



Dear Guests,

Firstly we would like to take this opportunity to wish you a warm welcome from the management and all the staff of the Hotel Palmasol. Our main priority is to make your stay here as comfortable and enjoyable as possible.

RULES AND USE OF THE ALL INCLUSIVE PACKAGE

- ✓ This is the document for the All Inclusive service where it is detailed the rules which apply to the use of this service. The contracting of this service implies the acceptance on the part of the customer to these rules.
- ✓ Upon arrival at the Hotel Palmasol you will receive a 'Welcome Card'(Tarjeta de Bienvenida), your room key card and a bracelet identifying the board service booked.
 - To enter the restaurant it is obligatory to show your "Welcome card" (Tarjeta de bienvenida).
 - To be able to consume food/drink in any of the outlets it is mandatory to show your room key card to be able to confirm your entitlement to the service.
- ✓ The identifying bracelet for the all inclusive service is for each customer and is NOT transferable.
- ✓ The operational times of the all inclusive service is 11.00h to 23.00h.
- ✓ The All Inclusive service in bars will finish on your departure day prior to your check out at 11.00h and in the restaurant it will end with the last meal service reserved.

NOTE: If your first meal reserved is lunch, the last meal service will be breakfast and if your first meal is evening dinner, the last meal service will be lunch.

- ✓ All drinks served at or to be taken at the pool area will be served in plastic glasses or paper glasses in order to comply with safety requirements.
- ✓ There is a Snack Bar service available which offers cold snacks between **13.00h to 15.00h and 17.00h to 18.00h** and hot Snacks between **11.00h to 13.00h y 15.00h to 17.00h**
- ✓ The ice cream included within the all inclusive package is available between **12.00h to 17.00h**.
- ✓ Early Breakfasts and picnic lunches must be pre-ordered at the reception before 19.00h the previous day.
- ✓ It is strictly prohibited to take any food or drink items out of the restaurant or to eat or drink in areas which are not for this purpose.
- ✓ Note that for the correct operation of the all inclusive service that it is only permitted to order 1 item per person each time. Use of the all inclusive is for only the person who has contracted the service and cannot be transferred or used by others.

NOTE: In the case of not complying with the rules of the all inclusive service the hotel reserves the right to remove access to the All Inclusive service from the customer.

- ✓ The hotel will advise which outlets will provide the all inclusive service at any specific time. The hotel guarantees that at least one outlet will be available during the times of the all inclusive service.
- ✓ The all inclusive package includes a selection of drinks which the customer can order from the outlet/s available. The selection includes wines, beers, liquors etc. There is a selection of brands / drinks which are not included within the All Inclusive and these are available to purchase from the available outlet/s.
- ✓ The hotel have the right to remove access to all inclusive for any customer in the case of incorrect use or abuse of the service.
- ✓ In the case of any query or clarification regarding the all inclusive service, please speak with reception.

FECHA

Sr. / Sra.

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- ✓ In the hotel we have additional services available such as kettles, pool towels, car and bicycle hire, massage service amongst others. These services are at an additional charge and prices are available from reception.
- ✓ We have an entertainment notice board in the reception area where you can consult information about the daytime / evening activities and entertainment.
- ✓ Any dissatisfaction with the service should be communicated to the hotel during your stay as soon as possible. Complaints cannot be accepted once you have departed from the hotel.

ALL INCLUSIVE PACKAGE

WHAT DOES THE PACKAGE INCLUDE?

The following information explains exactly what items/services are included and the operational times of the service :

HOTEL BAR

Is available for ordering all inclusive drinks, alcoholic (local/national brands selected by the hotel) and non alcoholic from **11.00h to 23.00h**

Below is a summary of the drinks available as part of the All Inclusive service:

Mineral water, juices (orange, pineapple and tomato), soft drinks (Lemon Kas, Orange Kas, Pepsi, Pepsi Light, Seven Up, Tonic Water Kas) Lemonade (de la Casera)

Sangria, local draught beer, 0% alcohol beer, local wine (white, red and rose)

Instant Coffees and Tea, Chocolate milkshake.

National Brands (local/national selected by the hotel)

Whisky, Gin, Rum, Vodka, Sweet Anis, Whisky Cream, Peach and Apple Schnapps (with/without alcohol) Vermouth Red and White, House Sweet Muscat.

There exists options of upgraded all inclusive packages which include for example specific national/international brands and cocktails for example. Please see reception for information and prices of the upgraded all inclusive options available.

SNACK BAR

Available for cold snacks **13.00h to 15.00h** and **17.00h to 18.00h** including:

Green salad, Cheese/Ham Sandwich, Tuna Sandwich, Nachos with Guacamole and Nacho Sauce

Hot Snacks **11.00h to 13.00h** and **15.00 to 17.00h** include:

Ham and Cheese toastie, Hot Dog with crispy onion, Cheeseburger, chips, Chicken Finger and BBQ Sauce

Ice cream tubs (different flavours) available between **12.00h to 17.00h**.

Does not include other ice creams on the menu (extra charge)

HOTEL RESTAURANT

The meals for the all inclusive package are served in the restyaurant with the following drinks included:

Mineral water, juices (orange and pineapple), soft drinks (Lemon Kas, Orange Kas, Pepsi, Pepsi Light, Seven Up, Tonic Water), lemonade (Casera), sangría, local beer, 0% alcohol beer and local wine (white, red and rose).

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