



Welcome to Moreno Horizon Spa & Resort

Dear All-Inclusive-Guest, please take note of the following information regarding our system:

All Inclusive Bracelet

- With this bracelet which you receive upon check-in you can enjoy the following services free of charge:
- All meals in the Main Restaurant all snacks in the Beach Bar
- All beverages including local alcohol till 00:00 served by glass one by one, bottles will be charged extra.
- According to local law it is not permitted to give alcohol to children and youth under 18 years All Inclusive
- Internet & WIFI in the lobby (free of charge)
- No Cash is accepted at Hotel Outlets; please sign the bill, to be charged to your room

Towel card & Towel at the pool & the beach

- The towel card, which you receive upon check-in, entitles you to get one towel each a day at one of our Towel Centers between 08:00 and 18:00. Additional towel changes will be charged.
- Kindly be advised to give back the towel card upon check out at the Reception. A missing card will be charged by 10\$.

Swimming Pools & Beach

- Kindly be advised that it is not possible to reserve sun beds at the pools and at the beach. For women it is not allowed to stay topless at the pools or at the beach.

Dress Code

- We kindly request you not to wear swimming costumes in the Lobby & Reception area as well as in the Restaurants during breakfast, lunch and dinner.

The Main Restaurant

- For All-Inclusive buffet style (7 Nights different themes buffet)
- Breakfast time 07:00 to 10:00 (No alcoholic drinks are available at breakfast time)
- Lunch time 12:30 to 15:00
- Dinner time 18:30 to 21:30
- All drinks hot & cold, local alcoholic & nonalcoholic are included.
- No imported alcoholic drinks are included, (Espresso, Turkish coffee and Irish coffee) against extra charge

(Italian Restaurant Reservation required

- Serving a la carte Italian food one time per stay Min 5 night's stay.
- Two Seats from 19:00-20:00 and from 20:00 – 21:00.
- All Drinks by bottles against extra charge.
- Please reserve your table one day in advance with the Guest Service Center between 09:30 till 12:00
- And ask for your reservation ticket.

Snacks

- **Beach Bars Hot Snacks 11:00 to 17:00**

Bars

- All the beverages are served in glasses.
- Extra Charge Items are available on all Restaurants and Bar Menus.
- It is not advised to take any bottles to the room as it will be charged extra.
- All the drinks by bottles, international alcoholic, and hot drinks (Espresso, Turkish coffee and Irish coffee) against extra charge

Lobby Bar

- Open HRS; 10:00 to 00:00 serving all inclusive drinks hot & cold,
- Imported alcoholic drinks, and hot drinks (Espresso, Turkish coffee and Irish coffee) against extra charge.
- After 00:00 all the drinks Extra Charge.

Billiard Bar

- Open HRS; 17:00 to 00:00 serving all inclusive drinks hot & cold,
- Imported alcoholic drinks, and hot drinks (Espresso, Turkish coffee and Irish coffee) against extra charge.

Beach Bar

- Open from 10:00 till 17:30 Serving All inclusive drinks hot & cold,
- Imported alcoholic drinks, and hot drinks (Espresso, Turkish coffee and Irish coffee) against extra charge.

Aida Oriental Café Extra Charge

- Open HRS; 10:00 to 00:00 Service Shisha (Hookah) with all flavor

Evening Entertainment

- Mini Disco for the kids
- Seven nights per week different shows



Sport and Animation

- You can get all information about our animation program and our Kids Club from our info board or by our animation team

Currency Exchange Service

- ATM Machine available in the reception area

Safe Box

- Available at your room free of charge is a digital safe. An instruction paper in your language you will find on the safe. Kindly keep your safe door open before your check-out from the hotel. The Management of **Moreno Spa & Resort takes no responsibility for valuable left unlocked in your room.**

Health Club and Hairdresser extra charge

- Open from 08:00 to 20:00. Sauna, Jacuzzi, Steam Bath, and massage are against **extra charge**.
- Please reserve one day in advance at the Health Club.
- GYM is for free from 10:00 to 18:00. It is not permitted to use the gym room without sport shoes.
- Kids under 16 years old are not allowed to use the Health Club.

Kids Club

- Daily open from 10:15 to 12:30 & 15:15 to 16:30. For more information contact the Animation Team.
- Important! Children under 12 years should always be under the supervision of parents

Doctor extra charge

- The Clinic is open from 10:00 to 13:00 and from 18:00 to 20:00. **At extra charge.**
- **For emergency cases please dial # 0 (24 HRS). Room visit is against extra charge**

Room Cleaning Time

- Times for room cleaning: daily from 09:00 to 17:00 If you prefer a special time for cleaning, please use the door sign or call **# 0**

Mini-Fridge

- Please be advised that a mini-fridge is available in the room (without drinks). If you wish to order any items, please check the beverage list located on the mini-fridge. Against extra charge. Please dial **# 0**

Check out Time

- Please let the Reception Desk know when we can pick up your luggage one day before your check-out. Please notice that the latest check out time is 12:00 noon. You are kindly requested to bring the room key & the towel cards to the Reception and pay your account if you have any extras to pay. If you would like to stay in the room longer according to the availability please contact the reception the day of departure, it will be extra charged.
- **In case of losing the key will be charged by 30\$ as it's a special system keys.**

Breakfast and lunch box

- Please order at the Reception. The last time to order the breakfast box or lunch box is one day before until 20:00.

**Please be informed that in case you will have visitors from outside a charge will apply and added to your hotel bill.
You are kindly requested to wear the All Inclusive Bracelet all the time**