

CONTENT:

HOTEL RULES AND REGULATIONS.....	2
SERVICES IN THE HOTEL	3
LIST OF TV CHANNELS	4
STRONGBOX PASSWORD SETTING.....	5
IMPORTANT INFORMATION.....	6
CLOTHING CLEANING SERVICES AND PRICES:.....	8

HOTEL RULES AND REGULATIONS

- ❖ If you want to prolong/shorten your stay at our Hotel, please call +37061497788 (Reception).
- ❖ Žilvinas Hotel Palanga is **a smoke-free hotel**. Smoking any type of cigarettes in the rooms and any public spaces of the Hotel is strictly prohibited. We kindly ask you to smoke only in the allocated areas. Upon failing to obey this requirement, you will be obliged to pay a 250 EUR fee for an additional clean-up of the room using special cleaning agents services.
- ❖ Pets are allowed in the apartments with a hard floor covering, only by prior arrangement with the hotel. In the apartment, can be accommodated no more than 1 animal (up to 10 kg). There is a charge of 15 €/per night for pets.
- ❖ For your own safety, the public spaces of the Hotel are equipped with security cameras.
- ❖ **Quiet time** at the Hotel lasts from 10 p.m. to 7 a.m. Please be respectful of your neighbors' needs to rest. If someone is disturbing your sleep, please call the Reception +37061497788.
- ❖ We kindly request you to use all electric devices only for their original purposes. If you wish to receive user manuals of the devices or if you notice any breakdowns, please contact the Reception. **Voltage**. Be cautious, as the voltage inside the room and the bathroom is 220 V (50Hz). If you are using an electric device with 110 V, you will need an adapter, which can be obtained at the Reception.
- ❖ We are grateful to you for using our equipment with care. However, upon damaging any of it (the damage is assessed by the Hotel's Management Team), you will be materially liable.
- ❖ If you want the house keeping staff not to clean your room, please put the **Do Not Disturb** sign on the outer side of your door. You will find this sign on your doorknob inside the room.
- ❖ If you want the house keeping staff to clean your room, please put the **Please Clean My Room** sign on the outer side of your door. You will find this sign on your doorknob inside the room. Your room then will be prioritized. Otherwise, the rooms are cleaned daily from 8 a.m. to 5 p.m. and when guests are out.*
- ❖ Bedding, towels and robes are changed every 3 days.*

**There may be some exceptions during the period of quarantine or state of emergency in the country. For exceptions inquire at the reception or call +370 614 97788*

SERVICES IN THE HOTEL

- ❖ **CAR PARKING LOT.** Hotel guests can park their cars in a parking lot next to the Hotel. Parking spaces must be booked in advance.
- ❖ **WASHING CLOTHES.** Chemical or dry cleaning. Further information can be obtained in the Reception or by calling +37061497788.
- ❖ **ADDITIONAL toiletries** (i.e. toothbrushes, basic sewing kits, toiletry kits, shower caps). Further information can be obtained in the Reception or by calling +37061497788.
- ❖ **PHOTOCOPYING/SCANNING.** Further information about prices can be obtained in the Reception or by calling +37061497788.
- ❖ **WAKE-UP CALL.** If you want to order a wake-up call, please call +37061497788.
- ❖ **Ironing boards and irons.** Please ask in the Reception or by calling +37061497788.
- ❖ **Upon checking-out and leaving,** your luggage can be stored in the Hotel's storage facilities.
- ❖ **Whenever required,** a baby crib can be brought to your room for an additional fee. Further information about prices can be obtained in the Reception or by calling +37061497788.
- ❖ **If needed,** you can rent some equipment for activities: Bicycle rental - women's, men's or children's bicycles and Nordic walking sticks. For rental ask at reception or call +370 614 977 88.

If you need some additional service not mentioned here, please contact the Reception by calling +37061497788.

LIST OF TV CHANNELS

- | | | | |
|-----|------------------------|-----|-------------------|
| 1. | Tv Rus Europe | 27. | Lrt televizija hd |
| 2. | 1 Tv rus Europe | 28. | Nickelodeon At |
| 3. | 2 Tv | 29. | Ntv Mir |
| 4. | 4 fun dance | 30. | Pro7 MAXX |
| 5. | 4 fun kids | 31. | Prosieben |
| 6. | 4 fun. Tv | 32. | ROSSIYA24 |
| 7. | 7D7 | 33. | RTL Austria |
| 8. | 8 tv RU | 34. | RTL Television |
| 9. | BBC World news | 35. | RTL 2 Austria |
| 10. | BTV | 36. | RTR |
| 11. | Comedy central Austria | 37. | SAT.1 |
| 12. | Current time | 38. | SAT.1 Bayern |
| 13. | Delfi tv | 39. | SAT.1 Gold |
| 14. | Deluxe music | 40. | SAT.1 NRW |
| 15. | Eska tv extra | 41. | Sky news Intl |
| 16. | Euro news germany | 42. | STARS.TV |
| 17. | Euro news Hungarian | 43. | SUPER RTL A |
| 18. | Euro news Russian | 44. | THT |
| 19. | Eurosport1 | 45. | TV1 |
| 20. | Info tv | 46. | TV3 |
| 21. | Kabel eins | 47. | TV6 |
| 22. | Lietuvos rytas | 48. | TV8 |
| 23. | Lnk | 49. | TVRUS |
| 24. | Lrt plius | 50. | VOX |
| 25. | Lrt plius hd | 51. | VOX Austria |
| 26. | Lrt televizija | 52. | WELT |

STRONGBOX PASSWORD SETTING

1. After opening the door, press the red button (x) (shown in the second image). The screen will display “Set-Code”.
2. You have 15 seconds to enter a user code (3-8 figures) and press the key symbol. If the new code is confirmed, IN will show up on the screen.
3. Check the new code by entering it one more time. The screen should display the word “good”.
Check whether the doors of the safe open by turning the lock clock-wise.

Note: If you want to delete the last figure, press ENTER.

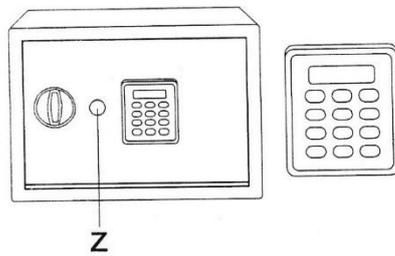


Diagram 1

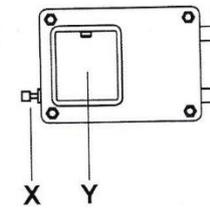


Diagram 2

IMPORTANT INFORMATION

Please take some time to read the important safety-related information below:

Please Always Follow the Fire Safety Rules

Don't leave any working electric heating/cooling devices, kettles, irons, water heaters in your room unattended. When you leave your room, turn off the TV, radio and all lighting devices (such as lamps, etc.). Please remember that covering floor and desk lamps with flammable materials poses danger. Smoking in your room is strictly forbidden. Do not bring into your room or keep there any materials or substances that can be a fire hazard. Inspect the evacuation plan, which you can find on one of the walls in your room. Memorize all the emergency exits and the arrangement of stairwells.

In Case of a Fire

If a fire breaks out in your room, immediately call **emergency number 112** and inform the Hotel's Receptionist by dialing +37061497788. If you are not able to put out the fire yourself, leave the room and close the door without locking it. Leave the danger zone and follow the instructions given by the Hotel's management team or firefighters.

If a fire breaks out outside your room immediately call **emergency number 112** and inform the Hotel's Receptionist by dialing +37061497788. Close the windows and the door before exiting. Before leaving the room, make sure to check the door first. If it is cool, open the door slowly and proceed towards the nearest exit.

If the corridors and the stairwells are filled with smoke and evacuation of the premises is not possible, stay in your room and open the windows wide. To avoid smoke inhalation, cover all the cracks and vents with towels or bedding soaked with water, and try to inform the Hotel management team about your location. Upon an arrival of firefighters, approach the window and cry for help.

If you feel that the door is hot, do not try to open it. Your room may be the safest place for you to be. Inform the Receptionist about the fire in your room and wait for help to arrive.

Guests in Your Room

Do not allow anybody to enter your room without identifying them first. For your own safety, we kindly ask you not to let anybody who has not checked-in into the hotel spend the night in your room. If you have any doubts as to the identity of a person trying to enter your room, please contact the reception by dialing +37061497788.

Keys

Upon losing the key, please inform the Receptionist about the latter immediately. In order to receive a new key, you will be asked to show your ID and to pay 50 eur fee for losing your key. Make sure to leave your room key in the Reception upon leaving the Hotel. Do not give your room key to anybody else.

Use of Personal Data

By entering their personal information and data in a Hotel Guest Registration Card, hotel guest(s) agree and permit the Hotel to collect, use and process the said information and data for commercial and/or advertising purposes (e.g. hotel room reservations, registration of guests, prevention of financial losses, protection against

insolvent clients, direct marketing, etc.) as well as for the purpose of managing the internal statistics of the Hotel. Hotel guest(s) have a right to disagree with the Hotel processing their personal information and data, and must indicate the latter in their Hotel Guest Registration Card. The refusal to give the Hotel the permission to process their personal information and data will not have any legal consequences and will not provide basis for the Hotel to refuse rendering its services for the aforementioned guest(s). The Hotel aims to ensure that the personal information and data of its guests are collected, transferred, processed and stored in a safe and efficient manner, but it is not liable for the incorrect information and data provided to the Hotel by its guest(s), inaccuracies therein and the consequences of using such incorrect information and data as well as the direct or indirect losses suffered by the guest(s) due to the latter.

Force Majeure

The liability of the parties that have failed to perform an Agreement Regarding Services Provided by the Hotel due to force majeure circumstances is determined in Art. 6.212 of the Civil Code of the Republic of Lithuania.

Resort Fees

The amount of the local fee is 1 € per person for one night. The fee is not applied to children below the age of 18. The said fee is not included into the room price.

CLOTHING CLEANING SERVICES AND PRICES:

If you wish to clean your clothes, please bring the laundry to the reception before 9 am. in the morning. Your laundry will be handed over to the cleaning service company and returned by the next day.

If you want urgent services (receiving clean laundry the same day), it will cost an additional 50 % of the value of the cleaning services. If you have any questions, do not hesitate to contact the reception staff or call: +370 614 97 788

Clothing cleaning fees:

<https://valyklaklaipeda.lt/rubu-valymo-kainos/>