair and sip on your favorite cocktail at On The Rocks Cocktail beach bar. Our casual bar & lounge also offers delicious snacks, day or night. Enjoy light lunch options by day and delicious snacks at night after a full day in Dubrovnik.

THE BAR

On the ground floor of Royal Neptun Hotel, at Level 0, there is The Bar offering you a choice of hot and cold beverages while lounging by the pool.

BLUE SKY LOUNGE

Unwind in style and witness the best sunset and infinity pool in all of Dubrovnik. Exclusive rooftop bar Blue Sky Lounge is the perfect place for champagne cocktails coupled with breathtaking, one-of-a-kind, panoramic views of the nearby Elaphiti islands.

BONO BAR

Stop in for your favourite coffee drink before a day of beach fun. Discover delicious cakes, healthy smoothies or savory ice cream at Bono. Enjoy craft cocktails and great snacks, just steps from your room at our Royal Hotels & Resort.

POWER

Turn the TV on and off.

TV / RAD (TV / RADIO)

Select a radio, television or DTV channel.

NUMERIC KEYS

Entering numbers.

LIST (LIST)

Access saved program lists.

Q. VIEW (QUICK VIEW)

Return to last viewed program.
Adjust the volume.

RATIO (FORMAT)

Resize image.

MUTE (MUTE)

Mute.

P

Navigate through saved programs.

PAGE (PAGE)

Moves to the previous or next screen.

GUIDE

Displays the program guide.

HOME (HOME)

Access to the main menus.

Q. MENU (QUICK MENU)

Access to quick menus.

NAVIGATION KEYS

(UP / DOWN / LEFT / RIGHT)
Navigate through menus or options.

OK (FINE)

Select a menu or option and confirm the entry.

BACK (BACK)

Return to previous level.

INFO

Display information about the current program and screen.

EXIT

Exits the onscreen display to return to watching the program.

COLOR KEYS

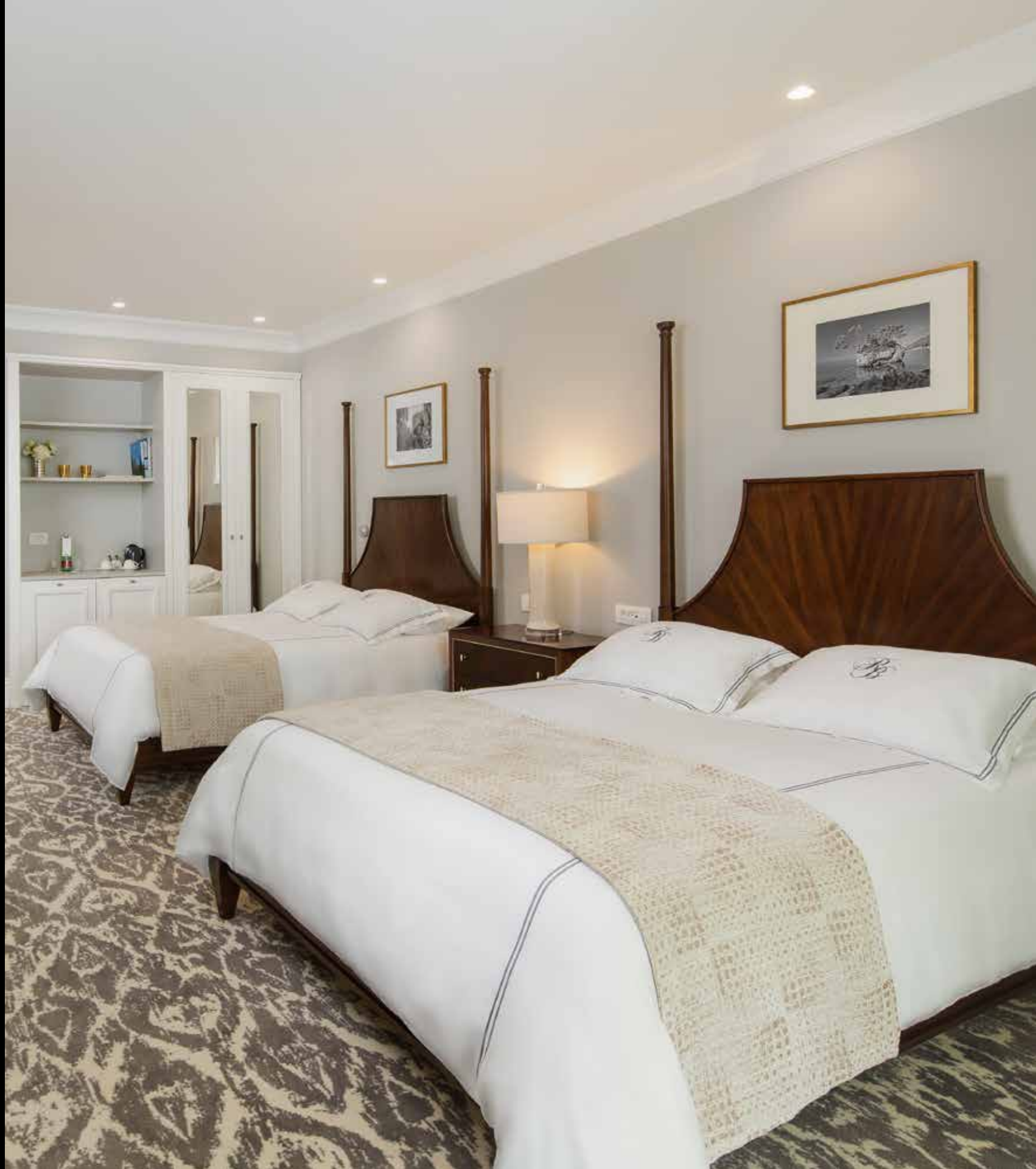
These keys are used for teletext only.

TELETEXT BUTTONS

These keys are used for teletext only.

TV APPS (NETFLIX, YOUTUBE) -

Not available.





PHONE & INTERNET

PHONE USER INSTRUCTIONS

Call from room to room:

For hotels: Royal Neptun, Royal Ariston, Royal Palm, Royal Princess and Royal Blue, simply dial the room number.

You can make any city, long distance or international call directly from your phone in your room if you first dial "0" with extra charge.

Direct call to Dubrovnik-Neretva County 0 + phone number.

Direct call to other areas of Croatia 0 + county code + phone number.

Direct international call
0 + 00 + country code + area code
(without 0) + telephone number.

USE OF THE INTERNET

Wireless connection is available throughout all the public and room areas within Royal Resort Internet. To access the Internet, please connect to the open wireless network "Royal Hotels & Resort".

If you are unable to connect to a wireless network, you may connect your computer via a PC socket to the back of the phone in your room.

For more information, please dial number 9.

TURNING ON THE AUTOMATIC WAKE-UP CALL SERVICE

On the hotel phone, dial * 77
Please wait a moment until the system sends you the following automatic message:

"Welcome, please enter the time for your wake up call."

Enter the correct wake-up time using your phone's keyboard:

EXAMPLE:

If you want to wake up at 6 am, enter 0600.

If you want to wake up at 6:00 in the afternoon, type 1800.

The system will confirm your choice with the following automatic message:

"For extension (your room number) you have been scheduled a wake up call for. Goodbye."

Lift the handset. Your automated wakeup call has been scheduled.

The phone will ring at the scheduled time.

A system wake-up message reads: "Goodmorning. This is your wake up call."

AUTOMATIC WAKE-UP SERVICE CANCELLATION

On the hotel phone, dial * 77

Please wait a moment until the system sends you the following automatic message:

"You have requested a wake up call for. For a wake up call press 1. To cancel a wake up call press 2."

Press number 2 on the hotel phone keypad.



IN THE EVENT OF FIRE

Royal Hotels & Resort is equipped with an automatic fire alarm system. All hotels are equipped with extinguishing agents as well as fire alarms. We advise that you take the nearest emergency exit as outlined in the evacuation plans placed on your room doors. We encourage you to study the plan.

SOUNDING OF AN ALARM

In case of an alarm, try to remain alert. In an emergency, hotel employees will assist you with your evacuation.

EVACUATION

Take personal documents and essentials. Carefully open the door and keep an eye out for smoke and follow the lighted exit signs and fire escapes.



DIREKTORIJ ZA GOSTE





DOBRODOŠLI

Cijenjeni gosti,

Dobrodošli u Royal Hotels & Resort!

Velika nam je čast ponuditi Vam izvrsnu uslugu i želimo Vam nezaboravan boravak u gradu Dubrovniku.

Smješten u gnijezdu mirne mediteranske prirode i neodoljivog pogleda na Elafitsko otočje, naš Resort nudi jedinstveni spoj luksuza i kraljevske udobnosti koji Vam je dostupan tokom cijele godine.

Pozivamo Vas da tijekom boravka istražite našu raznovrsnu ponudu koja je krojena po Vašim željama i potrebama. Izdvojili bismo osvježavajuće spa i tretmane ljepote, uslugu čuvanja djece i najukusnije delicije pripremljene od strane naših šefova kuhinja. Više informacija o našoj paleti ponuda i usluga molimo Vas pronažite u nastavku.

Zahvaljujemo još jednom u ime uprave Royal Hotels & Resort i želimo Vam nezaboravan odmor!

S poštovanjem,

Tom Zovko, EMBA
Direktor Hotela
Royal Hotels & Resort, Dubrovnik

INFORMACIJE O HOTELU
OSOBNÁ USLUGA GOSTA
A - Z INFORMACIJE
INFORMACIJSKI PULT
ROYAL SPA & ARISTON SPA
PRAONICA RUBLJA & KEMIJSKA
ČISTIONA

RESTORANI
BAROVI
UPRAVLJANJE TV PRIJEMNIKOM
TELEFON & INTERNET
AUTOMATSKO BUĐENJE
SIGURNOSNE INFORMACIJE





INFORMACIJE O HOTELU

ADRESA

Royal Hotels & Resort
Kardinala Stepinca 31
20 000 Dubrovnik - Hrvatska
Tel: + 385 (0) 20 440 100
E-mail: reservations@royaldubrovnik.com
www.royaldubrovnik.com

Za sve informacije molimo Vas nazovite broj 9.

BUĐENJE

Ukoliko želite naručiti poziv za buđenje.

ČUVANJE DJECE

Hotel nudi uslugu čuvanja djece.

FRIZERSKI SALON

Za rezervaciju termina.

GLAČALA I DASKE ZA GLAČANJE

Glačala i daske za glačanje su dostupne na zahtjev.

NAJAM VOZILA / RENT - A - CAR

Za pomoć pri rezervaciji automobila.

IZGUBLJENI PREDMETI

Ukoliko ste nešto izgubili ili pronašli.

LIJEČNIK

Možemo organizirati posjet liječnika.

POSLUGA U SOBU

Ako želite naručiti hranu ili piće. Više informacija u sekciji "Posluga u sobu".

PRIJEVOZ

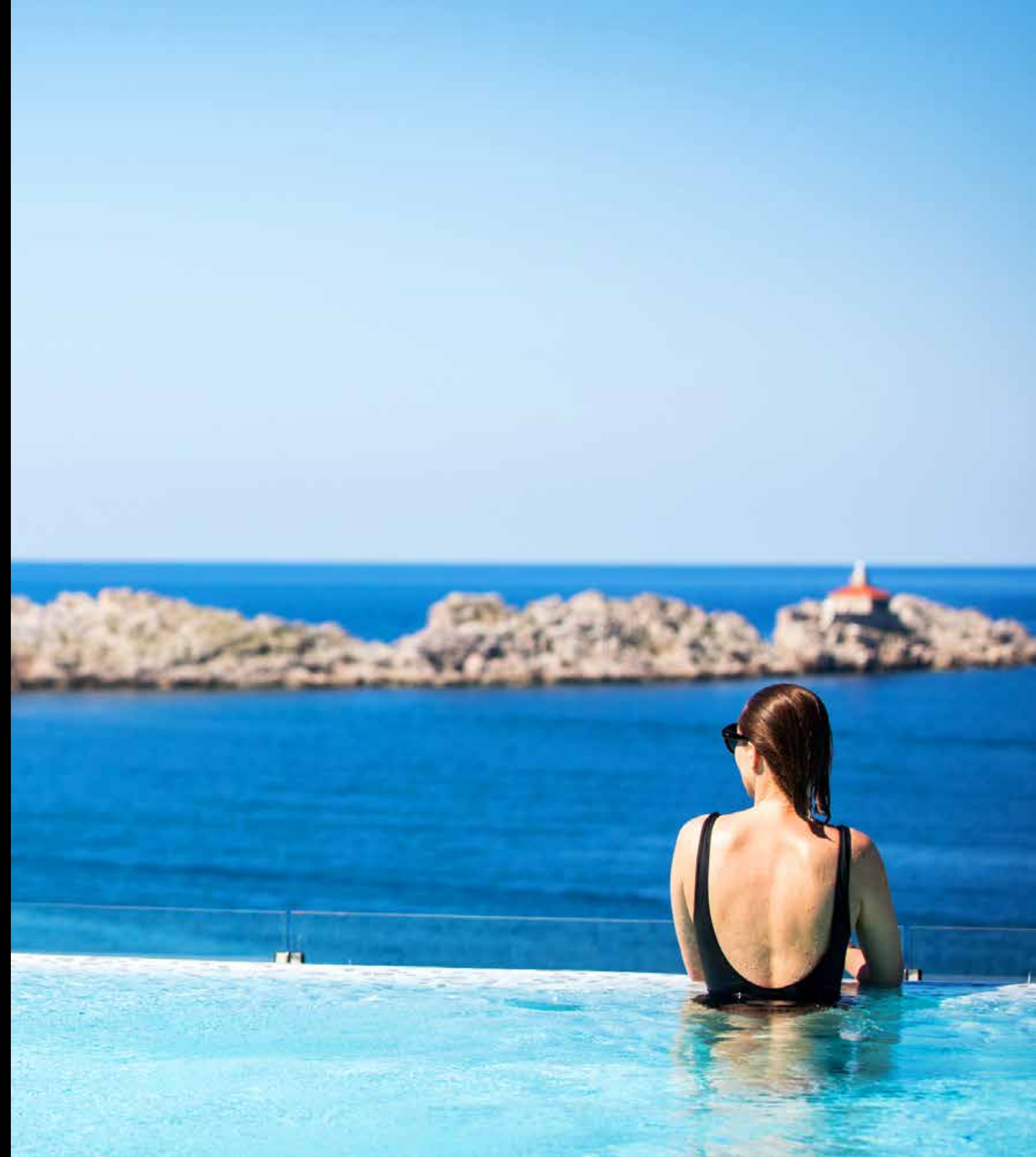
Za prijevoz limuzinom, kombijem ili autobusom.

TAXI SLUŽBA

Ukoliko želite naručiti taxi.

COVID-TESTIRANJE

Informacije



BANKETI I KONFERENCIJE

U mogućnosti smo organizirati bankete i konferencije.

Za više informacija, molimo kontaktirajte ured prodaje na broj 9.

BANKOMAT

Bankomat se nalazi na recepciji hotela Royal Neptun i na vanjskom parkiralištu hotela Royal Princess.

DJEČJI KREKETIĆI / STOLICA

Ukoliko Vam je potreban dječji krevet ili stolica, molimo kontaktirajte recepciju na broj 9.

DORUČAK

Doručak se poslužuje u nekoliko restorana unutar Royal Resorta. Molimo obratite se recepciji na broj 9 za više informacija.

DVORANA ZA SASTANKE

Hotel raspolaže sa više dvorana za sastanke kapaciteta od 10 do 450 osoba. Za više informacija molimo kontaktirajte ured prodaje na broj 9.

FITNESS CENTAR

Hotelski fitness nalazi se u sklopu

hotela Royal Princess i u sklopu hotela Royal Ariston.

GARAŽA / HOTELSKI PARKING

Garaže se nalaze na nivou P Royal Princess hotela i na nivou P i G Royal Blue hotela. Hotelski parking je označen i nalazi se na 3 lokacije u Resortu.

HOTELSKE REZERVACIJE

Ukoliko želite napraviti rezervaciju za smještaj, molimo kontaktirajte odjel rezervacija na reservations@royaldubrovnik.com. Možete napraviti i direktnu rezervaciju na našoj web stranici www.royaldubrovnik.com

INTERNET KUTAK

Slobodno se poslužiti računalima u internet kutku smještenom na razini 0 hotela Royal Neptun.

INVALIDSKA KOLICA

Dostupna na upit. Molimo nazovite broj 9.

IZLAZI U SLUČAJU NUŽDE / EVAKUACIJE

Plan koji pokazuje najbliže evakuacijske izlaze nalazi se s unutrašnje strane ulaznih vrata Vaše sobe.

KEMIJSKO ČIŠĆENJE / PRANJE RUBLJA

Sve informacije dostupne su na stranicama "Praonica rublja & kemijska čistiona".

KIŠOBRANI

Kišobrani (limitiran broj) su dostupni na recepciji hotela.

KLIMATIZACIJA

Hotel je u potpunosti klimatiziran. U svakoj sobi postoji klima uređaj koji se može podesiti po želji regulatorom pričvršćenim na zid.

KNJIŽNICA

Slobodno se poslužite velikim izborom strane i domaće literature u hotelskoj knjižnici smještenoj na razini 0 hotela Royal Neptun.

KOZMETIKA

Molimo kontaktirajte recepciju na broj 9 ukoliko Vam je potreban pribor (pasta za zube, četkica za zube, češljevi, pribor za šivanje i ostali kozmetički pribor).

KREDITNE KARTICE

Prihvaćamo sljedeće kreditne kartice: MasterCard, VISA, American Express, Diners.

KUĆNI LJUBIMCI

Pristup kućnim ljubimcima u hotelskim prostorima nije dozvoljen.

KUĆNI OGRTAČ / PAPUČE

Kućni ogrtač i papuče nalaze se u Vašem sobnom ormaru.

MJENJAČNICA

Mjenjačnice se nalaze na recepcijama hotela Royal Princess i Royal Neptun gdje možete promijeniti glavne inozemne valute. Radno vrijeme: 06-21h.

NOVINE

Strane dnevne novine ili lokalne dnevne novine dostupne su na upit. Za više informacija, molimo nazovite broj 9.

PLAŽA

Plaža se nalazi ispred svih hotela u Resortu.

POMOĆNI LEŽAJ

Pomoćni ležaj je dostupan na upit. Molimo kontaktirajte recepciju.

POSLUGA U SOBU

Jelovnik usluge u sobu nalazi se na Vašem radnom stolu.

POŠTA

Zadovoljstvo nam je poslati Vaša pisma i razglednice. Molimo ostavite svoju poštu na recepciji.

PRIJAVA I ODJAVA

Prijava u hotel je od 15:00h, a odjava do 11:00h. Za kasnu odjavu molimo kontaktirajte recepciju.

PRTLJAGA

Ukoliko želite da Vam se odnese prtljaga iz sobe, molimo kontaktirajte recepciju.

RESTORANI I BAROVI

Royal Hotels & Resort ima 4 restorana i 4 bara. Za informacije i rezervacije naših restorana molimo nazovite broj 9. Više informacija o restoranima i barovima ćete pronaći u sekciji "Restorani i barovi".

SEF U SOBI

Sve gostinjske sobe raspolažu sefom koji se nalazi u ormaru Vaše sobe. Sef se može otvoriti samo Vašom šifrom. Molimo Vas da prilikom odlaska sef ostavite otvoren.

Upute za korištenje se nalaze u sefu. Hotel ne preuzima odgovornost za Vaše vrijednosti ostavljene u sobi ili sefu.

ZRAČNA LUKA "ČILIPÍ"

Približno vrijeme putovanja od Royal Hotels & Resort do zračne luke "Čilipi" je 30 minuta. Molimo uzmite u obzir da putovanje do zračne luke može biti duže zbog intenzivnog prometa. Za detaljnije informacije kao i organizaciju transfera, molimo kontaktirajte PGS.





INFORMACIJSKI PULT

Naše hotelske predstavnike naći ćete u predvorju hotela.

Kako bi Vaš boravak protekao bezbrižno i uz mnoštvo sadržaja, slobodno posjetite informacijski pult (GUEST RELATIONS) i saznajte više o ekstra uslugama koje trenutno nudimo.

Niže je nabrojan samo osnovni pregled izleta i usluga koje Vam nudimo, a tu smo i za sve Vaše dodatne želje i upite te personalizirane aranžmane i programe tijekom Vašeg boravka u Hrvatskoj.

Za direktan razgovor sa jednim od naših predstavnika, **birajte broj 9.**

IZLETI

Doživite najbolje od Dubrovnika i okolice, te se upustite u istraživačku avanturu. Putovanja gliserom, adrenalinske, filmske i vinske ture samo su neki od brojnih izleta. Javite se Guest Relations timu na recepciji hotela Royal Neptun, te izaberite izlet po svojoj mjeri.

ROYAL SPA

Royal Spa nalazi se na T nivou hotela Royal Princess. Sastoji se od unutarnjeg grijanog bazena i vanjskog bazena, fitness centra, finske saune, bio saune, te parne kupelji s aromatskim učinkom. Za sve ljubitelje yoge, na vanjskoj terasi nalazi se yoga kutak. Uživajte u velikoj relaksacijskoj zoni s pogledom na more. Radno vrijeme sadržaja u Royal Spa je od 7:00 do 22:00h, a radno vrijeme za usluge je od 8:00 do 22:00h.

USLUGE:

- Raspon masaža koje uključuju Royal signature, švedsku, hot oil i hot stone masaže
- Deluxe on hands tretmani
- Biotec tretmani lica
- Spoil me posebna ponuda u privatnom apartmanu s jacuzziem
- Pedikura
- Manikura
- Depilacija

ARISTON SPA ZONA

Ariston Spa zona se nalazi unutar hotela Royal Ariston. Sastoji se od bi saune, finske saune, parne kupelji i posebnog tuša doživljaja - water paradise.

USLUGE:

- Raspon masaža koje uključuju terapijske i sportske masaže, maderoterapiju, masaže za parove, pedikura, manikura, depilacije, posebne ponude za dvoje u privatnoj sobi s jacuzziem.
- Tretmani lica i tijela
- Spa rituali za tijelo i duh

Radno vrijeme vodenih sadržaja i sauna je od 7:00 do 22:00h, a radno vrijeme za usluge je od 8:00 do 22:00h.

*Djeca: korištenje Royal Spa i Wellness zone sadržaja nije predviđeno za djecu mlađu od 16 godina, osim u vremenskom periodu od 11:00h do 15:00h.

PRAVILA KORIŠTENJA SPA

Kako bi boravak prošao u najboljem redu za sve goste Spa centra, molimo da se pridržavate svih pravila istaknutih u prostorima wellness centra.

REZERVACIJE TRETMANA

Rezervacije tretmana je, osim putem PGS usluge, moguće napraviti i direktno u Spa centru i na recepciji. Ukoliko terapeut nije na recepciji, molimo ispuniti rezervacijski obrazac izložen na pultu.

U mogućnosti ste promijeniti ili otkazati svoj termin. Ukoliko dogovoreni termin ne promijenite ili ne otkažete na vrijeme (5 sati prije početka tretmana) Hotel će Vas teretiti s 50% iznosa vrijednosti tretmana.

KONTAKT:

wellness@royaldubovnik.com

Molimo Vas kontaktirajte nas na broj 9 za usluge pranja rublja.

USLUGE PRAONICE

Usluge praonice su dostupne svaki dan u periodu od 8:00 do 20:00 sati. Ukoliko je Vaš zahtjev za pranje rublja upućen prije 11:00 sati, rublje će biti vraćeno do 11:00 sati sljedećeg dana.

EXPRESS PRANJE RUBLJA

Nudimo Vam uslugu brzog pranja rublja između 8:00 - 20:00 sati.

Vaše rublje, predano najkasnije do 15:00 sati, će biti vraćeno unutar 6 sati. Cijena ove usluge je uvećana za 50%.

KEMIJSKO ČIŠĆENJE

Usluga kemijskog čišćenja je dostupna od ponedjeljka do petka.

Ako nam predate rublje za kemijsko čišćenje prije 11:00 sati, ono će biti vraćeno do 15:00 sati sljedećeg dana.

Molimo Vas da popunite listu koja se nalazi u Vašem ormaru u sobi i stavite je u vrećicu za rublje.

Svaki prigovor mora biti napravljen unutar 24 sata te popraćen s listom iz praonice.





RESTORANI

LA CASTILE

La Castile, restoran koji će osvojiti Vaše simpatije i mjesto gdje će se svako nepce pronaći zadovoljeno. Terasa s očaravajućim pogledom na morske grebene i opojnim mirisima mediteranskog bilja može vas osvojiti tijekom opuštenog ručka, dok se pod zalaskom sunca pretvara u idealno mjesto za romantičnu večeru. Uživajte u bogatoj ponudi steakova i tradicionalnoj kuhinji.

ZOË

Nezaobilazno mjesto užitka, restoran Zoë je idealan spoj tradicije i inovacije. Jedinstven izbor za druženje svakoga dana uz kavu i slastice ili odabran za posebne prilike koje će Vaše važne trenutke učiniti još ljepšim. Uživajte u bogatoj ponudi ribljih specijaliteta i mediteranskoj kuhinji.

ROYAL TERRACE

Restoran Royal Terrace, šarmatan oldtimer u kojem ćete htjeti započeti svoje jutro i u ugodnom ambijentu dočekati večer. Jedinstveni buffet koncept njeguje menu od svježih sezonskih namirnica i kreativne suvremene gastronomije.

VISTA RESTAURANT

Šarmantan dizajn i opuštajući ambijent Vista restorana savršeno je mjesto za sve koji žele uživati u veganskim i jelima bez glutena. Uživajte u velikom izboru ukusnih i zdravih obroka koje za vas svakodnevno priprema vrhunski kulinarski tim. Prekrasan pogled koji se pruža s atraktivne terase vaš će obrok učiniti nezaboravnim iskustvom.





BAROVI

BEACH BAR 'ON THE ROCKS'

Pokraj restorana Royal Terrace, na samim stijenama, nalazi se On the Rocks bar koji u ponudi ima razne vrste koktela i snackova.

THE BAR

U prizemlju Royal Neptun hotela, na razini 0, nalazi se The Bar koji Vam nudi širi izbor koktela, toplih i hladnih napitaka.

BLUE SKY LOUNGE

Nalazi se na vrhu hotela Royal Blue sa kojega se pruža veličanstven pogleda na Elafitske otoke i Uvalu Lapad.

BONO BAR

Za savršen početak dana uživajte u mirisima i okusima svježe pripremljene kave i vrhunskih slastica na terasi Bono bara, koja se nalazi na korak do plaži i pruža prekrasan pogled na zelenilo prirode i plavetnilo mora. Prostrana terasa i blizina mora daje poseban doživljaj svakom gostu koji će se prepustiti užicima godišnjeg odmora uz veliki izbor osvježavajućih zdravih napitaka. Uživajte u svakodnevnoj ponudi osvježavajućih koktela i ukusnih jela naših vrhunskih kuhara.

NAPAJANJE

Uključivanje i isključivanje televizora.

TV / RAD (TV/RADIO)

Odabir radio prijemnika, televizije ili DTV kanala.

BROJČANE TIPKE

Unos brojeva.

LIST (POPIS)

Pristup spremljenim popisima programa.

Q. VIEW (BRZI PRIKAZ)

Povratak na posljednji gledani program. *Prilagođavanje glasnoće.*

RATIO (FORMAT)

Promjena veličine slike.

MUTE (ISKLJUČI ZVUK)

Isključivanje zvuka.

P

Kretanje kroz spremljene programe.

PAGE (STRANICA)

Prelazak na prethodni ili sljedeći zaslon.

GUIDE (VODIČ)

Prikazuje vodič programa.

HOME (POČETNO)

Pristup glavnim izbornicima.

Q. MENU (BRZI IZBORNIK)

Pristup brzim izbornicima.

TIPKE ZA NAVIGACIJU

(GORE / DOLJE / LIJEVO / DESNO)

Kretanje kroz izbornike ili opcije.

OK (U REDU)

Odabir izbornika ili opcija i potvrda unosa.

BACK (NATRAG)

Povratak na prethodnu razinu.

INFO

Prikaz informacija o trenutnom programu i zaslonu.

EXIT (IZLAZ)

Izlaz iz prikaza na zaslonu za povratak na gledanje programa.

TIPKE U BOJI

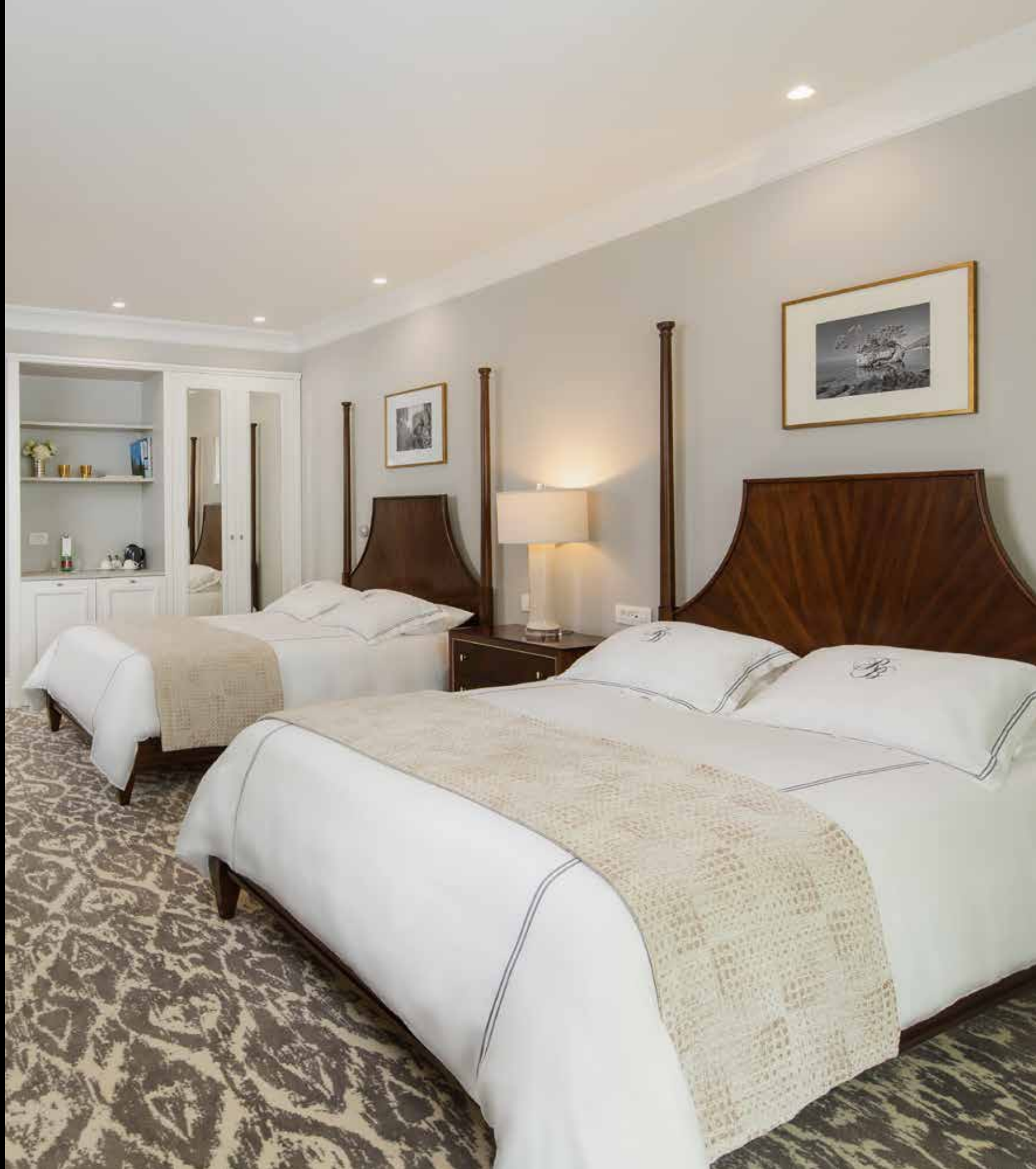
Te se tipke koriste samo za teletext.

TIPKE TELETEXTA

Te se tipke koriste samo za teletext.

TV APPS (NETFLIX, YOUTUBE)

Nisu dostupne





TELEFON I INTERNET

UPUTE ZA UPORABU TELEFONA

Poziv iz sobe u sobu:

Za hotele: Royal Neptun, Royal Ariston, Royal Palm, Royal Princess i Royal Blue birajte broj sobe.

Svaki gradski, međugradski ili međunarodni razgovor možete voditi izravno s telefona u Vašoj sobi ukoliko prethodno birate "0" uz dodatni trošak.

Izravni poziv za Dubrovačko-neretvansku županiju

0 + broj telefona.

Izravni poziv za druga područja Hrvatske 0 + pozivni broj županije + broj telefona.

Izravni međunarodni poziv
0 + 00 + pozivni broj zemlje +
pozivni broj grada (bez 0) + broj
telefona.

KORIŠTENJE INTERNETA

U svim hotelima Royal Resorta i na svim ostalim površinama dostupan je bežični internet. Za pristup internetu potrebno je spojiti se na bežičnu otvorenu mrežu "Royal Hotels & Resort".

U slučaju da niste u mogućnosti spojiti se na bežičnu mrežu, Vaše računalo moguće je spojiti žičanim putem preko PC utičnice sa stražnje strane telefona u Vašoj sobi.

Za sve dodatne informacije molimo Vas birajte broj 9.

UKLJUČENJE USLUGE AUTOMATSKOG BUĐENJA

Na hotelskom telefonu
birajte *77.

Pričekajte trenutak dok Vam se
sistem ne obrati sa sljedećom
automatskom porukom:
"Welcome, please enter the time
for your wake up call."

Unesite točno vrijeme buđenja
koristeći tipkovnicu telefona:

PRIMJER:

Ukoliko želite buđenje u šest
sati ujutro utipkajte 0600.
Ukoliko želite buđenje u šest
sati poslijepodne utipkajte 1800.

Sistem će potvrditi Vaš izbor
sa sljedećom automatskom
porukom: "For extension (broj
Vaše sobe) you have requested a
wake up call for (uneseno vrijeme
buđenja). Goodbye."

Poklopite slušalicu. Vaše auto-
matsko buđenje je naručeno.

U predviđeno vrijeme zvonit će
telefon. Sistemska poruka za
buđenje glasi : "Good morning.
This is your wake up call."

PONIŠTENJE USLUGE AUTOMATSKOG BUĐENJA

Na hotelskom telefonu
birajte *77.

Pričekajte trenutak dok Vam se
sistem ne obrati sa sljedećom
automatskom porukom:
"You have requested wake up
call for (Vaš broj sobe). For a
wake up call press 1. To cancel a
wake up call press 2."

Pritisnite broj 2 na tipkovnici
hotelskog telefona.



U SLUČAJU POŽARA

Royal Hotels & Resort opremljen je automatskim vatrodojavnim sustavom. Svi hoteli opremljeni su sredstvima za gašenje kao i dojavu požara. Već na putu prema Vašoj sobi, predlažemo da se upoznate sa izlazima za slučaj opasnosti.

U Vašoj sobi, na zidu pokraj vrata, nalazi se plan evakuacije. Sugeriramo Vam da ga proučite, kao i najkraći put od Vaše sobe do nužnih izlaza.

KADA SE ALARM OGLASI

U slučaju oglašavanja alarma, nastojte ostati prisebni. U hitnim slučajevima, hotelski zaposlenici će Vam pomoći pri evakuaciji.

EVAKUACIJA

Uzmite osobne dokumente i najnužnije predmete.

Oprezno otvorite vrata i pazite na dim te slijedite svjetlosne oznake za nužni izlaz.

