

**INFORMATIVE ANNEX FOR INDIVIDUAL RESERVATIONS**

Following bellow, guests will be presented with our set of internal rules regarding trading, organization and conduct that apply on Hotel Zenith private property. The complete set of rules can be, also, found on our website. This set of rules has been elaborated and applied out of respect for all hotel's guests and their comfort and, also, in the name of mutual respect and of a decent and efficient communication between hotel and guest. Disregarding or deliberately and repeatedly defying this set of rules may activate the legal right of the hotel's owner and manager to select the clientele. Fair, decent and efficient communication is the solution to all problems. A pleasant stay at a hotel implies an honest relation between guest and host.

**A ) ACCOMMODATION:**

- Standard double rooms without sea view, located in Jupiter building, offer: one queen bed or two single beds, bed linens, pillows and duvets, LED cable TV, telephone, Wireless Internet connection, safety deposit box, two chairs, one small table, bathroom with shower cabin, toiletries, towels, hair dryer, slippers, bath robes, balcony / french balcony, 80% blackout curtains, luggage rack, small cooler, glasses. On the balcony there are two plastic terrace chairs. Bed size: 1.60x2.00 – queen bed; 0.90x2.00 m – one twin bed. Total room surface is 21 sqm, of which: 12 sqm or 14 sqm– functional space (depending on the balcony's size), 3 smq – hall entrance, 3 sqm – bathroom, 3 sqm or 1 sqm– balcony. This type of room can accommodate a maximum number of 2 adults and one child – 3 years old (including).
- Standard double rooms without sea view, with one non-extendable sofa, located in Jupiter building, offer: one queen bed, one non-extendable sofa destined for one child up to 7 years old (including), bed linens, pillows and duvets, LED cable TV, telephone, Wireless Internet connection, safety deposit box, one small table, bathroom with shower cabin, toiletries, towels, hair dryer, slippers, bath robes, french balcony, 80% blackout curtains, luggage rack, small cooler, glasses. On the balcony there are two plastic terrace chairs. Bed size: 1.60x2.00 – queen bed; 0.70x1.50 m – non-extendable sofa. Total room surface is 21 sqm, of which: 14 sqm– functional space, 3 smq – hall entrance, 3 sqm – bathroom, 1 sqm– balcony. This type of room can accommodate a maximum number of 2 adults and one child up to 7 years old (including).
- Standard double rooms without sea view, with two bunk beds, located in Jupiter building, offer: one queen bed, two bunk beds for two children up to 13 years old (including), bed linens, pillows and duvets, LED cable TV, telephone, Wireless Internet connection, safety deposit box, one small table, bathroom with shower cabin, toiletries, towels, hair dryer, slippers, bath robes, french balcony, 80% blackout curtains, luggage rack, small cooler, glasses. On the balcony there are two plastic terrace chairs. Bed size: 1.60x2.00 – queen bed; 0.70x1.50 m – non-extendable sofa. Total room surface is 21 sqm, of which: 14 sqm– functional space, 3 smq – hall entrance, 3 sqm – bathroom, 1 sqm– balcony. This type of room can accommodate a maximum number of 2 adults and two children up to 13 years old (including).

- Interconnecting standard double rooms without sea view, located in 4th floor in Jupiter building, offer: one queen bed or two single beds, bed linens, pillows and duvets, LED cable TV, telephone, Wireless Internet connection, safety deposit box, two chairs, one small table, bathroom with shower cabin, toiletries, towels, hair dryer, slippers, bath robes, french balcony, 80% blackout curtains, luggage rack, small cooler, glasses. On the balcony there are two plastic terrace chairs. Bed size: 1.60x2.00 – queen bed; 0.90x2.00 m – one twin bed. Total room surface of each room is 21 sqm, of which: 12 sqm– functional space, 3 sqm – hall entrance, 3 sqm – bathroom, 3 sqm– balcony. Each room in the set can accommodate a maximum number of 2 adults and one child up to 3 years old (including).
- Superior double rooms with / without sea view, located in Junona building, offer: one queen bed or two single beds, bed linens, pillows and duvets, LED cable TV, telephone, Wireless Internet connection, safety deposit box, two chairs, one small table, bathroom with shower cabin, toiletries, towels, hair dryer, slippers, bath robes, balcony / french balcony, 80% blackout curtains, luggage rack, small cooler, glasses. On the balcony there are two terrace chairs. Bed size: 1.60x2.00 – queen bed; 0.90x2.00 m – one twin bed. Total room surface is 21 sqm, of which: 12 sqm– functional space, 3 sqm – hall entrance, 3 sqm – bathroom, 3 sqm – balcony. This type of room can accommodate a maximum number of 2 adults and one child – 3 years old (including).
- Superior double rooms with / without sea view, with one non-extendable sofa, located in Junona building, offer: one queen bed, one non-extendable sofa destined for one child up to 7 years old (including), bed linens, pillows and duvets, LED cable TV, telephone, Wireless Internet connection, safety deposit box, one small table, bathroom with shower cabin, toiletries, towels, hair dryer, slippers, bath robes, french balcony, 80% blackout curtains, luggage rack, small cooler, glasses. On the balcony there are two plastic terrace chairs. Bed size: 1.60x2.00 – queen bed; 0.70x1.50 m – non-extendable sofa. Total room surface is 21 sqm, of which: 12 sqm– functional space, 3 sqm – hall entrance, 3 sqm – bathroom, 3 sqm– balcony. This type of room can accommodate a maximum number of 2 adults and one child up to 7 years old (including).
- Apartments with sea view, located at 4th floor in Junona building, offer: one bedroom with a queen size bed, a living room with an extendable sofa, bed linens, pillows and duvets, 2 LED cable TV, telephone, Wireless Internet connection, safety deposit box, two chairs and one small table in the living room, bathroom with tub, one half bath, toiletries, towels, hair dryer, slippers, bath robes, 2 balconies, 80% blackout curtains, luggage rack, small cooler, glasses. On each balcony there are two terrace chairs. The bedroom is separated from the living room by a door. Bed size: 1.60x2.00 – queen bed; 1.60x2.00 m – extendable sofa when extended. Total room surface is 42 sqm, of which: 12 sqm – bedroom, 6 sqm – bathroom with tub, 3 sqm – half bath, 12 sqm– living room, 3 sqm – hall entrance, 3 sqm – each balcony. This type of room can accommodate a maximum number of either 3 adults, or 2 adults and two children up to 13 years old (including).
- Check – In starts at 16:00 (4:00 p.m.) while and Check – Out can be done until 12:00 (12:00 p.m.). In order to avoid the waiting period for check-in and crowding of the lobby, guests are asked to respect the established hours for check-in and check-out.

- The possibility of a Late Check – Out can be verified and eventually confirmed only upon departure day, with the staff at Hotel's Front Desk. In case the request for late check – in can be confirmed, the following extra charges will be applied:
  - between 12.00-15.00 – 30% from the total Reception Rate;
  - between 15.00-18.00 – 50% from the total Reception Rate;
  - after 18:00 – 100% from Reception Rate.
- According to hotel's procedures, room distribution is made only on the night before or even on the morning of arrival day. Rooms are assigned according to the structure and number of similar type of rooms that will be checked out during that day and, also, according to the reservations of the following days. Preferential distribution, while ignoring hotel's procedures, is not possible.
- According to the procedures established by the Hotel, room distribution can only be done the night before or even in the morning of the arrival day, an operation that must take into account the room type and the number of similar rooms to be released (checked-out) on the respective day and the correlation with the reservations of the following days. Preferential room distribution cannot be made, ignoring procedures and hotel rules. Promises made to clients without any contractual coverage are completely false regarding the following: possibility of receiving an early check in, before 4:00 p.m., possibility of a late check out, after 12:00 p.m.; room distribution in adjoining rooms or distribution of a room with a certain position and on a certain floor of the hotel. All these false promises remain the moral and legal responsibility of the representative of the Beneficiary who made them. Any request outside the contractual specifications is a simple option, which we try to satisfy only within the limits of possibilities and availability, BEING EXCLUDED FROM THE GUARANTEE, meaning that the Beneficiary accepts and acknowledges that the Hotel is exempt from any liability in relation to those customers who received false guarantees that ignored the conditions and provisions of the contract.
- Requests for extra beds in the room can't be confirmed. The hotel doesn't own extra folding beds. The maximum capacity allowed for every type of room is specified in the present annex, in the "Accommodation" chapter (point 1).
- The bed linen (sheets, towels, robes, slippers) is intended for use exclusively inside the premises. It is forbidden to remove any piece of linens outside, at the beach or pool. Any of the equipment, supplies or objects in the room appear in the inventory found in the information folder. For the damaged or missing items in the inventory, the value specified on the room inventory list will be invoiced.
- There are no actual refrigerators in the rooms; there are only small coolers, intended exclusively for storing miniature beverages. Coolers are not able to provide the proper storing conditions, moreover for foods destined to infants / small children, due to the fact that the average temperature of 10°C is not recommended for perishable products. These coolers are filled with various beverages, water bottles and beer. The price for each product is listed in the minibar's chart. Clearing out the cooler in order to store personal products will be considered an intend of consumption and therefor the guest will be charged accordingly.

- All rooms are equipped with safety deposit boxes that can be accessed with a personal code. Guests are kindly asked to deposit their valuable belongings in the safety box. Hotel's Administration will not be responsible for those objects or valuable belongings which have been forgotten, lost or left unsupervised, no matter where the disappearance took place, inside or outside the hotel's property. We, also, ask our guests to leave open the safety deposit box upon departure, that way cancelling the personal code they previously used.
- Due to commercial and health safety reasons, inside Zenith private property, it is strictly forbidden to bring and store in the hotel rooms or on the room's balconies food and beverages from outside the hotel. Also, because of fire hazard reasons, bringing and using personal cooking / heating equipment in the hotel, it is not allowed. The hotel's Management will immediately evacuate those who will bring and use inside their room this type of equipment.
- Any technical malfunction may occur at any time. As soon as they are noticed, the Front Desk Department must be immediately informed so that in the shortest possible amount of time a technician can repair it. Please have in mind that an announced malfunction can't be fixed and recall it after departure is not moral.
- Fair and justified complaints regarding spaces, staff, facilities, services, products, communication, conditions, etc. will be presented (verbally or in written) at the Front Desk Department, as soon as they have been noticed and only during the stay. The purpose of a complaint is that of signaling an issue as soon as possible, so that the hotel's employees try to do their best at handling it. A discontent expressed after departure is obviously dishonest.

## **B ) RESTAURANT**

- BREAKFAST is served as buffet only during summer season (17th of June – 11th of September 2022), in the restaurant's salon dedicated for this type of service. For the rest of the year, buffet meals can be organized only for a minimum of 40 guests. In case the necessary number of guests is not reached in order to prepare a buffet, meals will be served « a la carte », in the limits of the pre-established budget.
- Breakfast is served daily between 07 :00 – 10 :00. The principle on which buffet services are based is that of consumption without restrictions regarding structure or quantity, during the specific hours of serving and exclusively inside the salon destined for this type of service. While buffet service takes place, guests are not allowed to take out of the perimeter items of dishware, glassware or any food and beverage products laid for consumption. For exceptional cases, such as medical ones, the guest must address the Restaurant's Manager.
- Out of commercial and health safety reasons, it is strictly forbidden to bring and consume in the hotel's public areas (lobby, terraces, restaurant's lounges, pool, SPA) food and beverages from outside the hotel. The Hotel's Management has the right to ask the guests in this situation to immediately leave these areas.

- The range of buffet dishes is structured such as to offer as many options, but, without a doubt, there will always be preferences that we won't be able to fulfill. Breakfast offers a relatively constant daily range of products, with alternations made every few days.
- Access in the salon where breakfast is served is granted upon mentioning the room.
- Access for « a la carte » serving is granted with a prior table reservation and serving takes place in the salon destined for this type of service between the following hours : 13 :00 – 16 :30 (Lunch) and 19 :00 – 23 :30 (Dinner).
- In all exterior and interior public areas, especially on the terraces and in the restaurant's and bar's lounges, it is strictly forbidden access with just beach wear (bathing suits, shorts, transparent clothing, etc.). Restaurant staff will neither allow access, nor will they take orders from guests dressed inappropriately.
- In all exterior and interior public areas, hotel lobby, terraces, etc. access with bikes, tricycles, scooters, roller skates, skateboards, hover-boards, etc. is not allowed. The same applies for access with inflatable mattresses, beach mattresses, beach umbrellas, etc.
- While on the bar's and restaurant's salons and terraces, parents have the obligation to permanently supervise their children and to guide them into having a proper behavior in order not to bother other guests.
- In all exterior and interior hotel's public areas, hotel lobby, terraces and in the bar's and restaurant's salon, it is strictly forbidden access with pets.

### **C ) SPA SERVICES AND BEACH ACCESS:**

- Access to the hotel's SPA and outdoor pool is possible upon prior reservation, with an additional cost, according to availability, only for those over 16 years old, daily between 08:00 – 22:00. The SPA center offers an outdoor pool (opened only during the summer season), salt room, jacuzzi, wet sauna, dry sauna, aromatic and emotional showers, massage rooms (massages are to be paid extra), bar (orders are to be paid extra), self-fitness corner and a terrace with panoramic sea view.
- Access to the hotel's SPA and outdoor pool is possible through the SPA Reception located at the 1st floor in Junona building, upon paying the additional cost and upon being handed the identification wrist band which must be worn all throughout the day. Each day the wrist bands will have a different color. The additional cost includes: occupying a sun-bed, towel, access to showers and toilets, access to the outdoor pool and other SPA facilities.
- Access is not allowed just for using the outdoor swimming pool, if there are no sun-beds available. Will also not be granted with access those who will not have on the mandatory identification wrist band. The outdoor swimming pool offers a limited number of sun-beds, distributed around the pool and on the panoramic upper terrace. Sun-beds will be occupied in the order of arrival, according to reservations. Children up to 16 years old are allowed only with adult supervision. No matter the age, occupying a sun-bed implies paying the additional

cost. Children up to 3 years old are allowed free of charge as long as parents don't request a separate sun-bed.

- Wearing the bracelet received at the front desk during the check in procedures certifying the accommodation at the Zenith hotel, sunbeds can be used at any time of the day on the beach managed by the hotel, without additional costs and within the limits of available places. Sunbeds can be occupied individually on a "first come - first served" basis, without the assistance of a staff member and without allocation or reservation. The beach area arranged by the hotel and where bar services are provided is located in the vicinity of the hotel, in the first half of the beach next to the walkway. Wooden seating solutions are available near the water, but are not equipped with mattresses.
- THE HOTEL DOESN'T PROVIDE TOWELS FOR THE BEACH. Bed linens, towels, bathrobes and slippers found in the hotel rooms are destined only for indoor usage, being strictly forbidden to take any of these items to the beach or outdoor swimming pool. Only for accessing the SPA indoor facilities, guests can use the bathrobes and slippers provided in the hotel room, returning them afterwards. Guests will be charged in case of missing items from the room, according to prices stated in the room's folio chart.
- Access with pets is not allowed on Zenith private property.

#### **D ) PARKING**

- Parking for hotel guests is possible either in the public and private parking lots nearby, or in the private space located behind the hotel, on the northern side, upon availability, without additional costs. Access is strictly controlled and granted in the order of arrival, upon available places at that given moment. In the same perimeter, parking spaces intended for only for hotel's vehicles are clearly marked. The hotel's reception can be reached going around the alley leading to the parking behind the hotel.
- It is not possible to request a parking reservation upon arrival or throughout the stay, neither at hotel's Front Desk, nor to the Security or Parking staff. Upon exiting the hotel's parking lot at any moment during the stay, the vacant parking space can't be reserved for the guest and access upon returning is allowed if available parking spaces exist. The insistence in reserving a parking space may lead to firing the employee that makes such a promise and to refuse the access of that vehicle in the hotel's private parking lot.
- Entrance guard, security staff or other hotel employees are forbidden to handle guest's vehicles or to hold one to the car keys of the ones already parked. Hotel's Administration will not be held responsible for any possible damages brought to a vehicle as a result of faulty handling and neither for the disappearance of objects that have been left non-attended in sight.
- Public and private parking lots exist in the hotel's proximity, with additional costs, which must be paid individually. We recommend parking in public spaces to be done exclusively in clearly marked areas. Specific traffic signs regarding restrictions and additional costs for parking must not be ignored, especially those which refer to text message payments. Illegal

parking determines the car owner to take on the responsibility of paying the fine and the tax for recovering the car that has been towed by the authorities. Having the car towed will not be reported at the hotel's Front Desk, but to the local police or „112" (National Emergency Number).

### **E) OTHER FACILITIES**

- Wireless internet connection is available in all of the hotel rooms and property's public areas, including hall ways, terraces, outdoor swimming pool and beach. Taking into consideration that this is a facility that can be accessed by 600 users at once, technical limits of the system can be reached, therefore constant speed and connection can't be guaranteed during the periods of maximum solicitation. Internet connection is offered free of charge and insured for actions such as personal communication, checking for information and other similar tasks. The Internet connection is not adjusted in order to sustain simultaneous hundreds of guests downloading or viewing movies.
- Terraces and other restaurants nearby are not under Zenith's administration, but are independent private businesses. It is up to every of these unit's managers to respect the exploitation standards and rules established for the summer season and our hotel can't be held responsible for their infringement such as exceeding the legal level of sound or legal hours of opening. The Hotel's Administration is doing its best in order to implement these rules, but this does not represent an official commitment. The responsibility of proper functioning belongs entirely to the business operators surrounding the hotel and all eventual complaints must be addressed to the local authorities.
- In all outdoor and indoor public or private areas of the hotel, respectively: accommodation spaces, reception hall, terraces and lounges of the bar and restaurant, SPA, beach, etc., access with pets is strictly forbidden.

In all areas and units of the hotel, a decent dresscode and behavior is required, based on mutual respect, asking all guests not to engage in activities that could disturb others in any way. All workers, department heads and management have as their main concern the provision of all the necessary conditions for a pleasant stay and are permanently at the guests' disposal, being open and available to correct and normal communication, whatever the subject, seeking to find the most convenient solution for the guest. In terms of language and attitude, trivial approaches and language, insults and offensive tone are not accepted and are not accepted.

All members of the operational team and Management are permanently and fully dedicated in delivering the best conditions and services and careful in resolving any error that might occur. Out of our sincere desire to provide a pleasant stay for every guest, we have rigorously presented our most important conditions and internal rules of organization and conduct, leaving no place for malicious interpretations once it is read.

Without a doubt, mistakes can be made even by the hotel's employees and the expectations and requirements of some guests can exceed the physical limits of the hotel's areas and facilities or may even be higher than the hotel's assumed standards.

In absolutely all situations you will find a good and fair communication, based exclusively on honesty and on the desire to identify as fast as possible the best solution in order to manage the eventual complaints, in the limits of possibilities. However, the dialog must always start from the correct premises and has to be based on a full and real MUTUAL RESPECT.

We honestly appreciate every guest's option for hotel Zenith and truly value everyone's opinion.