

# Fidelitas Hotel | Spa | Conference \*\*\*/\*\* Guest Information

**Dear Guests,**

You are kindly welcome to Fidelitas Hotel!

We would like to make sure you have all necessary information about our hotel with the help of this directory and therefore you will have a pleasant stay. The house and security rules are made for your safety and for your convenience, so they are meant for every guest.

The Management

## **DATE**

Hotel name: Fidelitas Hotel, Spa & Conference

Address: Strada Berzei nr.14, Sfântu Gheorghe, Județul Covasna, România, 520050

Web: [www.fidelitashotel.ro](http://www.fidelitashotel.ro), [www.hotelfidelitas.ro](http://www.hotelfidelitas.ro)

E-mail: [reservations@fidelitashotel.ro](mailto:reservations@fidelitashotel.ro) / [office@fidelitashotel.ro](mailto:office@fidelitashotel.ro) / [marketing@fidelitashotel.ro](mailto:marketing@fidelitashotel.ro)

Facebook: Fidelitas

Tel: 0040 367 804 201

Fax: 0040 367 804 202

Star Rating: \*\*\*/\*\*

Opening Hours: 0-24 (all year)

## **SAFETY STANDARDS**

Fidelitas Hotel, Spa & Conference was built according to Romanian standards. For your safety and security please obey the fire & emergency rules.

Smoking is only allowed in our designated smoking area.

When leaving your room, always take out your keycard to keep your electronic equipments switched off.

In case of emergency call Reception on 9.

In case of fire leave the building immediately. Fire route map hanging on your bedroom door.

In case of fire do not use the elevator!

All of our rooms have fresh air ventilation, do not open the windows!

Please always keep your room locked.

The hotel does not take responsibility for cash or other valuables left in the room or supposed to be stolen. You can leave your valuables at the receptions safe for free.

Please do not leave your kids without supervision. We do not take responsibility for any accidents that may occur to unwatched children, or wrong use of facilities.

Emergency call:112

## HOUSE RULES

For the best of our guests we reserve the right to deny people who may disturb our guests or staff. Any damage must be reported and refunded at the Reception.

### **Accessible room**

In accordance with international agreements, our hotel provides category „A” barrier-free access facilities for our guests in wheelchair. Our bar and specially designed barrier-free access room is also available.

### **Baby bed**

Baby bed may be requested at the Reception free of charge. Reservation recommended.

### **Bar**

The Fidelitas Bar is open daily 10.00-22.00 and it is situated on the ground floor. We do not serve alcohol to guests under 18 nor to ebrious adults.

### **Blanket**

Upon request, we provide extra blankets. More information may be obtained at the Reception.

### **Breakfast**

In our air-conditioned and non-smoking restaurant, buffet breakfast is included in the price of your room, served every day between 7:00-9:30 am. If you wish to have a breakfast package, in case of an early check-out or an excursion, please inform the Reception until 8 p.m. of the previous night at the latest.

### **Check-in**

Upon arrival, customers can check in from 15:00, naturally, if room capacity allows, we can accommodate our customers, or we can provide a luggage room.

### **Check-out**

Upon check-out, guests must leave the room no later than 11:00, and for groups no later than 10:00. Upon request, we can arrange a luggage room. In case of late check-out: leaving to room until 18:00- 50% charge of the daily price, after 18:00 you will be charged for an integral day.

### **Cleaning**

Our housemaids are doing the dusting every day between 10:00 and 15:00. If you do not need this service please use the DND card.

In case of an accident please inform the Reception and use the “Clean up my room” card.

### **Clothing**

Please follow the general dress code in all cases. Please do not stay in bath rope and swim suit in the common areas.

### **Credit Card**

Credit cards accepted: Maestro, Mastercard, Visa.

### **Comments/Complaint**

We appreciate every valuable comment, please turn to Reception should you have any, so that you can discuss the matter further with a member of the Management.

### **Conference**

We can provide 2 conference (120 or 30 pers.) rooms for your business meetings, team buildings, presentations, etc. Both are equipped with all the technical supply you need.

**Do Not Disturb**

Your DND card is hanging on your door handle. Please use it outside your bedroom door if you wish to rest so that the staff is aware. Contact the Reception if you need the services later.

**Fax/Photocopy**

Possible at Reception, for a 0,50 RON/page charge.

**Flowers**

Flowers can be ordered at Reception.

**Hair dryer**

Our 3 star rooms are equipped with hair dryer, customers in 2 star rooms can ask for it at the Reception.

**Internet**

Wireless internet connection available in all areas of the hotel. Password: wifipass

**Ironing**

If you require ironing services, turn to the Reception. Your clothes will be ironed within 2 hours. We kindly ask you to request ironing of such clothes only, which do not require special treatment since our Hotel does not undertake responsibility for such damages.

**Key card**

All bedrooms to be opened with magnetic key cards as well as electricity and the parking barrier. For electricity in your bedroom, please insert your card into the slot near the door. Sockets only provide electricity when the card is inserted. In case of lost or damage of the card 30 ron penalty is charged. Please leave your acces card at the reception when you leave the hotel.

**Laundry**

If you hand down your clothes for cleaning until 9 a.m., we will clean and prepare them in your room on the same day Please, use the laundry bags. For our current prices, consult the price list displayed in the rooms. We kindly ask you to hand down only such clothes for cleaning which do not require special treatment.

**Linen change**

In 3 star rooms bed clothes are changed every 3 days and towels every 2 days. In the 2 star rooms bed clothes are changed every 4, towels every 3 days. Upon our guest's request, we change them more frequently for additional charge.

**Lost objects**

Please inform the reception.

**Luggage room**

The luggage room may be used free of charge at any time with the help of the Reception.

**Maintenance**

Please inform reception if you need any technical assistance.

**Medical assistance**

In case of any illnesses or emergency, please call Reception who will be at your service regarding the closest Hospital, Pharmacy.

**Messages**

Passed on to your room by Reception.

### **Minibar**

In the 3 star category the products are offered at the reception, at the completion of the accommodation formalities, with the products being accepted by the tourist.

Borsec minerală - 0.33l - 5 RON  
Borsec naturală - 0.33l - 5 RON  
Cola & Co. - 0.25l - 5 RON  
Cappy & Co. - 0.25l - 6 RON  
Pilsner Urquell - 0.33l - 10 RON

### **No smoking room**

Smoking is prohibited inside the building and in all bedrooms of the hotel.

### **Other devices**

The following devices may be requested at the Reception for a specified fee: toothbrush + toothpaste, razor, slippers, pantyliners. Umbrellas, electrical extensions, chargers may be requested free of charge.

### **Parking**

Free parking with cameras available. Parking is not guarded however. The hotel does not take the responsibility for possible damages.

### **Post**

Packages/letters sent on by Reception for extra charge. Your stamped mail will be forwarded by the Reception. Envelopes and paper may be requested at the Reception. You will find pens in your room.

### **Programs**

A wide range of programs such as sport, cultural, medical, gastro and entertainment facilities nearby the hotel. For further information, please contact Reception.

### **Radio**

Radio channels available via television.

### **Room Reservation**

Book your next visit at the Reception, at telephone number 0040-367-804-201, or e-mail [reservations@fidelitashotel.ro](mailto:reservations@fidelitashotel.ro).

### **Safe**

You should keep your valuables in safe at the Reception without any charge. Fidelitas Hotel does not take responsibility for any items left outside the safe.

### **Security**

The hotel has a 24 hour security service.

### **Services – church**

Timing and location of services information at Reception.

### **Taxi/transfer**

If you require taxi or airport transfer, turn to the Reception for more information.

### **Telephone**

Numbers to dial from guest rooms  
Reception - 9; room to room - room number  
Outside calls shall be made only from Reception.

**Television**

Television can be switched on/off with the remote. List of channels situated next to the television.

**Wakening**

Please contact Reception if you need a wake up.

**Water**

Tap water is drinkable.

**Wellness**

Open from 10:00 to 22:00. Equipped with sauna, jacuzzi, binshower and steam room. Can be used on preliminary consultations for an extra fee.

We wish you to have a pleasant and relaxing stay, hope you'll come back again!

The Management