



*Gran Hotel Peñíscola **** - Avda Papa Luna 132/136 – 12598 Peñíscola (Castellón)*

SERVICES DIRECTORY

WELCOME to the GRAN HOTEL PEÑÍSCOLA

The staff and the personnel of the GRAN HOTEL PEÑÍSCOLA give you a warm welcome and we thank you for the trust you have placed in us by choosing us to enjoy your well-deserved holidays or days off.

All our staff, helpful and professional, will be at your disposal 24 hours a day to provide you with the information and assistance you need.

We have prepared this Directory, in which we detail the services offered by the GRAN HOTEL PEÑÍSCOLA, in order to make your stay as pleasant as possible.

We do not want to forget that if there is any service (excursions, visits to monuments, recreational parks. . .), that you need and your information is not here collected or detailed, we remind you that at all times the reception staff is at your disposal.

Taking advantage of this occasion, all the hotel staff wishes you a happy stay in advance.

THE MANAGEMENT

ROOM:

In order to make your stay at our hotel, and in particular inside your room, as pleasant as possible, and to make the most of its facilities, we ask you to make good use of the following indications:

- **DOOR:** For correct operation, please observe the drawing on the back of the card. If at any time you wish to make use of a second card, please let Reception know and they will provide you with a copy immediately. Each card is PERSONAL and INTRANSFERABLE, reminding you not to write or draw any call signs on it.
- **LIGHT:** In order to have electricity in the room, it is essential that you insert the card in the switch slot next to the entrance door.
- **AIR CONDITIONING:** For proper operation, it is essential that the terrace door is completely closed. It will take approximately 5 minutes from the time of activation to full performance. It has a remote control to regulate the temperature, the fan speed and the type of air you want (cold, dry, humid or hot). If you have any doubts about the operation of the control, please consult the edited help for your specific model.
- **CRADLE and ANTI-FALL BARRIERS:** The Hotel offers these two services, so that the youngest members of the family can sleep peacefully. These services are on request at Reception, and we recommend that you make a note of this at the time of booking. Direct payment services at the hotel. Consult our official price list to find out the daily cost of renting these items.
- **TELEVISION:** Our rooms all have a flat screen TV with a wide range of national TdT channels, as well as numerous international channels. You can consult the list of available channels in this same directory.

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- **SAFE BOX:** The Hotel Management is not responsible for objects or values that are not deposited in the Security Box (properly closed), intended for that purpose. This service is fee-based and is on request at Reception. See price list.
- **MINI-BAR:** By default, you will find the cold maintainer installed under the empty desk, for your convenience. However, you can buy soft drinks and snacks in any of our vending machines, or ask for the mini-bar packs that you will find in the official price list. Remember: This element is a cold maintainer. Not a refrigerator.
- **DAILY CLEANING SERVICE:** The rooms are cleaned daily from 9:00 a.m. to 3:00 p.m. If you do not wish to be disturbed at this time, please place the RED sign on the door. It is NOT ALLOWED to remove the towels from the room for beach, pool or Spa service. We remind you that we have a rental service or purchase of beach towels.
- **LAUNDRY AND IRON:** We put at your disposal the self-service Laundry and Iron in which for your convenience, you can wash, dry and iron your personal clothes. This self-service is free, and we put everything necessary, soap and fabric softener included, although for this you must request the access card at our reception to access our laundry room. Maximum service time 2 hours / day. The schedule in which you can use the service is from 10:00 a.m. to 9:00 p.m. Additionally, you can request the ordinary washing service (wet, chemical or dry) or ironing of your clothes (delivery time 48h), for which you must request at the reception the bag and the collection form. You can check prices at the official rate.
- **AND ON THE DEPARTURE DAY:**
 - o Don't forget to remove any and all of your personal belongings from any part of the establishment.
 - o If you have contracted the Safe, do not forget to deposit in Reception the bowler of the safe and its respective key, so that they can return/cancel the deposit they may have requested.
 - o You must leave your room before 12:00 noon and notify Reception of your departure, depositing your card and paying any outstanding extras. In case you need the luggage storage service, we remind you that at the reception, they will keep your luggage under lock and key. This service is totally free.

COMPLEMENTARY EXTRA SERVICES:

The following services may also be requested at the Reception (Ext. 9). You can check the corresponding rates in the official rate.

- Late Check-Out at 3:00 p.m. or 6:00 p.m. - Upon request and according to availability.
- Pillow, Blanket or additional cover (Under availability).
- Comfort Service: You will have extra attention in the room during your stay, choice of Pillow from our Special Letter, Daily Press Service, Premium Wifi Service, and Free Access to the Wellness & Spa, and an additional 10% discount on any price or discount already applied in treatments and massages.
- Extra Amenities: Shoe cleaning kits, dental set, sewing set, Bath Set
- Sewing service (small clothing arrangements).
- Babysitting service in room (minimum 24 hours in advance)
- Room Service. From 09h00 to 22h30. See letter and prices in the official rate.

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- External medical care service (medical visit in the room). Direct payment service between client and visiting doctor. As far as possible, if the illness is not very serious, we recommend that you go to the public health services and free of charge at the temporary summer clinic or outpatient doctor's office in Peñíscola. In the event of a serious incident, please call 112 for medical attention.

LOADING and UNLOADING

The esplanade at the main entrance of the hotel is reserved exclusively for offering the correct luggage loading and unloading service to our clients, as well as attending to the special needs of guests with reduced mobility problems (disabled). Therefore, the parking of your vehicle in this area is limited to the performance of one of these operations. Remember that keeping your vehicle improperly parked and not complying with the established indications may hinder the emergency means in case they should act, generating a subsidiary civil liability to the owner of the vehicle. We recommend that you always use our own car parks, from which it will be easier for you to load and unload your luggage.

LOADING and UNLOADING GARAGE and PARKING

As we have previously indicated, for your convenience we have arranged an outdoor parking area (rear of the hotel) and an underground garage, located in the first basement of the hotel, the latter having direct communication with the hotel facilities. Access to both the rear car park and the garage will be done using a card given to you for this purpose at Reception, which will have been coded when you contract the chosen parking area. Check the rates at the reception and in our official price list. Remember to keep the identification card that we will have given you visible at all times on the vehicle dashboard. This will facilitate the surveillance functions and allow us to warn you immediately if we detect any anomaly related to your vehicle

RESTORATION

THE RESTAURANT is located on the ground floor. Free buffet service in all services (breakfast, lunch and dinner).

Default schedule: Breakfast: 08:00-11:00
Meals 13:00-16:00
Dinners: 20:00-23:00

In exceptional circumstances, restaurant hours may be modified. Always check the information panels or your access card.

For a better operation, please do not forget to respect the following rules:

- Don't forget to take your registration card with you and show it to the cashier at the RTE entrance to each service
- Dress appropriately according to the internal rules established and advertised on our information panels. Pay special attention to limitations on short, sleeveless, wet or inappropriate footwear.
- Help your children choose their food at all times.
- Do not enter or take drinks and / or food from the restaurant. Our hall staff and security staff is authorized to ask you to show the inside of your bags at the exit or entrance of the restaurant if necessary.

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- Pay your drinks to the cashier. You can pay in cash, by card or make the payment with charge to the room if you have an open credit line at the hotel for this purpose.
- To avoid unnecessary crowds at the entrance of the restaurant, respect the service hours assigned and reported on your card.

COLD DINNER - Day of arrival: We remind you that you can request this service if you arrive later than 22h30 and have the dinner service included in your hired pension. You must request it by calling the hotel before 8 pm on the day of arrival.

PICNIC SERVICE: We remind you that this service replaces any of the contracted services and you can request it at the Reception, the day before you will use it, before 8:00 p.m. You can request it for so many services you have contracted.

THE ROYAL CAFETERIA is located on the ground floor, accessible by the stairs or by the ramp to the right of the Reception desk. Its usual hours are from 9:30 am to midnight. Here you will be able to find and consume a wide variety of drinks and refreshments, among which we recommend those on our coffee menu or those included in our cocktail menu. You will also be able to have some snacks and tent-en-pies, as well as ice cream in the summer season.

MINI-BUFFET SERVICE Breakfast: After closing the doors of the Restaurant of the service of breakfast at the stipulated hour, and until one later, the service of Cafeteria offers you a mini-buffet of breakfast (free) composed by simple pastries and coffee or milk. This way, you can postpone getting up to go to breakfast within the official schedule, and have something before lunch. To use this service instead of breakfast, present your restaurant card at the cafeteria when you order the service.

WELCOME COCKTAIL: We remind you that the day after your arrival, we offer you a Welcome Cocktail (drink), which you can request and enjoy on our Panoramic Terrace outside or inside the Royal Bar itself between 11:00 and 12:00 in the morning, presenting the ticket that you will have been given at the Reception on the day of your arrival at the Hotel. In the case of organized groups, the service can be provided jointly, and at a different place and time, as agreed with the organizer or group leader.

THE TROPICAL BAR-CLUB is located in the basement of the Hotel, next to the outdoor swimming pool. The schedule will vary depending on the season and occupancy of the hotel. Consult our information panels for opening days and times. Generally, the closing time at night is around 01:00 in the morning, although for special events the opening hours maybe extended.

SPECIAL REQUESTS AND FOOD SECURITY (ALLERGENS)

- In High Season, our Children's Buffet incorporates a neutral puree (of meat or fish) daily at noon and at night. See the daily menu.
- If you are Celiac, Allergic or Intolerant to any specific product or food, you must indicate it to us through the Customer Service so that we can provide you, daily, with information on the composition of our buffet dishes in each service as well as the menu alternative. You should contact the person at the side table that you will find in front of the reception desk, or directly through the internal extension 719.

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- We also urge you to manage with the Customer Service any special needs related to: crushed food, soft diet, or any special request related to any celebration (birthday cake, bottle of cava, etc.). You can check the rates in our official rate.

LEISURE and ENTERTAINMENT

These are some of the main facilities offered by the Gran Hotel Peñíscola, for the use and enjoyment of its guests.

THE GREAT OUTDOOR SWIMMING POOL: It is located at the main entrance of the Hotel and its season schedule is from 10: 0 AM until 19:00 PM. For strict security reasons, please do not use it outside this time slot. The Hotel has sun loungers, so you can enjoy them as long as you want, but for solidarity with the rest of the clients, we ask you, do not book them with any personal object, since doing so the Lifeguard will remove them. Follow the safety instructions on the information panel at all times.

The **GRAN WELLNESS SPA** (Salutem per Aqua) is located in the basement of the Hotel; its schedule is from 10:00 a.m. to 2:00 p.m. and from 4:00 p.m. to 8:00 p.m. It has its own reception and you can contact by phone with the responsible for this area by dialling extension 722.

It is a Health and Beauty Centre composed of a Water Zone (circuit), which access can be daily for 1 hour by paying a flat rate, and an area of Massages and Various Treatments such as Natural Therapies, Hydrotherapies, Solarium o Facial Rejuvenation. See our services and prices in the Official Tariff.

In the water area, for reasons of hygiene and safety, it is essential to use approved slippers (exclusive for Spa) and swimming caps. Both items, in case you do not have them, you have to purchase them at the reception of the Spa itself. Consult at all times the Rules of Use and Access of the Facilities exposed at the entrance of the SPA. Remember that access to these facilities by children under 12 is restricted to a specific time, and prohibited to children under 3.

POOL / BEACH TOWEL RENTAL: At the GWSpa Reception you can buy or rent a towel for specific use in the outdoor area of the hotel (outdoor pool and / or beach). Check prices in the Official Tariff.

THE GYM: Place indicated for the most demanding with the physical form of your body. All those can use this free service over 14 years old, or accompanied by an adult. His schedule is the same as the GWSpa. His schedule is the same as the GWSpa. For the safety and peace of mind of the whole family, the Hotel recommends that children from 0 to 14 years old and people with respiratory, cardiovascular or similar problems and pregnant women should not use these facilities. **FOR THEIR OWN SAFETY.**

ANIMATION and FAMILY SERVICES

There is an animation programme for adults (in mid and high season) and another for children (high season and long weekends). You can consult the programme of activities and timetables on the information panels in the anteroom of the Restaurant, or on our official website, in the section corresponding to the animation.

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FUNNY-CLUB: For the youngest members of the family, and perhaps, not so young. . . (03 to 8 years old and 8 to 12 years old) we have wanted to focus their entertainment through our Funny-Club, with a few pampered and careful facilities specially adapted and set for the total enjoyment of the youngest. You find more information about this service, dates of operation and timetables in the specific brochure, and its operation is closely linked to the school holiday period, so that in the low season, it only works at weekends, from Friday afternoon to Sunday morning, every day that makes up the holidays, and in summer from 15 June to 15 September. The main facilities are located before the access to the Club Tropical, in the first basement of the Hotel. The activity service is free of charge, but we would like to remind you that our facilities are NOT a nursery. In addition, allow us one more recommendation: If you have small children, take full advantage of this service when you are operational to enjoy a few moments of tranquillity or relaxation with your partner in the GWSpa while your children have fun with our team of educators and entertainers.

Kids SPA: As we have indicated, children between 3 and 12 years old will have a specific schedule to access the same facilities that make up the GWSpa, but with a reduced operation (only the Jacuzzis and the heated pool will work). By default, the established schedule is from 10h00 to 11h00 in the mornings, although in case of high demand or important weather changes, the hotel may exceptionally extend the number of hours dedicated to this service. Advance booking is required. Consult prices in the Official Tariff.

OTHERS: Within this point, we could also include the possibility of practicing ping-pong on the outside table (depending on the weather), playing billiards (Cafeteria Royal) or various recreational machines (Bar-Club Tropical). Out of respect for the rest of the clients, certain practices are limited to the hours of 10:00 to 14:00 and 17:00 to 21:00. For Ping-Pong, ask our team of entertainers for the necessary material for your enjoyment, free of charge. Shifts can be arranged according to demand.

CHILDREN AND BABIES - The hotel has two corners for Breastfeeding & feeding for Infant/Minor outside the restaurant area. These are quiet places, equipped with a balancing chair, footrest, additional seat for the companion and a highchair, and optionally a bottle warmer or microwave in the proximity's. One of the corners is located at the back of our Cafeteria Royal, and the other one inside the Funny-Club itself. - In case you need to heat up a bottle, a mash, a drink for your child, we remind you that there are different microwaves for this purpose distributed in several points of the hotel: In the Restaurant, in the Bar Royal, and in the Bar-Club Tropical. If you need to access one of them and the premises is closed (after hours), please ask the reception staff.

QUALITY IN SERVICE

The Gran Hotel Peñíscola intends at all times to have the best professionals in the quality area, to guarantee maximum tranquillity and offer the best of ourselves.

- Internally, our Department of Hygiene and Food Safety ensures the quality of the state of our facilities, and the correct handling and quality of our genres and products.

- Looking at the Customer, the Customer Service Department channels its opinions, comments and suggestions to improve day by day. Don't be surprised when he / she comes to you. He can also advise you at all times what to do at the hotel.

To facilitate the work of all of them, do not forget, throughout your stay, to fill in, at least once, the survey that given to you from a specific area of the hotel. To guarantee the confidentiality of these,



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you can either hand them to our Customer Service Manager or deposit them in the Common Mail and Survey Box (reception desk).

And for your peace of mind, we remind you that all the data and suggestions that you observe are absolutely private, and that your personal data during your stay at the hotel are protected under the provisions of the General Data Protection Regulations.

FAREWELL – END OF STAY

- Like everything that begins, everything also has an end. We remind you that you can have the room until 12:00 noon as the deadline. Organized groups have to release the rooms before 10:00am. We would also be grateful if you could free your room earlier, as this will allow the next guest to enjoy it from 12:00am.
- To avoid forgetting any of your belongings, REVIEW the room and your belongings carefully: check that nothings left inside closets and drawers, under the beds, under the pillow or the sheets, the terrace, the bathroom. . . In addition, check that the TV and/or AA controls are properly placed on one of the small tables.
- If you have contracted the Safe, do not forget to return the safety box bowler and the key to Reception, when you check out. It is also time to return the room key(s) and pay for any outstanding extras.
- Finally, we remind you that, if you wish, you can use the luggage storage room for a few hours free of charge. Ask our reception staff.

Good trip back

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USEFUL PHONE NUMBERS

Internal extensions:

9	Switchboard - Reception
730	Reception
719	Customer Service
720	Funny-Club
722	Gran Wellness SPA

For external national calls, first dial 0 and then the Spanish subscriber number.

For international calls, first dial 0 + the country code and then the subscriber number.

112	Emergencies
062	Civil Guard
085	Fire Brigade
964 480 121	Local Police Peñíscola
964 481 729	Peñíscola Town Hall
964 468 520	Peñíscola Health Centre
964 480 208	Tourist-Info de Peñíscola
964 359 883	Castellón Provincial Tourist Board
634 580 675	Castellón Tourist Guides Association
964 239 018	Castellón Airport
902 240 202	RENFE-FEVE de Castellón
964 213 542	RENFE-FEVE de Castellón

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GENERAL FIRE SAFETY INSTRUCTIONS

Nowadays it is not common for fires to occur, thanks to the safety detection systems installed. However, here are some rules and recommendations to prevent them and avoid unnecessary activation of alarm sirens:

- The hotel is declared SMOKE FREE in its entirety, therefore it is strictly forbidden to smoke inside the facilities. You may only smoke on the terraces of the rooms and on the outside perimeter of the building, in those areas that are enabled/authorised.
- Do not throw lit cigarette butts from the terraces, into the wastebaskets, or on the ground. Please always use the ashtrays.
- Do not manipulate the electrical installations, or make electrical connections or adaptations to the room's plugs and connectors for your private appliances. Always use official and regulatory adapters.
- Do not improvise fuses.
- Do not place fabrics, handkerchiefs or textiles on the lighting lamps.
- Make sure that the voltage of the electrical appliances is correct and do not leave them connected after use (mobile phone chargers, radios, consoles, DVDs. . .), especially if you leave the room.
- Follow the instructions on fire signs and warnings.

If a fire should occur, please take note of these instructions:

- Identify the emergency exits as soon as you arrive at your room, where you have a plan of the floor where you are staying.
- If you discover a fire or detect smoke, report it immediately to Reception by phone or using the nearest alarm button.
- Avoid opening a door that gives off smoke, it could start a fire.
- Don't lose your cool, don't scream, don't run. It can provoke mass hysteria.
- If you are in heavy smoke, put a wet handkerchief over your nose and mouth.
- - Before opening the door to your room, touch it with the palm of your hand on top, if it is hot, do not open it.
- Leave your room by closing doors and windows; you will prevent the fire from spreading.
- Follow the instructions given by the evacuation team members and go to the meeting point they indicate.
- Do not return to pick up forgotten items. It would hinder the evacuation of people and the fight against fire, endangering their lives.
- If you find smoke building up on the stairs when you come down, do not try to go through it, but turn around and try another emergency exit.
- If for some reason you cannot leave the room, inform reception and place damp clothes on the door and a damp towel on the threshold to cool the door and prevent smoke from entering.
- Fill the bathtub and pour water on the walls, doors and mattress. Do not immerse yourself in it under any circumstances, you may suffer unsuspected burns.
- Do not use the elevators.
- Clients with any physical disability should indicate this to reception so that special attention can be given to them by the assistants in case of emergency.