

Fidelitas Hotel | Spa | Conference ***/**

Guest Information

Dear Guests,

You are kindly welcome to Fidelitas Hotel!

We would like to make sure you have all necessary information about our hotel with the help of this directory and therefore you will have a pleasant stay. The house and security rules are made for your safety and for your convenience so they are meant for every guest.

The Management

DATE

Hotel name: Fidelitas Hotel, Spa & Conference

Address: Strada Berzei nr.14, Sfântu Gheorghe, Județul Covasna, România, 520050

Web: www.fidelitashotel.ro, www.hotelfidelitas.ro

E-mail: marketing@fidelitashotel.ro / office@fidelitashotel.ro / reservations@fidelitashotel.ro

Facebook:Fidelitas

Tel: 00 40-732-406-436 / 00 40-732-406-437

Fax:

Star Rating: ***/**

Opening Hours: 0-24 (all year)

PRICE

Daily room rates*

| | |
|--------|---------|
| SINGLE | 205 RON |
| DOUBLE | 250 RON |

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|---------|---------|
| SINGLE | 120 RON |
| DOUBLE | 180 RON |
| TRIPPLE | 220 RON |

*Rates include buffet breakfast, internet connection, free parking and all taxes. In case you do not require breakfast, the price decreases by 15 RON per person.

SAFETY STANDARDS

Fidelitas Hotel, Spa & Conference was built according to Romanian standards. For your safety and security please obey the fire & emergency rules.

Smoking is only allowed in our designated smoking area.

When leaving your room, always take out your keycard to keep your electronic equipments switched off.

In case of emergency call Reception on **9**.

In case of fire leave the building immediately. Fire route map hanging on your bedroom door.

In case of fire do not use the lift.

All the rooms have fresh air ventilation, do not open the windows!

Please always keep your room locked.

The hotel does not take responsibility for cash or other valuables left in the room or supposed to be stolen. You can leave your valuables at the reception safe for free.

Please do not leave your kids without supervision. We do not take responsibility for any accidents that may occur to unwatched children, or wrong use of facilities.

Emergency call:112

HOUSE RULES

For the best of our guests we reserve the right to deny people who may disturb our guests or staff. Any damage must be reported and refunded at the Reception.

Accessible room

In accordance with international agreements, our hotel provides category „A“ barrier-free access facilities for our guests in wheelchair. Our bar and specially designed barrier-free access room is also available.

Baby bed

Baby bed may be requested at the Reception free of charge. Reservation recommended.

Bar

The Fidelitas Bar is open daily 10.00-22.00 and it is situated on the ground floor. We do not serve alcohol to guests under 18 nor to ebrious adults.

Blanket

Upon request, we provide extra blankets. More information may be obtained at the Reception.

Breakfast

In our air-conditioned and non-smoking restaurant, buffet breakfast is included in the price of your room, served every day between 7:00-10:00 am. If you wish to have a breakfast package, in case of an early check-out or an excursion, please inform the Reception until 8 p.m. of the previous night at the latest.

Check-in

Upon arrival, customers can check in from 15:00, naturally, if room capacity allows, we can accommodate our customers, or we can provide a luggage room.

Check-out

Upon check-out, guests must leave the room no later than 11:00, and for groups no later than 10:00. Upon request, we can arrange a luggage room. In case of late check-out: leaving to room until 18:00- 50% charge of the daily price, after 18:00 you will be charged for an integral day.

Cleaning

Our housemaids are doing the dusting every day between 10:00 and 15:00. If you do not need this service please use the DND card.

In case of an accident please inform the Reception and use the “Clean up my room” card.

Clothing

Please follow the general dress code in all cases. Please do not stay in bath rope and swim suit in the common areas.

Credit Card

Credit cards accepted: American Express, Maestro, Mastercard, Visa.

Comments/Complaint

We do appreciate every valuable comment, please turn to Reception should you have any, so that you can discuss the matter further with a member of the Management.

Conference

We can provide 2 conference (120 or 30 pers.) rooms for your business meetings, team buildings, presentations, etc. Both are equipped with all the technical supply you need.

Do Not Disturb

Your DND card is hanging on your door handle. Please use it outside your bedroom door if you wish to rest so that the staff is aware. Contact the Reception if you need the services later.

Fax/Photocopy

Possible at Reception, for a 0,50 bani/page charge.

Flowers

Flowers can be ordered at Reception.

Hair dryer

Our 3 star rooms are equipped with hair dryer, customers in 2 star rooms can ask for it at the Reception.

Internet

Wireless internet connection available in all areas of the hotel. Password: wifipass

Ironing

If you require ironing services, turn to the Reception. Your clothes will be ironed within 2 hours. We kindly ask you to request ironing of such clothes only, which do not require special treatment since our Hotel does not undertake responsibility for such damages.

Key card

All bedrooms to be opened with magnetic key cards as well as electricity and the parking barrier. For electricity in your bedroom, please insert your card into the slot near the door. Sockets only provide electricity when the card is inserted. In case of lost or damage of the card xxx Ron penalty is charged.

Laundry

If you hand down your clothes for cleaning until 9 a.m., we will clean and prepare them in your room on the same day Please, use the laundry bags. For our current prices, consult the price list displayed in the rooms. We kindly ask you to hand down only such clothes for cleaning which do not require special treatment.

Linen change

In 3 star rooms bed clothes are changed every 3 days and towels every 2 days. In the 2 star rooms bed clothes are changed every 4, towels every 3 days. Upon our guest's request, we change them more frequently for additional charge.

Lost objects

Please inform the reception.

Luggage room

The luggage room may be used free of charge at any time with the help of the Reception.

Maintenance

Please inform reception if you need any technical assistance.

Medical assistance

In case of any illnesses or emergency, please call Reception who will be at your service regarding the closest Hospital, Pharmacy.

Messages

Passed on to your room by Reception.

Minibar

Our minibar selection ensures a 24 hour beverage selection, also snacks and sweets. Minibars are refilled daily and all consumed items charged automatically on your room bill. Please inform Reception about your items consumed on departure day when checking out. Prices are listed in the room.

No smoking room

Smoking is prohibited inside the building and in all bedrooms of the hotel.

Other devices

The following devices may be requested at the Reception for a specified fee: toothbrush + toothpaste, razor, slippers, pantyliners. Umbrellas, electrical extensions, chargers may be requested free of charge.

Parking

Free parking with cameras available. Parking is not guarded however. The hotel does not take the responsibility for possible damages.

Post

Packages/letters sent on by Reception for extra charge. Your stamped mail will be forwarded by the Reception. Envelopes and paper may be requested at the Reception. You will find pens in your room.

Programs

A wide range of programs such as sport, cultural, medical, gastro and entertainment facilities near-by the hotel. For further information, please contact Reception.

Radio

Radio channels available via television.

Room Reservation

Book your next visit on 07xxx or e-mail reservations@fidelitashotel.ro

Safe

You should keep your valuables in safe at the Reception without any charge. Fidelitas Hotel does not take responsibility for any items left outside the safe.

Security

The hotel has a 24 hour security service.

Services – church

Timing and location of services information at Reception.

Taxi/transfer

If you require taxi or airport transfer, turn to the Reception for more information.

Telephone

Numbers to dial from guest rooms

Reception 9

Room to room 1 + room number

Outside calls shall be made only from Reception.

Television

Television can be switched on/off with the remote. List of channels situated next to the television.

Wakening

Please contact Reception if you need a wake up.

Water

Tap water is drinkable.

Wellness

Open from 10:00 to 22:00. Equipped with sauna, jacuzzi, binshower and steam room. Can be used on preliminary consultations for an extra fee.

We wish you to have a pleasant and relaxing stay, hope you`ll come back again!

The Management