



GRAND HOTEL GALLIA

★★★★



INFO HOTEL



WELCOME TO THE GRAND HOTEL GALLIA

On vacation like at home, welcome and dedication in the sign of the Batani touch.

Crossing the thresholds is like starting an extraordinary journey for those who love an active vacation, a moment of relaxation for anyone who wants to give themselves moments of tranquillity rediscovering also good food and wonders of the surroundings.

**Useful information for guests
in alphabetic order.**

**The reception is at your disposal
dialing 9 from the room.**



A

ADAPTOR

Adaptors are available at the reception desk. Please dial number 9 to request assistance.

AIR CONDITION/HEATING

To ensure proper use of the air conditioning or heating systems, we would like to inform you that our home-automation technology allows our reception staff to verify the functionality of each room's system. All rooms are pre-set to a temperature of 21°C during the summer season and 24°C during the winter season. However, guests can adjust the temperature by up to +2°C or -2°C using the control panel at the entrance. Please note that the systems will automatically stop working when windows or doors are open. If you need to adjust the temperature or require assistance with the system, please contact our reception desk at number 9.

AIRPORT

The Grand Hotel Gallia can be easily reached by plane from major Italian and European Cities, thanks to its proximity to several central airports including Rimini, Forlì, Bologna and Ancona. We offer transfer service to and from these airports for the comfort of our guests. For more information on pricing and scheduling, please contact our reception at number 9.

B

BABY-SITTING

For a personalized baby-sitting service, please contact the reception desk or ask for the service at booking office. Our staff will be able to recommend referenced and specialized babysitters. Please note that this service is subject to an additional charge.

BAR

The Lobby Bar, located on the ground floor, is open from 10:00 a.m. to 12:00 p.m. Our staff is at complete disposal for aperitifs, international cocktails, afternoon tea and small snacks.

BATHROBE

Guests can request a bathrobe for a fee of €10,00 per change, except for those who staying in Junior Suite and Suite rooms. We also offer plus sizes for your comfort.

BEACH TOWELS

The hotel can provide beach and pool towels at a fee of € 3,00 per towel per change. After use, please leave them in your room or at the pool, in the laundry cart.

BREAKFAST

Buffet breakfast is served every morning from 7:30 to 10:00 a.m. at the “Panoramic” restaurant in low season and on the external veranda in the summer months of June, July and August.

If you wish to eat it in your room, you may call the front desk at 9. You will be charged a fee of € 8.00 for the service.

BICYCLES

There are several bike rental options available near the hotel. For more information, please contact our reception desk. Please note that this service is subject to an addition charge.



CAR RENTAL

It is possible to rent a car with or without a driver. For more information, please contact the front desk or dial 9.

CASH DESK

Our cash desk is open from 8:00 a.m. till 10:00 p.m. daily. To ensure a smooth and efficient checkout process, we recommend that you review your bill the day before your departure. If you need a special invoice for your stay, please let us know when you check in or at least a few days prior to your departure

CHECK- IN / CHECK-OUT

Check-in is possible from 2:00 pm, while on the day of departure we ask that you vacate your room by 10:00 am. If you need to extend your check-out time, please contact the front desk the night before to check availability and additional cost. You can leave your luggage in our free storage room to enjoy your last day at the beach or on an excursion.

CLEANING OF THE ROOMS

Room cleaning will be done daily. Starting at 5 p.m., the room will be prepared for the night..

CONCIERGE

The reception staff is available to satisfy any curiosity, from information about the services offered by the hotel to information about the surrounding area to discover its origins, culture, food and wine delights. In Romagna, a land of good living and rich in history, there are many experiences to live, framed by the hospitality signed Batani Select Hotels. The staff can help you with information or even just advise you on excursions in the area.

CONGRESS CENTER & EVENTS

Our conference center can accommodate up to 400 people. It consists of 8 multi-purpose rooms for events, meetings, training and incentives. Send an inquiry to: event@selecthotels.it or request an appointment to learn all the details about space, catering and entertainment services. Our events office is available for customized inquiries and quotes.

COPIES - SCAN

Document scanning and photocopying services are available 24/7 at the front desk. Photocopying service for a fee.

CORRESPONDENCE AND SHIPPING

Please contact the front desk, number 9, for correspondence or any kind of shipping. Service fee

CREDIT CARD

We accept a variety of credit cards for payment and deposit purposes. If you prefer to pay with a credit card, we accept Carta Sì, Visa, Mastercard, American Express and Diners.

D

DOCTOR

For medical and/or dental care, please contact the front desk by calling 9.

DO NOT DISTURB

To avoid being disturbed push the button “Dnd” situated at the entrance, under the card pocket, or use the appropriate card to hang on the outside door handle for rooms on the 4th floor.

DRESS CODE

No bathing suits are permitted in the common areas. Pants and shirt for gentlemen or a sarong for ladies are allowed. It is possible to walk through the lobby in a bathrobe. Access to the “Panoramico” restaurant is not allowed in shorts and tank top. Gentlemen are requested to wear long pants and closed shoes.

E

ELECTRIC AUTOS

We offer charging stations for electric cars inside our parking area. To reserve a spot, please contact our reception desk at number 9.

EMERGENCY

In case of emergency, please contact the front desk at 9. Please guard your room key and, in case of loss, inform the front desk as soon as possible. Do not leave valuables unattended in the rooms. An in-room safe is available to you free of charge and you can find it on the wall, behind the curtains or in the wardrobe.

EXTRAS

Drinks and all extras during your stay will be charged to your room bill.

F

FIRE

In case of fire, please walk to the nearest fire exit. All emergency exits are visible in your room or even in any common area of the hotel and they are marked with a green sign.

Please remember not to use the elevator. Dial 9 in case of emergency.

FLOWERS

The reception staff will be happy to meet your requests.

FITNESS

A small fitness room equipped with Technogym treadmills is available to guests with exercise bikes and dumbbells. It is open daily from 8 a.m. to 10 p.m. and access is next to the Dolce Vita Spa entrance on the

ground floor. For information, you can contact the front desk by dialing 9.

FORGOTTEN ITEMS

In the case of personal items forgotten in the hotel's room and found by our cleaning staff, you can request its shipping with charge of transport costs.



GARAGE

The hotel has an unattended underground garage with individual card access for a fee. We recommend reserving a spot with your room reservation.



HAIRDRESSER

The service is available at our Dolce Vita Spa Center. For information or reservation, you may call 535

HOUSEKEEPING

Courtesy sets, first aid and sewing kits, cribs, electric

adapters and reducers, blankets and pillows are available at the reception desk. For their delivery, contact the front desk at 9.



INTOLERANCES AND ALLERGIES

Please notify the Maître of any meal intolerances and allergies. In collaboration with the Chef, they will be at your disposal for alternative menus. To avoid misunderstandings, please also inform the reservation office and the front desk.



KEY ROOM

The key provided upon arrival allows access to the room. To activate the electricity, you must insert the key into the appropriate slot in the room. If you lose your card, please notify the front desk as soon

as possible and we will deactivate it. Please leave the key at the front desk when you check out. Do not leave the card in the room.

KETTLE IN THE ROOM

If you are looking for a kettle to use during your stay, you can pick it up at the reception desk or request one to be brought to your room by contacting the front desk at number 9.

KIDS

We want to ensure that our youngest guests have everything they need for a comfortable and enjoyable stay. We offer a range of amenities for babies and young children, including baby cots, changing tables, high chairs, bottle warmers and strollers. If you require any of these items during your stay, please ask at the reception desk and we will do our best to accommodate your needs. Please note that there may be a charge for some of these services including stroller rentals.



LAUDRY AND IRONING

Laundry and ironing service is available daily from 8:30 am to 9:00 pm. Dry cleaning service is available Monday through Friday (for delivery of garments by 9:30 a.m. Friday). Linen can be placed in the special bag located in the closet by filling out the appropriate sheet and

contacting the front desk at 9 for pickup. Otherwise, you may notify the maid on your floor and hand over the bag to her. In the absence of notification, the bag will be left in the room. The cost, method and time of delivery are indicated on the linen sheet.

LUGGAGE

For any requests regarding your luggage, please contact our reception desk at any time by dialing number 9. A luggage storage service is available 24/7 at the lobby, free of charge



MINIBAR

Each room has a minibar containing water, soft drinks, beer and snacks. Service charge

MINICLUB

Children's club staff assist children aged 3 to 11 every day from mid-June to the end of August.

Children under the age of 3 may participate to the activities held at the hotel and on the beach, but only if accompanied by an adult. At the "Panoramico" restaurant your children can have lunch or dinner with the animators and the other kids at the miniclub table.

N

NEWSPAPER AND MAGAZINES

Italian and foreign newspapers or magazines can be reserved daily at the front desk.

You can receive them directly in your room or at the reception desk. Service fee

P

PARKING

The unattended underground garage is available for a fee and it can be reserved with the hotel reservation. Unattended covered parking is available for a fee, but the advance reservation of space is not accepted.

Space will be reserved upon arrival based on availability. Outdoor parking on blue stripes available for a fee according to municipal regulations.

PHARMACY

The nearest pharmacy is the Bedeschi Pharmacy in Piazzale Napoli n. 3 - tel. 0544 991271 or the Central Pharmacy located in Via Milano at number 8 - tel. 0544 992240.

For more information, call the front desk at 9.

PETS

Small pets are welcome at our hotel, but we kindly request that you notify us of their presence when making your reservation. Please note that pets are not allowed in the restaurant, spa, fitness center, swimming pool or conference rooms. If you bring your pet, please make arrangements with the reception for cleaning times and other arrangements. A daily supplement is required for each pet.

During the summer season, dogs are not allowed on the beach during certain hours as defined by the seaside ordinance of the Municipality of Cervia. Owners are responsible for any damage caused by their pet to people or property.

R

RECEPTION

Front desk assistance is available 24 hours a day. The staff speaks several languages as Italian, English, French, German, Spanish, and Russian.

RESTAURANT

Our restaurant “Panoramico” is located on the first floor of the building and it is open daily in following hours :

- Breakfast (in the low season) from 07.30 till 10.00 a.m.
- Lunch from 12.30 till 14.00
- Dinner from 19.30 till 21.00

Baby’s access are allowed 15 minutes in advance of the mentioned timetables

ROOM SERVICE

Room service is available for a fee from 7:30 am to 9:00 pm. For breakfast served in the room, the service will be charged € 8,00. In case the room service is requested for lunch or dinner a fee of € 10,00 will be charged on your bill.

S

SAFE

For your convenience and security, each room is equipped with a personal safe. If you are staying in a room with a traditional lock, keys will be provided upon arrival, subject to a deposit. If you are staying in a room with a digital safe, instructions for creating your own combination will be provided in the room. The hotel cannot be held responsible for any valuables left unattended in the rooms. We recommend that you take appropriate precautions to ensure the safety of your belongings. When you are ready to check out, please remember to empty the safe and to return the key to the front desk. If you lose the safe key or fail to return it, the deposit will be retained.

SMOKE

All rooms are non-smoking. Smoke forbidden in all indoor areas. It is allowed to smoke in the balcony, please contact the bar for an ashtray.

SPA DOLCE VITA

The Dolce Vita Spa wellness center is an elegant

area, ideal for spending moments of well-being and exclusivity. Open daily from 2. P.m. till 8 p.m., it is located in the lobby floor. Our spa manager is available to advise you on the choice of treatments for a personalized well-being. The spa area includes the use of the whirlpool, Finnish sauna and Turkish bath (steam room), all accompanied by the ever-present herbal tea service with cookies and fresh fruit.

We invite you to visit the “Dolce Vita Spa” section on our website, where you can download the spa brochure and find out all the offers. For an appointment, you can contact the spa front desk at 535. Cancellations are possible to the spa reception desk within 2 hours before the treatment, otherwise the cost of the booked treatment will be charged.

SWIMMING POOL

The heated outdoor swimming pool is open from 8 a.m. to 6 p.m during the summer months and it is located in the center of our garden. The height of the water varies from 1.50 x 2.8 x 18 m length. For assistance, a lifeguard is present in the area.

Hours of attendance are displayed at the entrance of the swimming pool; outside these hours, the access is on your own responsibility.

Swimming lessons can be taken upon request.

The hotel also features a heated indoor hot tub, which can be used in combination with the wellness experience of our Dolce Vita Spa. For information and reservations, call the spa front desk at 535.

T

TAXI

A transfer service is available. For reservations, times and costs, please contact the reception desk

TELEPHONE

Our telephone number is + 39 0544 994692. To get an outside line, please dial nr. 0. To speak to another room, simply dial the room number of the room you wish to speak to. For any other information, contact the front desk at nr. 9

TELEVISION

Our televisions are already tuned to all the channels receivable in the area. From number 400 SKY programming starts and foreign language channels follow.

U

UMBRELLAS

In case of rain, you will find umbrellas available at the reception desk. When you have finished using them, please return them to the reception staff.



VALUABLES

The management declines all responsibility for valuables left unattended in the room or in the common areas. Each room is equipped with a safety deposit box available free of charge. Upon arrival you will receive the key with the room's key



WAKE UP CALL

You can request this service directly at the front desk or by calling 9.

WI.FI

Please note that free wireless Internet access is available in your room and in all common areas of the hotel. To obtain the access, connect to the wi-fi network of GRAND HOTEL GALLIA and register. For assistance, contact the front desk at 9.