**Welcome to White Valley Palace!**

Dear guest! You’re staying in our hotel with all-inclusive system! Please note the following information about our system:

**All-inclusive wristband**

With the wristband you received at check-in, you can use the following services free of charge:

* All meals in the main restaurant, as well as snacks at the beach and pool bar.
* Soft drinks, hot drinks and alcohol (local brands) are served until 00:00 in glasses. If you wish to purchase alcohol by the bottle, there is an additional charge.
* People under 18 years of age are not allowed alcohol in all hotel bars, according to the law.
* Free WI-FI in the lobby (login and password you can find out at the reception).

**Pool and beach towels**

* Beach and pool towels are available at one of our on-site towel centers daily from 08:00 to 18:00. One towel is issued for each guest daily. You will be charged an additional fee for a towel change during the day.
* If you have received a towel card that can be used throughout your stay, please hand in the card upon check-out.
* Please note that there is a $10 fee if you lose your towel card.

**Pools and beach**

* There are 3 swimming pools for adults as well as children's pools on site.
* Please note that there is no reservation for sun loungers on the beach as well as at the pools.
* Women are not allowed to be topless on the beach as well as in the pools.
* A lifeguard (beach patrol) is available at the beach and pools to ensure the safety of our guests on the water.
* Important: when using the pools, please do not wear cotton clothing!

**Dress code**

Please do not wear swimwear in the lobby or in the reception area and restaurants during breakfast, lunch and dinner.

**“Open buffet” in the main restaurant The Eatery**

The main restaurant The Eatery is an all-inclusive restaurant located on the ground floor of the main building.

**Operation hours of the restaurant:**

|  |  |  |
| --- | --- | --- |
| Breakfast | 7:00 AM to 10:00 AM | Alcohol is not serving |
| Lunch | 12:30 PM to 2:30 PM |  |
| Dinner | 6:30 PM to 9:30 PM |  |

All drinks (hot, cold, soft drinks and local alcoholic beverages) are included in all-inclusive system.

Imported alcoholic beverages, as well as espresso, Turkish coffee, Irish coffee - served at an additional cost.

**Italian restaurant La Cucina (opening soon)**

Requires table reservations at the front desk between 9:30am and 12:00pm. Ask for a reservation ticket to enter the restaurant.

Bottled drinks are served for an additional fee.

**Grill House Restaurant (opening soon)**

Requires table reservations at the front desk from 9:30am to 12:00pm. Ask for a reservation ticket to visit the restaurant.

Bottled drinks are served for an additional fee.

**Il Mare Fish Restaurant (opening soon)**

Requires table reservations at the front desk from 9:30 to 12:00. Ask for a reservation ticket to enter the restaurant.

Bottled drinks are served for an additional fee.

**Bars**

* + All soft and alcoholic drinks are served in glasses.
	+ Bottled drinks are served at an additional charge.
	+ Imported alcoholic drinks as well as espresso, Turkish coffee, Irish coffee are served at an additional charge.
	+ It is not recommended to bring bottles to your room as there is an additional charge.

**"Bistro" Lobby Bar**

Opening hours: 24 hours

* + Hot and cold drinks, alcoholic cocktails and all-inclusive drinks
	+ Imported alcoholic drinks, as well as espresso, Turkish coffee, Irish coffee - served at an extra charge.

**Billiard bar**

Opening hours from 11:00 to 00:00

* + Hot and cold drinks, alcoholic cocktails and all-inclusive drinks
	+ Imported alcoholic drinks, as well as espresso, Turkish coffee, Irish coffee - served at an extra charge.

**Marina Beach Bar**

Opening hours from 10:00 AM to 5:00 PM

* + Hot and cold drinks, alcoholic cocktails and all-inclusive drinks
	+ Imported alcoholic beverages, as well as espresso, Turkish coffee, Irish coffee - served at an extra charge.
	+ Hot snacks and snacks daily from 11:00 to 12:00 and from 16:00 to 17:00.

**Sunset Pool Bar**

Opening hours from 10:00 AM to 5:00 PM

* + Hot and cold drinks, alcoholic cocktails and all-inclusive drinks
	+ Imported alcoholic beverages, as well as espresso, Turkish coffee, Irish coffee - served at an extra charge.

**Aida Oriental Cafe**

Opening hours from 10:00 to 00:00.

In the ethnic cafe "Aida" you can enjoy hookah for every taste.

(Cafe "Aida Oriental" is not included in the "all inclusive" system and works for an additional fee).

**Disco "Rasputin"**

Opening hours from 20:00 to 00:00

* + Hot and cold drinks, alcoholic cocktails and all-inclusive drinks
	+ Imported alcoholic drinks, as well as espresso, Turkish coffee, Irish coffee - served at an additional charge.

**Leisure and entertainment**

* Mini-disco for kids
* Animation on the beach and by the pool
* Show-ballet
* Oriental dancing

The schedule of the animation program can be found on the information board in the lobby, as well as at the reception desk of the main building.

**Aquapark**

* Visit and transfer to/from the aqua park is included in the all-inclusive system.
* To visit the aqua park, please register at the reception desk at least 1 (one hour) in advance.
* Transfer time to/from the aqua park:

|  |  |
| --- | --- |
| Transfer to aquapark | Transfer to the hotel from aquapark |
| 10:00 AM |  |
| 10:30 AM |  |
| 11:00 AM | 12:00 PM |
| 02:00 PM |  |
| 02:30 PM |  |
| 03:00 PM | 04:00 PM |

* Please note that the all-inclusive wristband is not available at the water park.
* Snacks and drinks are only available if you register for the water park.

**Safe**

A complimentary digital safe is available in each hotel room, instructions for use are inside the safe.

Please leave the safe door open when checking out of the hotel.

Important: The management and administration of White Valley Palace Hotel are not responsible for valuables left unlocked in your room.

|  |  |
| --- | --- |
| **Health club**  |  |
| **Barbershop** | OPENING SOON |
| **Gym** |  |
| **Kid’s club** |  |

**Clinic**

Opening hours: from 10:00 to 13:00 and from 18:00 to 20:00.

Clinic services are available at an additional cost.

In case of emergency, dial 0 (24/7) from your room phone and inform the hotel staff.

**Room cleaning**

* Rooms are cleaned daily from 09:00 to 17:00.
* If you do not wish your room to be cleaned on certain days, please leave a "DO NOT DISTURB" sign on the door outside.
* Important: Please remember to remove the DO NOT DISTURB sign if you want your room to be cleaned.
* You can also use the "Please clean up my room" sign if you would like your room to be cleaned.

**Check-in time**

* Standard check-in time is 2:00 PM
* If you need to check-in earlier than the specified time, you must inform the hotel in advance, when booking a room. In this case the extra charge for the hours before noon will be calculated.
* If you arrive early (earlier than 2:00 PM), you can leave your luggage at the reception desk, you will be given an "all inclusive" bracelet and you can use all hotel services under this system until the moment of check-in.
* If the room fee has not been paid when booking the hotel, payment will be made at check-in upon arrival at the hotel.

**Check-out time**

* + The standard check-out time is 12:00 afternoon.
	+ If you wish to stay beyond this time, please contact reception 24 hours in advance.
	+ Please note that extended check-out will be charged according to the time the room will be used after the check-out time.
	+ To check-out, you must present your room's electronic key at the reception desk in the main building.
	+ If the electronic key is lost, a fee of $30 will be charged.
	+ In case of early check-out (before 07:00 am) you can order breakfast in a lunch box the day before check-out at the reception desk.
	+ Please note that visiting guests who are not checked in at check-in will be charged an additional fee, which will be added to your bill at check-out.

**Security of the territory and rooms**

* The hotel has a security service on site, whose task is to ensure the safety and reliability of your stay at the hotel.
* In case of any emergency, you can contact the Guest Relations in the lobby of the main building, or the reception desk.
* The use of electrical appliances other than those presented in the room at the time of check-in, as well as smoking shisha in the room is strictly prohibited by hotel regulations. Please note that the hotel has the right to remove electronic appliances, shisha and other items that may be a threat to property from your room.
* Please note that children under 12 years old must always be supervised by their parents.

Should you have any questions or difficulties during your stay at White Valley Palace Hotel, you can contact the Guest Relations Manager in the lobby of the main building.

Please wear an all-inclusive wristband for the duration of your stay at the hotel.

We wish you a pleasant stay at White Valley Palace!