

House Rules

CHECK-IN AND CHECK-OUT	Check-in time after 2 pm On the departure day you are kindly requested to check out no later than 11 am
RESTAURANT TIME-TABLE	Breakfast 7 am – 10 am Lunch Noon - 2 pm Dinner 7 pm – 10 pm
CANCELLATION OF MEALS	Should you wish to cancel a meal, please inform the reception desk no later than 10 pm of the previous day. Breakfast is included in overnight stays and is not subject to cancellation.
FOOD	It is not allowed to take food out of the restaurant.
WAKE-UP CALL	You can order your wake-up call at the reception.
NIGHT REST	Night rest is from 10 pm to 6 am, therefore the guests are requested to keep noise to a minimum during that period.
MONEY AND VALUABLES	We recommend you to deposit your valuables in the safe placed in the wardrobe of your hotel room. The safe is free of charge. The hotel will not be held responsible for any loss of money or valuables kept in your room.
HOTEL BILL	The hotel bill is to be settled at the reception desk. If you are staying for a longer period, the bill is to be settled every 7 (seven) days, while the remaining sum is settled on the departure day. Cash and major credit cards are accepted (Maestro, Eurocard, American Express, Visa, Visa-Electron, Diners).
LAUNDRY AND IRONING	The clothes you want to have washed are to be put in the laundry bag and reception is to be informed. Fill the form that you can find in the folder and put it in the bag along with your laundry. Ironing service may be scheduled at the reception. Laundry submitted till 9 am - delivered in 12 hours.
ELECTRICITY	The standard voltage is 220 V. The socket in the bathroom is to be used for shaving machines only. Should you need an adaptor, ask at the reception. The use of your own heat generating appliances is not allowed for safety reasons.
PETS	Pets are welcome in Villas Bor (supplement)
MINI BAR	Mark all drinks taken from the mini bar on the mini bar form and give the form to the reception desk attendant before checking out.
INVENTORY DAMAGE	Damage caused to the inventory in the room or elsewhere in the hotel will be charged. The bill is to be settled at the hotel reception. Towels and bathrobes are to be left in the room.

Welcome

WATER

Water is one of the most precious goods in the world, therefore we kindly ask you to take care and turn off the water tap tightly once you have finished using it.

DEPARTURE

Guests that do not leave the room before 10 am on departure day shall be charged half the bed and breakfast price if staying up to 7 pm, and full bed and breakfast price if they check-out after 7 pm. Should you want to stay longer, you are kindly requested to notify the reception a day in advance. In case of early departure, we reserve the right to charge the full amount for all booked nights but not used hotel and wellness services.

WHEN LEAVING MAKE SURE THAT YOU DID NOT FORGET ANY OF YOUR BELONGINGS IN YOUR ROOM.

Forgotten items will be sent only upon request. They are kept for one year; afterwards they are dealt with in accordance with the regulations.

Hotel Information

Airport

The nearest international airport is in Sečovelje, which is a 20-minute drive (15 km) from Ankaran. The airport is used only by sport, tourist and other similar small airplanes. In summer panoramic flights are available. The airport is well equipped (technical support and fuel supply) and offers car rental and taxi service. The other airports closest to Ankaran are: Trieste – Ronchi (50 km), Ljubljana – Brnik (115 km), Venice – Marco Polo (150 km), Pula (90 km).

Air Conditioning

All areas within the hotel complex are air-conditioned. In winter the standard room temperature is 20°C, in summer the temperature varies from 20°C to 25°C, depending on the outside conditions. All rooms have individually controlled air conditioning.

Aquarium

The Marine Aquarium in Piran features a number of interesting specimen from the Adriatic Sea.

Automated Teller Machine (ATM)

There is an ATM at the bank in the centre of Ankaran.

Baby Cot

A baby cot is available upon request at the reception desk and it is charged extra. The reception attendant will make sure that the cot is delivered to your room and prepared for use.

Bank

There is a branch of the Banka Koper in the centre of Ankaran, about 300 m from the hotel.

Beach

The beach is in the immediate vicinity of Villa Bor.

Blanket

Should you require an additional blanket, you will find it in the wardrobe of your room.

Bus

The bus stop to Koper is in the immediate vicinity of the main entrance of the ADRIA Resort.

Car Rental

Information about car rental is available at the reception desk.

Church

The Catholic church in Ankaran is approximately 700 m from the hotel.

Cinema and Theatre

Films and theatre shows are running in Koper. The programme is available at the reception desk.

Conference Hall

The conference rooms are located in the Hotel Convent. Ask at the reception desk should you want to rent the hall.

Welcome

Doctor

Should you require medical assistance, contact the reception desk (Tel.: 7300).

Entertainment

During your stay at our hotel you may want to enjoy our entertainment programme (July, August). There is a notice board at the reception desk with a timetable for the week's events.

For further information contact the reception desk.

Phone numbers: Hotel Reception Desk 7300

Wellness Reception Desk 7356

Farmacy

There is a very well-stocked Farmacy in the centre of Ankaran.

Florist

Should you wish to send flowers during your stay, you can order them from the reception desk.

Guest Book

The Guest Book is available at the reception desk. You are welcome to write down your impression and suggestions, and we will take them into account in our effort to improve the quality of our services.

Horse Riding

If during your stay in Ankaran you wish to take horse riding lessons or go for a ride, you can contact the Medljan Horse-Riding Club. Or, if you also want to take a trip, you can go to the Karst and visit the Lipica stud farm.

Hygiene Accessories

In case you forgot your toothbrush or a toothpaste, you can get them at the front desk.

Internet

All rooms have internet access. For more information ask at the reception desk.

Keys

Upon arrival to the hotel you are given the room key which allows you to enter your room. You must return your key when leaving the hotel. Should the key be lost or damaged, you will be charged extra for it.

Luggage room

Hotel provides free of charge storage of your luggage prior to check-in and after check-out. For more information, please contact the front desk (7300).

Maintenance Service

If you notice something damaged or not working properly in your room, please contact the reception at 7300.

Marina

Two international marinas are close by, one in Koper and one in Lucija; they are the marinas closest to Central Europe. The marina in Lucija has more than 1000 berths (in the sea, on land and in the hangars) for yachts up to 22 m long and 3.5 m deep.

Massages

Information on the massages offered (hand massage, massage with hot and cold stones, manual lymph drainage, face care and body care) is available here:

Hotel Reception Desk	7300
Wellness Reception Desk	7356 (9 am - 9 pm)

We recommend booking 1 day in advance.

Museums

During your stay in Ankaran you may enjoy a visit to the Regional Museum of Koper.

In Piran, you can visit the Marine Museum "Sergej Mašera", which displays the rich naval history of this region, the evolution of different fishing techniques and of the construction of boats.

The Salt-Pan Museum in Sečovlje gives insight into the history of salt extraction and production and the way it is produced today, as well as the workers' way of life and the tools used in the salt-collecting process.

The Sečovlje salt pans are a natural reserve with a variety of bird species and unique panoramic views.

The stone house Tonina hiša in Sveti Peter is a typical example of Istrian rural architecture. Inside the house there is a reconstructed oil-mill and an olive press.

Newspapers and magazines

Are available on our reception.

Petrol Station

There is a petrol station approximately 3 km from the hotel in the direction of Lazaret.

Post Cards

Postcards of the ADRIA Resort and of the nearby coast towns are available for purchase at the reception desk.

Prolonged stay

If you wish to prolong your stay, please contact the front desk (7300).

Post Office

The Post Office is in the centre of Ankaran. There you can find all postal and exchange services available within Slovene postal standards.

Questionnaire

The questionnaire about your impressions of our work and of the quality of our hotel services gives us very relevant information. Based on that information, we work to improve the current offer. We will really appreciate it if you fill in the form and leave it at the reception desk.

Railway Station

The nearest railway stations are in Koper (10 km) and Trieste (14 km).

Room Service

Breakfast in your room may be ordered with the provided form. Mark the desired food and drinks and hang the form on the outer part of your door no later than 5 am. Room service is available from 7 am to 10 pm. For other orders call the reception desk. Room service is charged extra.

Phone: Hotel Reception Desk 7300

Welcome

Sauna

Three types of sauna are available: a steam bath, a Finnish sauna, an infrared sauna, as well as a cold pool (10 am - 8:30 pm).

Shoe-shine

The shoe-shine machine is located near the reception.

Sports and Recreation

For all lovers of active holidays, Ankarán is a very interesting destination, as there is a wide array of activities available. There are three tennis courts, a mini golf, an area for basketball, handball and football, beach volley, and table tennis. You can also go bowling or play boules. In the Marina you can rent a yacht or another boat.

Swimming Pools

The Wellness Centre has a swimming pool with salt water and various water effects. The Wellness centre is open daily from 9 am to 9 pm. In summer months the outside Olympic-size swimming pool with salt water is also available.

Technical malfunction in the room

In case of any technical malfunction in your room, please contact the front desk (7300).

Transfer/Taxi

In case you need a transfer during your stay or on the day of your departure, you can call the front desk (7300).

Bars and Restaurants

Hotel Restaurant

Rich self-service breakfast with an organic food corner.

Lunch and dinner consist of a hot and cold buffet.

Breakfast 7 am – 10 am

Lunch Noon - 2 pm

Dinner 7 pm – 9 pm

In the Adria Ankaran Resort and its surroundings there are also the following options:

The Convent Restaurant

It is open daily from noon to 3 pm and from 7 pm to 9 pm

Lobby Bar

Open daily from 7 pm to 11 pm

The Taverna Restaurant

In the summer season, open daily from noon to 11 pm..

Ribičeva kantina

In the summer season, open daily from 11 am to 6 pm

Tropic Bar

In the summer season, open daily from 10 am to 8 pm

The Bowling Bar

In the immediate vicinity of the Convent hotel.

The Bowling Bar offers a number of drinks, hot and cold beverages and snacks.

The Wellness Bar

In the Wellness centre, beside the Convent Hotel.

The Bar offers a number of drinks, hot and cold beverages, ice-cream.

Open daily from 9 pm to 9 pm

Welcome

Telephone Numbers

Some tips on the use of the phone:

Outside line 0

International calls 00 the country code + the chosen number

Your direct phone number is +386 / 5 / 663 + the number written on your device.

Internal telephone numbers:

Head of Reception	7346	Wellness Reception	7356
Reception desk	7300		
Some Country Numbers	7300		

Phone numbers of some countries:

Austria	43	Luxembourg	352
Belgium	32	Macedonia	389
Bosnia and Herzegovina	387	Montenegro	382
Czech Republic	420	Moldova	373
Denmark	45	Germany	49
Estonia	372	Netherlands	31
Finland	358	Norway	47
France	33	Poland	48
Greece	30	Portugal	351
Georgia	995	Romania	40
Croatia	385	Russia	7
Ireland	353	Serbia	381
Italy	39	Slovakia	421
Japan	81	Spain	34
Canada	1	Sweden	46
Kazakhstan	7	Switzerland	41
China	86	Turkey	90
Latvia	371	Ukraine	380
Liechtenstein	423	United Kingdom	44
Lithuania	370	USA	1

Hotel Adria Ankaran

Phone	+386 / 5 / 663 73 00
Fax	+386 / 5 / 663 73 20
e-mail	hotel@adria-ankaran.si
Web Site	www.adria-ankaran.si

Important telephone numbers:

Emergency	112
Police	113

Welcome

Trips

Ankaran is an excellent starting point for trips to the surrounding area. Longer trips can be arranged at the reception desk.

Koper - Izola

Izola (17 km) and Koper (12 km) are little old towns on the coast, each with its own characteristics. They also offer modern shopping malls.

Istrian villages in the hinterland

In Slovenia You can visit Koštabona (20 km), Krkavče (28 km) or Hrastovlje (20 km; the last one especially famous for its 15th century fresco), while in Croatia it is worth noting at least Motovun (54 km) and Grožnjan (39 km).

Škocjan Caves

Site of the world famous caves that offer an incredible view of the karstic underground and limestone formations. The Škocjan Caves (37 km) are a natural monument on the UNESCO's list of natural and cultural world heritage sites.

Lipica

The trip to Lipica takes about 25 minutes (27 km). Lipica is the home of the world's oldest stud farm and the beautiful white lipizzan horses; it offers also an interesting golf course open throughout the year.

Postojna

The Postojna Cave is one of the world's most famous and most beautiful caves (58 km).

Sečovelje

The Sečovelje Salt Pans are the only example of a still operating site for traditional salt production. The salt is extracted manually, as it was six hundred years ago. Other products of the salt pans are saline mud and saline water, which are used for their natural benefits and curative properties. To get to Sečovelje (29 km), take the car and follow directions to Portorož and then to Lucija and Sečovelje, towards the Croatian border.

Strunjan

Strunjan is 23 km from Ankaran. We suggest you visit the Strunjan Landscape park and the small salt pan.

Piran

Piran (27 km) is the best preserved monumental town of Slovene Istria. It is the birthplace of the famous violinist and composer Giuseppe Tartini. You can visit a number of churches, museums and galleries. The Marine Aquarium in Piran features a number of interesting specimen from the Adriatic Sea.

Portorož

Above Portorož, you can visit the Forma Viva exposition of sculptures in the open. In Portorož (25 km) you can take a walk along the seaside, up to the salt depository and beyond to Piran.

Venice

Venice (186 km by road; boat trips available from Piran) is famous worldwide for its unique architecture and history.

Welcome

Ljubljana-Bled

Ljubljana (106 km) is the capital of Slovenia and it attracts tourists with its rich historical remains from the Roman period, the Middle Ages and the Renaissance and its Baroque and modern façades. The city is the cultural, political, scientific and research centre of the country. Bled (155 km) is one of the most important tourist destinations in Slovenia. In the vicinity, there is one of the best golf courses available. It is well-known for its beautiful lake with the small island and church in the middle of it.

What to do in case of fire

For your safety

Reading these instructions will take only a few minutes but it may save your life in a dire situation. Most likely you will never need them but it is good to be aware of them. Please read the following instructions.

Before settling in your room

Check the rescue paths from the hotel on the sheet hung on the main door of your room. Check the emergency exits in the corridor. The emergency exits are especially marked and are found on each floor, but it is still good to count the number of doors from your door to the stairs. Check also where the fire extinguishers are located and where the switches of your heating system or air conditioner are.

Do not forget

According to the regulations about smoking, it is forbidden to smoke in all the common enclosed areas of the hotel.

It is forbidden to smoke in rooms.

Smoking areas are on the ground floor beside the main entrance of the hotel and on the hotel terrace.

The use of additional heating devices is forbidden.

Ironing in the room is forbidden.

If a fire starts in your room

If it is a small fire:

- put the fire out with the fire extinguisher located in the corridor and notify the reception desk.

If it is a bigger fire:

- leave the room immediately and close the doors behind you tightly,
- hurry to the nearest emergency exit,
- activate the fire alarm on your floor,
- notify the hotel reception about the fire.

If there is smoke in the corridor, remain as close as possible to the doors. If necessary, cover your mouth and nose with a damp tissue or rag and go down on your knees or as low as possible. When you are going down the stairs, hold tight to the handrail and while going through the smoke, try to breathe as little as possible. Remember that most deaths occur due to choking caused by smoke and breathing in poisonous gases, not to burns. Do not be afraid if the power supply fails and it is dark. The emergency exits will be well light.

If you cannot leave your room

If the door or handle is too hot:

1. Close the door.
2. Report your position to the hotel reception.
3. Fill the bathtub and sink with water.
4. Use the trash bin as a pail and throw water on the door, windows and walls.
5. Remove the curtains from the windows.
6. Wet the towels, sheets and any other cloth and use them to block the openings in doors and windows.
7. Switch off the air conditioning.

If despite following all the above instructions smoke still manages to get inside the room, cover your head with a damp blanket. If the smoke becomes very thick, you will have to open the window. If you cannot open it, use a chair or a drawer and break it. Do not open the window if the smoke or fire is coming from the lower floors.

Welcome

Other important information

If you have to make your way through an area where there is fire, wet your clothes to prevent them from catching fire. Cover your head with a damp blanket or other wet piece of cloth and try to breathe as little as possible and to reach the exit door. If your clothes have already caught fire, cover yourself with a blanket, towel or something similar or roll on the floor to put the flames out. Try to stay as calm as possible.

Telephone:

Reception

7300

Pets house rules

Your pets are welcome in our resort

Even your pets deserve a holiday at the sea. We know that it is not always easy to find pets accommodation. Therefore pets (dogs and cats) in our resort, accommodation 3 * and Villas Bar 4 * are welcome. We would like to provide a pleasant holiday for everyone guests, so please kindly consider the Rules for pets:

- 1) Mandatory pre-announcement of a pet.
- 2) We accept cats and dogs, up to 15kg for an extra charge of 10 € per day and 15kg to 35kg for an extra charge of 15 € per day. The amount of the surcharge can be changed without prior notice. The request for the stay of other types of pets should be addressed to the e-mail address (hotel@adria-ankaran.si) in advance.
- 3) Is not permitted to leave pets in the room alone or without supervision, as it may happen that hotel staff must enter in the room during your absence. For the safety of our staff, please let us know when the animals will not be in the room.
- 4) Within the Resort, all the pets must be kept on the leashes. Entrance to the swimming pool (indoor and outdoor) and hotel restaurant is not allowed (except dogs are guides). The permanence at the reception is limited to the shortest possible time.
- 5) In one room it is permissible to have max. two animals at a time.
- 6) In case that the damage caused by the pets occurred in the room, the owner is responsible for it. The owner is responsible for any damage caused by animals {both material and physical}. Hotel & Resort Adria Ankarán reserves the right to claim reimbursement of costs and may require the owner of the animal to repair or replace damaged items.
- 7) If an animal causes noise that disturbs other guests, we will ask you to reduce the noise.
- 8) Pets must be roomy clean. The hotel reserves the right to claim a refund of costs, in case the animal fulfills the need in the room.
- 9) We kindly ask you to maintain cleanliness in public areas.