



*The management of Popilia Country Resort and its staff  
welcome you and wish you a pleasant stay*

*GUIDE TO SERVICES*



# HOSPITALITY

Popilia Country Resort is pleased to offer its clients the following services, aimed at making each stay a pleasant and quality experience. We hope you will enjoy the cosy atmosphere and family-like welcome.

**The Management will be only too pleased to listen to your valuable suggestions and assist you with each and every need.**

## **Welcoming**

Our reception staff is at your complete disposal every day, 24 hours a day. Do not hesitate to express all your requests and requirements by directly contacting our reception staff or telephoning extension number 9 from your room telephone.

## **Arrival and Departure**

Rooms are available from 15.00 on arrival day, until 10.00 on departure day. If you wish to extend your stay or leave in advance, we kindly ask you to communicate it to reception as soon as possible.

## **Breakfast**

Open from 7.00 to 10.00. Apart from the mentioned timetable, breakfast is available at the bar, a la carte at any time.

## **BAR HALL**

Rooms are not equipped with a minibar, hence the bar located in our hall is available 24/7.

## **"Antica Crissa" Restaurant**

Excellent cuisine and impeccable service. These are the trademarks of the Antica Crissa Restaurant, a genuine country setting, with distinctive stone interiors, and wood beam ceiling. Our guests will enjoy, in a warm and familiar atmosphere, innovative variations of dishes from the Calabrian tradition, refined and delicate recipes prepared with seasonal ingredients showcasing the unique flavours of Calabria.

## **Restaurant timetable:**

<b>breakfast</b>	<b>lunch</b>	<b>dinner</b>
from <b>07.00</b> to <b>10.00</b>	from <b>12.30</b> to <b>14.30</b>	from <b>19.30</b> to <b>22.15</b>

Reservations must be made before 11.00 for lunch and before 18.00 for dinner. We kindly ask you, to inform on time the reception staff about any changes regarding your stay and meals plan.

## **Annia SPA and Cardio Fitness**

Popilia offers you the following services: an exclusive SPA with beauty and wellness area, a cardio fitness area in a specific cottage near the SPA. Our specialized staff will take care of you with treatments, precious oils and massages, with professional advice and products personalized to each specific need. The staff of the SPA is at your complete disposal to inform you about the opening hours and the treatments. **Dial 508.**

## **Swimming pool**

Our splendid swimming pool, with hydro massage and solarium areas, equipped with sun beds and parasols, guarantee complete relaxation.

Our swimming pool can be used every day from 9.00 to 18.30.

**The swimming pool bar opens during the summer season.**

Please note – Only food and beverage purchased from the swimming pool bar may be taken into the swimming pool area.

We kindly ask you not to use your bedroom linen outside your room. Please ask our reception or bar staff should you need beach towels.

**Internal telephone numbers**

**Annia SPA 508**

**Reception 9**

# ROOMS

**Key** - The system to open the door is via badge with a proximity reader, which allows access to the room only to the guest or to the resort staff authorized. Each access to the room is registered. As you enter the room you will find, in proximity to the door, a reader in which to place the badge, allowing you to have complete management of all the electrical equipment.

Please note that, as you leave the room, the badge should always be taken out from the reader and the electrical system will automatically be disabled.

**Room Service** - Is available for all meals and drinks at an extra fee of € 5.00 per person (the service is possible for guests with hotel treatment only). Please contact the reception desk (dial 9).

**Do not disturb** - Use the label "do not disturb" to hang on the external handle of your door.

**Safety/Emergency** - Every floor of the hotel has an emergency door indicated with an EXIT sign. Please take a look at the safety map placed on the inside of your room door.

**Linen** - In order to save our water, one of our most valued resources, we kindly ask you to hang up on the towel rack the linen which does not need to be washed, and deposit in the basin only what you wish to have changed.

For hygienic reasons, we kindly ask you not to use the towels outside the room.

Every room is equipped with towels, bathrobes and hand towels personalized with our company's logo.

Should you be interested in buying any of the articles, please get in touch with reception (dial 9).

**Laundry / Ironing** - To use the service it is necessary that you fill in the form you will find in your wardrobe and place it on the bed together with the laundry bag containing the items to be cleaned.

**Bathroom** - In the bathroom of your room you will find all the accessories and supplies that can be expected. For other needs, do not hesitate to contact our staff who will endeavor to meet your needs.

**Air Conditioning** - For the correct functioning of the air conditioning it is necessary that doors and windows are closed, and the card-key is inserted in the power point just inside the door. If you open the door or a window, the air conditioning will automatically disconnect itself. Comfort temperature has been set with our software, but it can be decreased or increased by the Guest using the thermostat or by telephoning reception.

The air conditioner can be turned off by placing the thermostat at +4° during summer or at -4° during winter.

**Mini fridge** - Two free 0.5L bottles of water are provided per day of stay. Please contact the reception for the supply of other beverages and snacks.

**Telephone** - From your room it is possible to call external numbers. Contact reception and your telephone will be facilitated with the service.

**Safe** - Each room is equipped with its own safe, placed inside the wardrobe. To use it, read the instructions that have been placed inside the safe.

**Wake up/Alarm service** - Dial 9 for reception and request your wake up call.

**Voltage** - Voltage is 220 volts in all rooms. Each room is equipped with a "24 hour" white socket, placed next to the desk. The socket is active even when the room's magnetic card is not inserted in the power point at the entrance door.

**TV** - Television receives National and International channels.

Our facility also offers its guests comfortable relaxing areas annexed to the reception hall with HD television and Sky service.



# ANNIA SPA RULES

Popilia Country Resort Annia SPA is intended to make your stay relaxing, regenerating and unforgettable. The rules listed below are intended to maintain a high level service and ensure our guests the uttermost comfort.

**General Rules** - Access to the Annia SPA is subject to compliance of these rules, and it is allowed only if accompanied by the staff. The Management of the Annia SPA reserves the right to deny access to the guests. Should the guests infringe these rules, they can be expelled without notice, at any time at its sole discretion, without being reimbursed.

Annia SPA is an area of relaxation and tranquility. Please respect all spa guests' right to privacy and serenity. In light of this, the spa is a mobile phone, pager, camera, audio/video recorders free zone. In order to enjoy the relaxing atmosphere of the spa and to respect the other guests' privacy, please moderate your tone of voice.

Bringing food, drinks and any bags is not allowed. Smoking is not permitted in any of the Wellness areas. Showering before entering the Wellness area is compulsory.

**Locker rooms and personal belongings storage** - The staff and the management is not responsible for the objects left unattended nor they safeguard the personal belongings left in the lockers and in the changing rooms.

**Minors** - Entrance to the Centre is permitted to children between the ages of 16 and 18, only if they are accompanied by an adult. The entrance is forbidden for minors between 10-15 years old. They are allowed to use the SPA, except for the use of Finnish Sauna and the Steam bath, only in the extraordinary case in which a family offer is active. They must be always accompanied by an adult. Children under 10 years old are not allowed to enter the SPA. Parents are kindly asked to look after their children in the respect of these regulations.

**Opening hours and reservations** - All guests are kindly requested to respect their scheduled appointments as well as the wellness area opening times.

The duration of the beauty treatments and of the massages which have been reserved may be reduced without any refund, should the guests be late. This in order to respect the following guests. All reserved treatments can be cancelled by 8.00 p.m. on the day prior to the treatment, otherwise the full treatment rate will be charged.

For reservations and information, please dial 508 from your room.

**Health and prevention** - When booking, please advise our staff of any particular relevant health conditions, allergies or pathologies you may be suffering from to avoid an inappropriate use of the Annia SPA facilities. Occasional customers can use self-certifications.

• **Sport/emotional state:** it is advisable to practice sports before starting the wellness programs. It is good practice to restore your body to its normal balance before exposing to the heat. We suggest you enjoy relaxing moments – 15/20 minutes. This rule also applies in case of tiring or particularly stressful.

• **Diet:** it is more advisable that a wellness program is not made after overeating or on an empty stomach. It is good practice to begin the program at least a hour after eating – in case you are hungry, preferably have a light snack. Drinking alcoholic or caffeine and theine based drinks is highly inadvisable.

**Body temperature:** it is really important that the whole body has the same temperature before exposing to the heat. In case your feet are cold, they should be warmed with lukewarm water or with a local massage in order to allow a natural, uniform, and effective transpiration.

• **Menstrual Cycle and Pregnancy** – During menstruation the use of the wellness area is forbidden. Steam bath and sauna are contraindicated in subjects affected by cardiovascular pathologies and during pregnancy. The Wellness Centre staff will be able to advise pregnant women on the treatments which are suitable for this special moment.

• **Massage and beauty treatments** may not be suitable for those who have the following: allergies to flowers and/or plants, cosmetic products and their chemical compounds, **dermatitis or dermatosis, recent bone trauma, acute inflammation, severe venous disease, heart failure with leg edema, diseases of the central nervous system and spastic, severe necrosis, febrile processes.**

• **Sun** – After any treatment, we suggest you request our staff's advice regarding solar exposure to avoid any contraindications.  
• The use of contact lenses is not recommended.

**Food and drink** - The Annia SPA has a relaxation area with a herbal tea corner, where you can consume food and use the plastic glasses which are made available – in the Annia SPA the use of glasses and bottles made of glass is not allowed.

**Clothing** - To access the Wellness area you are required to wear the bathrobe and slippers you will be provided with on your arrival. You are not allowed to enter the Wellness Centre wearing other clothes or shoes. Before entering the Wellness programs, showering with neutral soap is compulsory for hygienic reasons. When in Jacuzzi, wearing a cap is compulsory.

**Prices** - Prices are in Euro and include VAT. They may be subject to change.

**Services interruption and closure** - The Management is not responsible for the partial or complete interruption of the Annia SPA services due to natural events – lightning, earthquakes, rain, hail – and to reasons of force majeure – interruption of public service, lack of electricity, heating – and other causes which do not depend upon the will of the Management.

**Responsibility** - The use of the equipment of the Annia SPA are at the users own risk, who explicitly relieve the Management from any responsibility.

# OTHER SERVICES

## **Invoice**

*In order to avoid waiting at your check-out, you are suggested to give your details at your check-in.*

## **Payment**

*Can be made at reception.*

*Credit cards are accepted: AMEX, VISA, MASTERCARD, CARTASI.*

## **E-mail and Fax**

*To receive or send an e-mail or a fax please get in touch with our reception staff.*

## **Internet**

*Please follow the procedure below to access the Wi-Fi line:*

- *Select the Wi-Fi Popilia Resort line and click on connect*
  - *Open any browser available*
- *Write from the beginning: [www.popiliaresort.it](http://www.popiliaresort.it)*
  - *When the page opens, click on access.*

## **Parking**

*Non-monitored parking areas are available. For security reasons, you are kindly requested to communicate your plate number to our receptionist.*

## **Assistant reception**

*Our reception staff will be pleased to assist you with secretarial services, photocopy services, fax services, bookings, etc.*

*Our staff will also be able to provide any kind of tourist information you may require.*

## **Animals**

*Small and medium sized animals are accepted exclusively in the Cottage area. They are not allowed to access the Hotel, Restaurants, Swimming pool and common zones.*

## **Baby Sitter**

*Upon request it is possible to book day time baby sitting service with specialized staff.*

## **Sports and Nature**

*Our facility has a wide sports area that includes: football pitch, tennis court, beach volleyball court, minigolf, Kids playground, walking and mountain biking nature trails.*



