

THE "GOLD" ALL INCLUSIVE SERVICE GUIDE SEASON 2020

Dear Client,

I would like to present to you our **All Inclusive GOLD program**. For you to be informed and if necessary your stay could be more enjoyable.



The "Gold" All Inclusive

This is a new **exclusive service** for our clients. During your check-in you will be handed a **black or silver bracelet** so our hotel staff are able to identify you. **The only way of purchasing our gold All inclusive program is by reserving it directly online or by phone contacting our Call Center.**

At Evenia Hotels we wanted to strengthen the service "All Inclusive package" for our clients, adding Premium brands to the range of products available and introducing innovations just to make your experience more exclusive and enjoyable.

The offer "ALL INCLUSIVE" is **strictly personal**. To be able to enjoy the "ALL INCLUSIVE" service the clients must always wear the bracelet. In case you lose or break your bracelet a 30 euros fee will be charged per adult and 10 euros fee per child. It is forbidden with the "All inclusive package" to provide drinks to other clients that don't join the "ALL INCLUSIVE". Also it's not allowed to order more than three drinks at once per client. The non-compliance of this rule will cause the client to stop receiving the "Gold Inclusive package" and become a Full board pension guest.

When is time to do the check out and if you want to continue joining our special All Inclusive until 18.00 hours, please check prices in the reception area.



EVENIA CALL CENTER

From Spain: 902 021 500

From France: +33 751 28 026

From Belgium: +32 280 862 92

From United Kingdom: +44 203 514 7287

Rest of the world: +34 93 177 24 77

The **All Inclusive GOLD program** starts at 13.00 pm (check in) and ends at 10.00am (check out).

The service will include: 3 meals, drinks, variety of fizzy drinks and alcoholic beverages that are also included in our standard all inclusive package. We are offering this in order to obtain a wide range of products and well known beverages for our clients. Our goal is to constantly be improving the services we have on offer in our resort.

The Benefits of our "All Inclusive Gold" package:

- Free wifi within the entire resort (up to four free wifi access passes per bedroom).
- Free safe box (only a 20 euros fee is needed as a deposit for the safe box key).
- Wide ranging choice of fizzy drinks, local drinks, beers and other alcoholic beverages. All available in our hotel bars until midnight (see more details to be continued).
- Wine services with O.D. in our restaurants.
- Free unlimited Access in our Fitness Centre (cardio and bodybuilding room).

"All Inclusive GOLD" description at Evenia Olympic Resort****

During check in our clients will receive a bracelet, so our staff will be able to identify the customers that decided to join the **"All Inclusive Gold" package**. This bracelet is strictly personal and untransferable and totally forbidden to be passed on to our clients. Therefore we demand that this service will be used moderately and also remind you that its totally forbidden to serve any alcohol to clients under 18 years old according to the Spanish law.

If these norms are not respected, the right to your **"All Inclusive"** services will be lost and the bracelet will be retained, so you will have therefore only enjoy our full board bases.

In case you lose or break your bracelet, we ask you to contact our reception staff as soon as possible. The cost of 30 euros fee will be charged per adult and 10 euros fee per child.

The All Inclusive Gold entails:

- Buffet Restaurants

Breakfast, lunch and dinner in our buffet restaurants. Drinks corner with mineral water, fizzy drinks, juices, White, rosé and red wine. All other drinks not mentioned will require an extra to pay directly to the restaurant (even if its included in our bars).

- Bars

The "All Inclusive" schedule in our hotel bars are from 10.00h. to 24.00h.

In the "Pergola" (animation area) all sort of drinks are served in the bar from 20.00h. to 00.00h. there is no drinks service at the tables.

In the bars we also have ice creams and ice creams in a cone.

The drinks included in the **All Inclusive GOLD** are:

<ul style="list-style-type: none"> - Coffee, cappuchino, liqueur coffee, teas and hot chocolate. - Mineral and sparkling water. - Fizzy drinks; Pepsi-Cola, Pepsi Light, 7Up, Kas orange, Kas lemon, Kas tonic and tonic Schweppes, Lipton Ice Tea and Ice smoothies. - Juices: orange, pineapple, peach and Apple. (This does not include freshly squeezed orange juice). - Beers: (Damm) with and without alcohol: Freedamm (33cl), Estrella (33cl) and San Miguel (33cl). - Brandys (local and international brands): Magno, Carlos III, Veterano, Soberano, Torres 5 and Torres 10. - Spirits (local and international brands): Vermouth, Martini, Campari, Pastis, Ricard, Sweet/Bitter Jerez and Bitter Kas. 	<ul style="list-style-type: none"> - Whiskys (local and international brand): NYC, J.B, Ballantines, Johny Walker, Jameson, White Label, Cutty Sark and Southern Comfort. - Cava, wines: sweet/dry, White, red and rose house wines (O.D. in restaurants). - Wine and cava Sangria (a glass). - Liquors: (local and international brand): Locals: whisky cream, coconut, kiwi, Apple, banana, peach, lime shake, Pacharan, tequila, white and herbal marc. International Liquors (Amaretto, Safari, Pippermint, Pisang Ambon, Ponche, Pacharán, Anís del Mono, María Brizard, Fernet Blanca, orujos, tequila, Malibú and coconut milshake.) 	<ul style="list-style-type: none"> - Gins (local and international brands): Larios, Gordon's, Beefeater and Seagram's. - Rum (local and international brands): Bacardi, Habana (3 and 5 years old), Cacique, Barceló, Brugal, Puyol and Negrita. - Vodkas: (locals and international brands): Smirnoff, Absolut and Moskouskaya. - Cocktails and Mojitos. <p>NOTE: Please take note that in case one of the beverages mentioned above is not available, a different beverage of the same standard will be offered.</p>
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▪ **Snack-Bars**

Meal services in our Snack Bar with scheduled hours from 10.15am to 17.30pm, from May to 22 de June and from the 16 September to the 15 October:

- 10.15am-12.00pm.: continental breakfast.
- 12.15pm-17.30pm.: lunch and snacks: hamburgers, sandwiches, fries,

hotdogs, etc.

From the 23 June to the 15 de September:

- 10.15am-12.00pm: continental breakfast.
- 12.15pm-19.00pm: lunch and snacks: hamburgers, sandwiches, fries,

hotdogs, etc.

▪ **Fitness Center**

Our **GOLD All Inclusive** clients have unlimited Access to our Fitness Centre from Monday to Saturday from 08.00am. to 21.00 pm. and Sundays from 09.00am to 14.00pm. To access to the gym, it will be necessary to wear sports attire, trainers and a towel.

The client will have to go to the sports reception and show his restaurant card or show the All Inclusive GOLD bracelet.

If a child is younger than 18 years old a signed letter by his/herb parents will be required. Under 15 years old won't be possible to join the Fitness Centre.

Other offers in our Fitness Centre for our GOLD All Inclusive Clients:

- Access to our water circuit (2 hours) per 11.00€ per person and session.
For adults only (+18 years old). Please bring swimsuit, flip flops and a towel.
- Water circuit in family for 11€ per person and session (adults and kids), 1 hour session.
Monday to Friday from 13.00pm until 15.00pm.
Saturdays from 09.00am until 15.00pm.
- You will also receive also a 10% discount on any treatment in our Spa (not applicable on other offers).

- Mini Club

Kids from 4 to 12 years old must be accompanied all the moment by his parents or an adult person. The open time is from the 1 of March until the 22 June and from the 12 September until the 15 October.

From Monday to Friday	:10.00 am to 18.00 pm.
Saturdays	:10.00 am to 20.00 pm.
Sundays	:10.00 am to 18.00 pm.

From the 23 June to 12 September:

From 10.00 am to 18.00 pm.
From 21.00 pm to 22.30 pm.

- Other services from All Inclusive GOLD

You will also have free towels for the swimming pool (to join this service you just need to leave a deposit): 1€ fee for a towel replacement service.

IMPORTANT NOTE: DUE THE COVID-19, SOME OF OUR SCHEDULES AND SERVICES MAY BE ALTERED.