

»»» ALL INCLUSIVE SILVER 2021 «««



SERVICE GUIDE

We would like to present to you the All Inclusive SILVER program 2021. A new exclusive service for our clients. During your check-in you will be handed a black bracelet so our hotel staff are able to identify you. **The only way of purchasing our silver All inclusive program is by reserving it directly online or by phone contacting our Call Center.**



EVENIA CALL CENTER

Spain: **902 021 500** - France: **+33 751280026** - Belgium: **+32 280 862 92**
United Kingdom: **+44 203 514 7287** - Rest of the world: **+34 931772477**

At Evenia Hotels we have reinforced the service "All Inclusive package" for our clients with a wide range of advantages and innovations just to make your experience more exclusive and enjoyable.



IMPORTANT

The offer "ALL INCLUSIVE" is strictly personal. 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 Silver" package. This bracelet is strictly personal and untransferable and is totally forbidden to be passed on to our clients. 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. Therefore we demand that this service will be used moderately and also remind you that it's totally forbidden to serve any alcohol to clients under 18 years old according to the Spanish law.

The non-compliance of this rule will cause the guest will immediately lose all rights to All Inclusive Gold and will pass to full board pension guest without being able to claim any refund. In case you lose or break your bracelet it is the client's obligation to notify the reception as soon as possible. In this case the client must pay, by the replacement of the bracelet, 10 euros.

Note: due the Covid-19, some of our schedules and services may be altered.



WHAT DOES ALL INCLUSIVE SILVER INCLUDE?

The "All Inclusive Silver" starts with the Check-in (12:00 pm) and finishes with the Check-out (12:00 pm) on the departure day. For an all-inclusive late check-out until 6.00 pm, please see prices and conditions at the Reception.



Meals

Buffet meals are included in the restaurant of your Hotel within normal opening hours. Snacks at the Bar Plaza, "El Olivo", "Mediterraneo", "Asia" restaurants and "Carlo's". Buffet for lunch at "Mediterraneo", "Carlo's" and "Asia" restaurants. See seasons and opening times. Check opening dates and times.



Drinks included

Soft drinks: lemon, orange, cola, 7Up and cola light

Fruit juices of pineapple, peach and orange.

Milk and water.

Draught beer, beer with lime and beer with lemonade.

Tea and coffee.

Brandy, Gin, Rum, Whisky and Vodka: local brands.

House Wine All Inclusive Silver: red, rosé, white, served by the glass.

After dinner Liqueurs (served in schnapps glasses): apple, peach, almond, etc.

Sweet and dry Aperitifs: local brands.

Mixed drinks with two ingredients, for example: Gin + Cola, are included as long as both ingredients are included in the above list.

For children: ice cream scoops, chips, snacks and soft drinks are included.



Bars with "All Inclusive" services

- Main Bar Zoraida Park: from 10:00 am until 12:00 am.
- Bar Plaza (next to swimming pool Zoraida Garden): from June to September and from 10:00 am until 12:00 am.
- "Tapas" and Snacks in Bar Plaza: from 12:00 pm a 4:00 pm. Sandwiches until 6:30 pm. From June to September.
- Snacks in "El Olivo": from 12:00 pm a 5:00 pm. From 15th Juny until 15th September.



Theme restaurants

- **Italian Restaurant "Carlo's":** From May to October 15th: Snacks buffet from 12:00 pm until 6:30 pm. Lunch buffet from 1:00 pm until 4:00 pm.
- **Mediterranean Restaurant:** From 15th June to 12th September. Snacks buffet from 12:00 pm until 6:30 pm. Lunch buffet from 1:00 pm until 4:00 pm.
- **Asia Restaurant:** From 15th June to 31st August. Snacks buffet from 12:00 pm until 6:30 pm. Lunch buffet from 1:00 pm until 4:00 pm.