

MAIN SERVICES AND TIMINGS

BOUTIQUE OF THE HOTEL:

Opening hours 10:00 - 13:30 and 17:30 - 20:00

At your disposal a variety of swimwear and accessories.

SWIMMING POOL:

Opening hours 10:00 - 20:00

The hotel has an outdoor saltwater pool to enjoy the warmest moments of the Costa Brava.

SPA:

Opening hours 10:00 - 19:00

At your disposal are the facilities of our SPA and Beauty Club including a heated pool, a Jacuzzi, a sauna and an extensive menu of massages and treatments with products of the prestigious Swiss brand VALMONT. To contact or reserve your treatment or massage please call on ext. 514.

BARS & RESTAURANTS

BLUE BAR:

Opening hours 10:00 - 19:00

Our Blue Bar is located in the hotel's outdoor pool, to refresh the warmer times of the day.

BREAKFAST:

Opening hours 07:30 - 11:00

Breakfast is served daily at the Villa d'Este Salon. If you want breakfast in your room, please fill in the breakfast card and place it on the outside of your room the night before, or simply call our Room Service at ext. 508. A continental breakfast will be served with a supplement.

BAR EL BARCO:

Opening hours 12:00 - 01:00

Located in the heart of the Hotel, the bar El Barco offers a wide drink selection in a self-assured atmosphere with a decoration of an old Era Boat.

RESTAURANT GARBÍ (AT OUR SWIMMINGPOOL AREA):

Opening hours 13:00 - 15:30

The menu designed by Romain Fornell includes meat dishes, seasonal products, seafood from the coast. Furthermore, the restaurant offers "fresh air" ambience with spectacular views over the bay of Sant Pol.

RESTAURANT CANDLELIGHT BY ROMAIN FORNELL: From July 14th

Opening hours 20:30 - 23:00

Gourmet signature restaurant, located on the -1 floor of the hotel offers dishes designed by Romain Fornell. A menu inspired by the Mediterranean and local products with a French twist.

ROOM SERVICE:

Opening hours 07:30 – 00:00

The Room Service menu, which is in your room, includes light snacks, pasta, fish and meat dishes and a variety of sandwiches. Mark ext. 508 to place your order.

RESTAURANT EL BARCO:

Opening hours 12:00 - 23:00

Located in the heart of the Hotel our Snack El Barco offers the same menu as our Terrace with its selection of light dishes, but in a warm and relaxed atmosphere inside the hotel.

TERRACE - GARDEN:

Opening hours 11:30 - 01:00

It is located in front of the main entrance, in the gardens of the Hotel. Its menu, designed by Romain Fornell, offers a wide selection of tapas, dishes, salads, pastas and sandwiches in a "fresh air" ambience. We also have an extensive range of wines, Champagne and Cava.

OTHER SERVICES

AIRPORT: The Hotel is 32 km away from Girona Airport and 118 km from Barcelona Airport. We would be pleased to offer a transfer service, available in advance, with a fixed amount charged to your room account. If you require any assistance, please call our Front Desk on ext. 510.

ALARM:

24 hours

Please contact the operator on ext. 9.

BABYSITTER: The Hotel can help you to take care of your child. Please contact the Front Desk on ext. 510.

BANQUETING: Our Banquets Sales Department will be delighted to assist you in holding a presentation, cocktail, wedding, lunch or business dinner. Capacity up to 350 people in the Mediterranean Hall. Please contact our Banqueting Sales Department on ext. 502 or 505.

BEACH TOWELS: Ask for your towel at the Front Desk or at the pool area.

BICYCLES: In the hotel you have in your disposal, some bicycles for rent, for you to enjoy the surroundings. To make a reservation, please contact our Front Desk ext. 510.

CABANAS: Our Cabañas are located in the pool area. Dispose of sofa and a bathroom with shower. Check availability and booking conditions at the Front Desk or call ext. 510.

CIGARETTES AND CIGARS: You can request the cigar menu in the Bar el Barco. To purchase cigars, please contact our Maître. The hotel has a cigarettes machine located in the area of the Bar El Barco.

E-MAIL: If you want to receive an email, please ask the sender to include your name in the subject line and send it to the following address: gavina@lagavina.com. The e-mail will be then delivered to your room.

FITNESS CENTER:

Opening hours 10:00 - 20:00

Located in our SPA area next to the outdoor pool Garbi.

FOOTING AND BICYCLE ROUTES: Please, ask at our Front Desk the route map and enjoy the beautiful scenery of the area by feet or riding a bike.

FOTOCOPIES AND PRINTING: Please contact the Front Desk on ext. 510.

HAIRDRESSING SALON: Please make a previous reservation on ext. 510.

INTERNET: The Hotel has a WIFI wireless network in all the rooms and the public areas. If you need any assistance, contact our operator at ext. 9.

KIDS CLUB: Situated in our Sports Club La Gavina. Feel free to ask for any information and conditions at ext. 510.

LOUNGERS: Lounger at the pool area cannot be reserved. They will be occupied by order of arrival. Consult the pool staff to put it to your taste.

LUGGAGE:

24 hours

We help with luggage during the Check-In, Check-Out and if room change. To assist you, bellman service is available 24 hours a day. Your Luggage can be stored at the Luggage room. Please call the Front Desk on ext. 510.

PADEL: If you practice the paddle, the hotel has two courts, situated behind the Garbí pool area. To make a reservation, contact our Front Desk or call ext. 510.

PARKING Y GARAGE: Outside there is an area reserved for our guests, we also have a garage area available upon request. Contact our Front Desk at ext. 510.

PRESS: At your disposal, there is national and international press. You will find it in the hotel lobby, the breakfast Salon and the Fireplace Salon. If you want a particular newspaper, please ask for it at least 24 hours in advance at our Front Desk or on ext. 510. We will bring it to your room.

TABLE GAMES: At the Front Desk we have at your disposal cards, chess and other table games. Contact ext. 510 to request one.

TAXI: We will order a taxi for you at any time. Please dial 510.

TENNIS: The hotel has two tennis clay courts located in the La Gavina Sport Club in front of the parking. Book your court at the Front Desk or calling on ext. 510.

WHEELCHAIR: Book your wheelchair at the Front Desk or calling on ext. 510

ROOMS

ADAPTERS: If you need an adapter, please contact Reception on ext. 510.

AIR CONDITIONING: Each room has an individual climate control actionable with a remote control. If you need any assistance, please call the Front Desk on ext. 510.

ANIMALS: Small size Dogs are allowed with an extra charge, but not allowed in restaurants, bars, pool area and spa.

CLEANING SERVICE: The usual cleaning schedule of the rooms is from 8 a.m. to 4 p.m. Hang the Cleaning card on your door to indicate that it is allowed to enter.

CRIBS: Available without charge. You can ask one contacting our Front Desk on ext. 510.

DVD: You can request a DVD player at Reception or calling on ext. 510.

ELECTRICITY: The electricity in Spain is 220 volts. Transformer use is forbidden.

EXTRA BED: Extra beds are available with a supplement. The baby cots are free of charge. Please contact our Front Desk on ext. 510.

FURNITURE: In your room you will find valuable antique furniture. We kindly ask you to take special care during its use.

HAIR DRYER: In your bathroom you will find the wall mounted hair dryer. If you prefer a hand hair dryer with more power, call ext. 510.

IRON: Contact Reception on ext. 510 if you need an iron and an ironing board in the room.

LAUNDRY, PRESSING AND DRY CLEANING: In your room you will find the laundry bag and the form to fill. Fill the corresponding form and leave it inside the laundry bag. The housekeeping will pick it up or contact ext. 510.

PILLOW MENU: We offer a selection of pillows of different types. Consult our Pillow Menu found in your room and contact the Front Desk on ext. 510.

PLAIDS AND BLANKETS: In case you need some extra plaids or blankets contact our Front Desk on ext. 510.

SAFE-DEPOSIT BOX: A private safe deposit box may be found in your wardrobe. Additionally, complimentary safe deposit boxes are available at Reception. The hotel cannot be held responsible for valuable items left in guest rooms.

SHUTTERS: If you want to close the shutters outside your room during turndown service, please contact the Front Desk on ext. 510.

TELEPHONE: A telephone directory including instructions is located in your room. Dial 0 for outside calls. For internal calls dial the room number or corresponding extension. For calls to rooms located on the

ground floor, please mark 4 and the room number. Consult the cost of international calls by contacting the Front Desk ext.510.

TOWELS: To preserve the environment, the towels hanging won't be replaced during the cleaning of your room.

TURNDOWN SERVICE: Regular schedule of preparing the bed to sleep in is from 18:00. You can cancel the service or request the time of your preference calling on ext. 510.

TV: Each room has a TV with international channels. See the list of channels that is laid next to the TV set.

UMBRELLAS: You can find them in the wardrobe of your room and at the main entrance of the hotel. To purchase the umbrella for your personal use contact our Front Desk on ext. 510.

WATER: The water is suitable for consumption. Still and sparkling water may be found in your Minibar.

WIFI: The wifi access is free of charge for the clients of the hotel in all areas. Please ask for access data at the Front Desk or on ext. 510.

EXTERNAL ACTIVITIES

BOATS: We can help you to rent a boat for you. For more information, call the Front Desk on ext. 510.

CAR RENTING: We will be glad to arrange car rental for you. Contact our Font Desk on ext. 510.

FLOWERS: Order your bouquet of flowers calling on ext. 510.

GASTRONOMY: Find the Gastronomic Route of the best restaurants in the area at Reception. If you prefer, we will help you plan your route. Call on ext. 510.

GOLF: The Hotel is surrounded by five wonderful golf courses. Ask for information at our Front Desk or calling on ext. 510.

HORSES: If your passion is the world of horses, we will help to organize horseback riding and riding lessons. For more information, contact our Front Desk.

SPORTS AND ACTIVITIES: Bicycles, water-skiing, golf, sport fishing, ballooning, hiking, diving etc. Contact our Front Desk or on ext. 510.

EMERGENCY / FIRE

FOR YOUR SAFETY PLEASE READ THE FOLLOWING

ACTION IN CASE OF FIRE:

- Stay calm.
- Dial 699 or 9 immediately.
- Touch your room door if it is hot, DO NOT open it.
- Fix wet cloth over nose and mouth.
- Keep yourself wet.
- If you leave your room, take your room key and proceed to the nearest fire exit.
- Stay beneath if any smoke and crawling if necessary.
- DO NOT USE ELEVATORS.
- Go downstairs and out of the building by using the fire exits.
- Close all doors behind you.
- If you cannot go down, go back to your room.

HOW TO PROTECT YOURSELF

If you have to stay in your room:

- Stay Calm
- Dial 9 or 699, give your room number and explain that you are in your room
- Fill the bathtub with water
- Dampen sheets and stuff them completely around the door
- Block vents that are emitting smoke
- Stay low if there is smoke in the room
- Keep a wet cloth over your nose and mouth
- If the door and walls are hot, apply water on them with a rubbish bin