



Fidelitas

Hotel | Spa | Conference



GUEST INFORMATION



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, www.hotelfidelitas.ro

E-mail: reservations@fidelitashotel.ro / office@fidelitashotel.ro / marketing@fidelitashotel.ro

Facebook: fidelitas hotel/spa/conference

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 40 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.

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.

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



Fidelitas



INTERNAL RULES OF OPERATION WELLNESS

Weekly schedule: M-S: 10:00-22:00

Day ticket: 40 RON / person / 3 hours

Includes: exclusivity use of the wellness base, sauna sheet and small towel.

Min. 2 persons

For reservations, please call 0367804201.

Wellness pass – 10 occasions: 300 RON (valid for 3 months)

The wellness services can be used by our customers at their own risk and responsibility, the administration does not assume any responsibility for the eventual accidents. The services can only be used according to their destination.

Please do not disturb the other customer's relaxation!

Within the limits of the wellness base it is forbidden: food consumption, smoking, consumption of alcoholic beverages; to bring to the center: glass containers, flammable or toxic substances, pets. The receptionist is entitled to reprimand the customers who disregard these rules, respectively those who do not respect public order and good morals and, if needed, to request the customer's departure from the wellness base.

It is mandatory for all customers to wear a bathing suit while within the wellness base.

Please bring all found objects to the reception.

Within the limits of the wellness base are permitted only paper or plastic cups.

Persons under 12 years of age can use the wellness base only accompanied by parents.

To protect the health and physical integrity of our customers, the wellness base cannot be used by persons suffering of: fever, contagious gastro-intestinal illnesses, dermatological diseases, illnesses associated with spasms or loss of consciousness, respectively illnesses presenting extensive skin lesions, or by persons under the influence of alcohol or narcotic drugs.

We cannot assume any responsibility for the valuables of customers, we ask you to place the valuables in the provided lockers and keep the key safe!

It is forbidden to enter the wellness base wearing street footwear.

We ask our customers to use the showers before entering the jacuzzi, the saunas and the steam bath!

Due to the high risk of slipping, please pay special attention to the protection of your physical integrity!

We wish you a pleasant stay!



CONFERENCE ROOMS

Our conference rooms, with air conditioning and natural light, have the capacity to accommodate 40 or 120 people. Equipped with modern technology, it provides appropriate opportunities for corporate training courses, conventions, specialization courses, presentations, teambuilding, seminars and other group activities.

The necessary technical means for performing high quality events are provided.

- projector, projection screen
- WiFi
- flipchart
- sound
- reflectors
- darkened windows

* If necessary, we can provide any other equipment.

Price:

Great Hall

500 RON / 2 hours
700 RON / 4 hours
1300 RON / 1 day

Surface area: 172 m²
Seating capacity: 120 persons

Small Hall

300 RON / 2 hours
500 RON / 4 hours
900 RON / 1 day

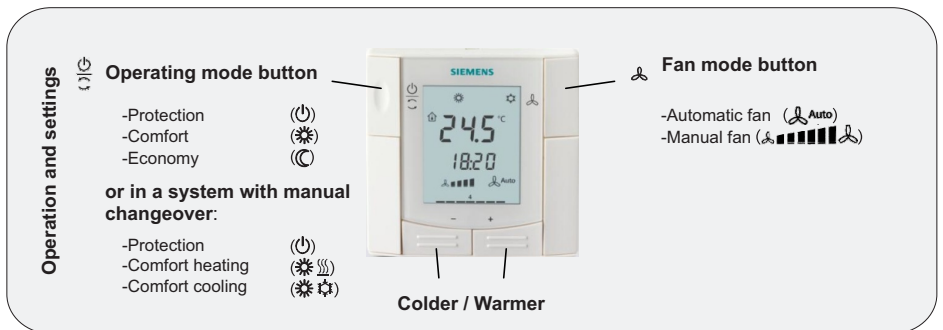
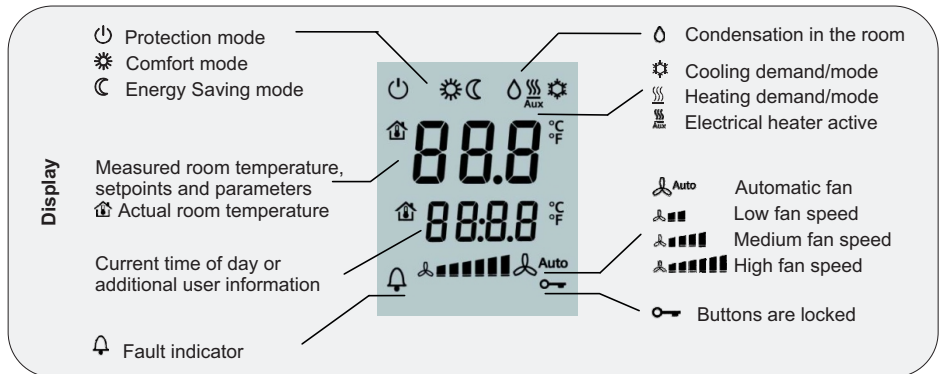
Surface area: 117 m²
Seating capacity: 40 persons

Coffee break (upon request)

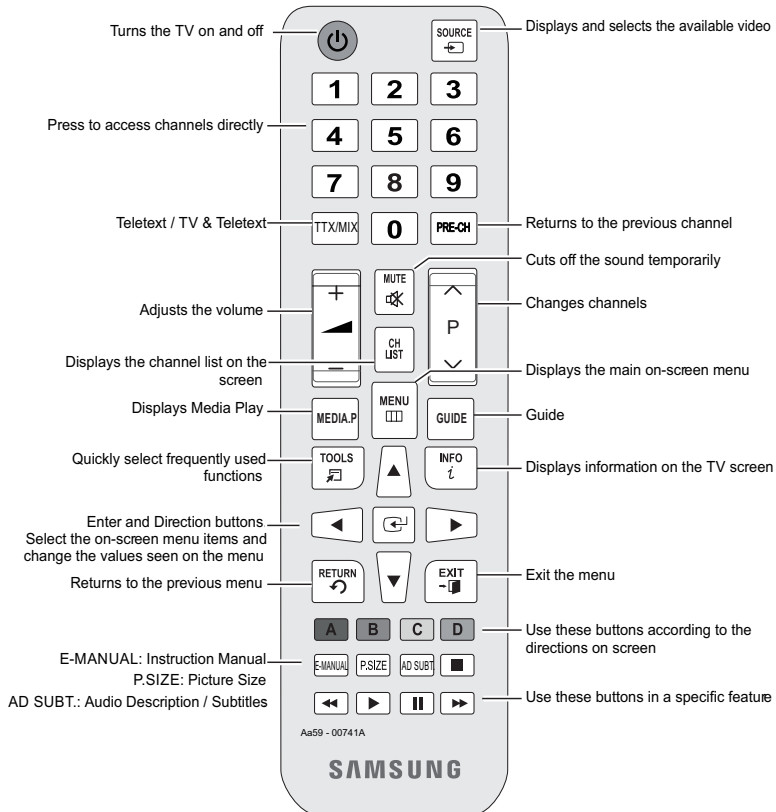
LIGHT – coffee, tea, water, fruit juice – 15 RON / person
CLASSIC – coffee, tea, water, fruit juice, sweet and salty pastries – 25 RON / person



Operating Instructions



The Remote Control - Instruction Manual



Channel List

1	TVR1	66	AXN	131	SOROZAT +
2	TVR2	67	AXN HD	132	M4 SPORT EUROPE
3	TVR HD	68	AXN WHITE	133	TRINITAS
4	PROTV	69	AXN BLACK	134	SPERANTA TV
5	PROTV HD	70	AXN SPIN	135	FISHING AND HUNTING
6	ANTENA 1	71	E! ENTERTAINMENT	136	TV5 MONDE
7	KANAL D	72	E! ENTERTAINMENT HD	137	STV1
8	KANAL D HD	73	FILM CAFÉ	138	RTS SAT
9	PRIMA TV	74	COMEDY CENTRAL	139	RAI1
10	B1	75	NICKELODEON	140	RTL TELEVISION
11	NATIONAL TV	76	MINIMAX	141	BBC WORLD
12	DIGI 24	77	CARTOON NETWORK	142	ZU TV
13	DIGI24 HD	78	DISNEY CHANNEL	143	FASION TV
14	REALITATEA	79	DISNEY JUNIOR	144	SUPER RTL
15	ANTENA 3	80	BOOMERANG	145	CGTN
16	ROMANIA TV	81	DUCK TV	146	SUPER ONE-X
17	DIGI SPORT 1	82	MEGAMAX	147	SUPER ONE HD-X
18	DIGI SPORT 1 HD	83	DA VINCI LEARNING	148	HBO ROMANIA-X
19	DIGI SPORT 2	84	UTV	149	HBO HD-X
20	DIGI SPORT 2 HD	85	UTV HD	150	HBO 2-X
21	DIGI SPORT 3	86	KISS TV	151	HBO 2 HD-X
22	DIGI SPORT 3 HD	87	HIT MUSIC	152	HBO 3-X
23	DIGI SPORT 4	88	Vh1	153	HBO 3 HD-X
24	SPORT.RO	89	MEZZO	154	CINEMAX-X
25	SPORT.RO HD	90	MUSIC CHANNEL RO	155	CINEMAX HD-X
26	EUROSPORT	91	MUSIC CHANNEL-X	156	CINEMAX 2
27	EUROSPORT HD	92	FAVORIT TV		
28	EUROSPORT 2	93	ETNO		RADIO
29	EUROSPORT 2 HD	94	HORA TV		
30	ACASA TV	95	TARAF TV	1001	KISS Fm
31	ACASA TV HD	96	AGRO TV	1002	EUROPA Fm
32	ACASA TV GOLD	97	DIGI 24 CONSTANTA	1003	VIRGIN RADIO
33	HAPPY CHANNEL	98	DIGI 24 GALATI	1004	RADIO Zu
34	TV PAPRIKA	99	DIGI 24 CLUJ	1005	RADIO MARIA Ro
35	ANTENA STARS	100	DIGI 24 IASI	1006	RADIO MARIA Hu
36	ANTENA STARS HD	101	DIGI 24 ORADEA	1007	PRO Fm
37	ANTENA 1 HD	102	DIGI 24 TIMISOARA	1008	DIGI Fm
38	ANTENA 3 HD	103	DIGI 24 CRAIOVA	1009	DANCE Fm
39	DIGI WORLD	104	DIGI 24 BRASOV	1010	MUSIC Fm
40	DIGI WORLD HD	105	TV NEPTUN	1011	RADIO SPORT
41	DIGI LIFE	106	LOOK TV		
42	DIGI LIFE HD	107	LOOK PLUS		
43	DIGI ANIMAL	108	NASUL TV		
44	DIGI ANIMAL HD	109	TVH		
45	DISCOVERY RO	110	INEDIT TV		
46	TLC	111	CNN		
47	HISTORY CHANNEL-X	112	TVR3		
48	HISTORY HD	113	NATIONAL 24 PLUS		
49	NAT GEO	114	MINIMAX HU		
50	NAT GEO HD	115	DUNA		
51	VIASAT NATURE-X	116	ECHO TV		
52	VIASAT NATURE HD	117	M1 EUROPE		
53	TRAVEL CHANNEL	118	M2 EUROPE		
54	TRAVEL CHANNEL HD	119	RTL KLUB		
55	BBC EARTH-X	120	RTL 2		
56	NAT GEO WILD	121	FILM +		
57	NAT GEO WILD HD	122	COOL TV		
58	VIASAT EXPLORER	123	PRIME		
59	VIASAT HISTORY-X	124	RTL +		
60	DIGIFILM-X	125	MOZI +		
61	DIGIFILM HD-X	126	Tv2		
62	PRO CINEMA	127	VIASAT3		
63	DIVA	128	MAGYAR ATV		
64	TV 1000-X	129	MAGYAR SLAGER TV		
65	PARAMOUNT	130	STORY TV-X		