



## **SPECIFIC INFORMATION COVID19 - HOTEL PLAYA VICTORIA**

At Palafox hotels we have taken a number of measures to reduce any possible infection of coronavirus SARS-CoV-2. For this reason, some of our services have been modified. Here you will find the updated information. For further information, we may be contacted at any time.

We remind you that using a face mask and observing the safety distance is compulsory throughout our facilities.

We also recommend that the elevator be used individually or only by family groups.

### **1. TELEPHONES AND EXTENSIONS**

We will be delighted to assist you in any way necessary.

The telephones and extensions through which you can contact us are detailed below:

- *Hotel Playa Victoria: +34 956 205 100.*
- *Reception: 2004 y 2005.*
- *Restaurant: 2032.*
- *Bar Neptuno: 2030.*

### **2. CATERING SERVICES**

#### **BREAKFAST**

You can enjoy the breakfast of your choice in your room while contemplating the spectacular views we have from our terraces which overlook the Atlantic Ocean. Each breakfast comprises:

- A hot drink
- Freshly squeezed orange juice
- Fruit salad
- Yoghurt with cereal
- Toast and pastries
- Assorted cooked meats

- Butter, jam, olive oil and crushed tomato

If you have any food intolerance or allergy, please check our selection.

If you wish, you can complete your breakfast with the following products:

- **Andalusian Breakfast** Composed of fried eggs, fresh sausage, farmhouse cured bacon and chips
- **French omelette** served with mini salad and potato chips
- **Playa Victoria Sandwich** Cooked ham, cheese and a fried egg
- **Palafox Toast** Scrambled eggs on toast with smoked salmon or avocado

For our breakfast service, it will be necessary to take the following into account:

- Breakfast is served from 8 am to 11am.
- Please contact reception the day before to book your time.

### **LUNCHES AND DINNERS**

You can enjoy our lunch and dinner services in the restaurant, which is located on floor A.

It will be necessary to book your table in advance by calling extension 2004 or 2005.

Our restaurant opening times are as follows:

- *Lunch*: from 1.45 pm to 4.15 pm.
- *Dinner*: from 7.30 pm to 10.30 pm.

### **ROOM SERVICE**

You will find our room service menu in your room and will be able to access it through your QR code.

The opening times for this service are as follows:

- *Breakfast*: from 8 am to 11 am.
- *Lunch*: from 1.45 pm to 4.15 pm.
- *Dinner*: From 7.30 pm to 10.30 pm.

## **3. SWIMMING POOL**

Our pool is located on the ground floor of the hotel. It is necessary to book your sun lounger in advance when checking in at the reception desk or 24 hours before use, with a maximum duration of 2 hours, subject to availability at the time of booking.

The maximum capacity allowed is 24 people: 12 around the pool and 12 in the gazebo area. The pool is open from Monday to Sunday, from 11 am to 8 pm.

#### **4. ENHANCE YOUR STAY!**

Enjoy your stay in our *superior* rooms.

##### **Supplements:**

- Front Sea View Room: 30.00 € per night.
- Double room with lounge: 85.00 € / 130.00 € per night.
- Royal Suite: 125.00 € / 195.00 € per night.
- Grand Suite: 225.00 € / 275.00 € per night.

Enjoy your stay without a rush and request a "*Late Check-out*".

##### **Supplements:**

- Until 2 pm: 25.00 €.
- Until 5 pm: 45.00 €.
- Early Check-in: 25.00 €.

*All supplements include VAT, are applicable per day and per service, and will be paid as agreed or upon request.*

#### **5. WIFI ACCESS.**

You can enjoy our free WIFI.

The password is: **2019PLAYAVICTORIA.**

#### **6. LAUNDRY**

This service is only available on request and through an external supplier.

In order to request this service it will be necessary to call extension 2004 or 2005 and ask for a bag to be brought to your room for your clothes and a form that you must fill in with an inventory of the clothes inside.