

Usluge

SERVICES

HR

BANKOMAT

Bankovne transakcije možete obaviti i uz pomoć bankomata koji se nalazi neposredno uz recepciju.

CVIJEĆE

Cvjetne aranžmane za posebne prilike možete naručiti uz pomoć recepcije.

DASKA ZA GLAČANJE

Ako sami želite izglačati svoje rublje, dasku za glačanje i glačalo dostavit ćemo vam na upit. Za uslugu se obratite osoblju na recepciji.

DJECA U KAMPU

Za sve informacije vezane za djecu – aktivnosti, dječji klub, dječje igralište – molimo vas obratite se voditelju fun & sport tima. Ako vam je potreban dječji krevetić, zatražite ga na recepciji.

GOSTOLJUBIVOST KUĆE

Za dodatne plahte, deke, ručnike, jastuke ili kozmetiku obratite se recepciji ili naručite putem Maistra aplikacije

RADI VAŠE SIGURNOSTI

- molimo upoznajte se s putovima evakuacije u kampu i najbližim vatrogasnim aparatima koji se nalaze unutar i neposredno pored vaše mobilne kućice
- svaki događaj koji ugrožava zdravlje i sigurnost vas, ostalih gostiju ili osoblje kampa odmah prijavite recepciji na broj +385 52 853 700 ili ovlaštenom osoblju kampa
- kamp posjeduje automatski vanjski defibrilator dostupan 0 – 24 sata na recepciji kampa
- jedinstveni broj za hitne slučajeve 112 (hitna pomoć / vatrogasci / policija).
- najbliža hitna pomoć te turistička ambulanta nalaze se na adresi Matteo Benussi 6, Rovinj.

KLIMATIZACIJA

Sve mobilne kućice opremljene su klima-uređajima koje sami regulirate daljinskim upravljačem. Sustav ne radi ukoliko senzori očitaju da su otvoreni vrata ili prozori. Molimo vas s energijom postupajte racionalno.

GB

ATM

For bank transactions, please use the ATM located next to the reception desk.

FLOWERS

Flower arrangements for special occasions can be ordered through Reception.

IRONING BOARD

If you would like to iron your clothes, an iron and ironing board will be provided on request. For this service, please contact the reception staff.

CHILDREN AT THE CAMPSITE

For all information related to children – activities, kids' club, children's playground, children's equipment – please contact the head of the Fun & Sport team. If you require a cot, please speak to a member of staff at Reception or request it via Maistra App.

HOUSE HOSPITALITY

For additional bed linen, blankets, towels, pillows or toiletries, please contact the reception staff.

FOR YOUR SAFETY

- Please familiarise yourself with the evacuation routes at the campsite and the nearest fire extinguishers located inside and close to your mobile home.
- Any event that endangers your own health and safety and the health and safety of other guests and camp staff should be reported immediately to the reception desk at +385 52 853 700 or to an authorised member of staff.
- The campsite has an automatic external defibrillator available 0–24 hours at the camp reception.
- Single emergency number 112 (ambulance / fire service / police).
- The nearest accident and emergency room and tourist clinic is located at the address Matteo Benussi 6, Rovinj.

AIR CONDITIONING

All mobile homes are equipped with air-conditioning units which you can regulate by using the remote control. The system does not work if the sensors detect that the doors or windows are open. We kindly ask you to be rational in your energy consumption.

ISPIS DOKUMENATA

Za ispis dokumenata i fotokopiranje obratite se recepciji.

IZGUBLJENO-NAĐENO

Za prijavu izgubljene ili povrat pronadene stvari obratite se recepciji.

IZLETI

Za informacije o organiziranim izletima obratite se recepciji.

KREDITNE KARTICE

Usluge i smještaj, osim gotovinom (isključivo u EUR), možete platiti karticama American Express (isključivo na recepciji), Eurocard i Mastercard, Visa i Diners.

KUĆNI LJUBIMCI

Gost je dužan kućnog ljubimca prijaviti na dolasku. Kućni ljubimci ne smiju biti bez nadzora vlasnika, obavezno ih je voditi na uzici. Vlasnici kućnih ljubimaca obvezni su pokupiti njihov izmet i ubaciti ga u za to predviđene kante. Nije dopušteno tuširanje pasa na tuševima na plaži. Mjesto za njihovo tuširanje označeno je na planu kampa. Kupanje pasa u moru dopušteno je samo na posebno obilježenim mjestima na plaži. Za nepoštivanje pravilnika naplaćuju se naknade za štetu prema važećem cjeniku.

LIJEČNIK

Ako zatrebate pomoć liječnika, a iskreno se nadamo da se to neće dogoditi, najbliža turistička ambulanta nalazi se na adresi Matteo Benussi 6, Rovinj. Obratite se osoblju na recepciji za dodatne informacije.

ODJAVA

Iz mobilne kućice treba se odjaviti do 10 sati i ključ vratiti na recepciju. U slučaju želje i potrebe za produljenjem boravka, molimo vas, provjerite mogućnost s recepcijom dan prije. Na dan odlaska možete ostati u objektu i koristiti usluge restorana, bazena i ostalo.

POSLOVNI SERVIS

Za uslugu slanja poruke e-poštom molimo obratite se osoblju na recepciji.

PARKIRANJE

Za svaku kućicu predviđeno je jedno parkirno mjesto. Uz odobrenje recepcije moguće je prijaviti i dodatni automobil i parking.

PRINTING DOCUMENTS

To print a document, please contact Reception.

LOST & FOUND

To report lost or retrieve found property, please contact the reception staff.

EXCURSIONS

For information on organised excursions, please contact the reception desk or request it via Maistra app.

CREDIT CARDS

Services and accommodation can be paid in cash (only in EUR) or by American Express (only at the reception), Eurocard, Mastercard, Visa, and Diners credit cards.

PETS

Guests must report their pets on arrival. Pets must not be left unattended and must always be led on a leash. Owners must pick up their pets' waste and dispose of it in the designated bins. Showering dogs at the beach shower area is not permitted. The dog-showering area is marked on the campsite map. Dogs may swim in the sea only in the designated dog swimming areas. Failure to comply with these rules will result in additional charges for damage according to the valid price list.

DOCTOR

Should you require medical assistance and we sincerely hope it won't be the case, the nearest tourist clinic is located at the address Matteo Benussi 6, Rovinj. For more information, please contact our reception staff.

CHECKOUT

Please check out from your mobile home by 10 am and return the key to the reception desk. If you would like or need to extend your stay, please check the availability at the reception a day in advance. On the day of departure, you are welcome to stay at the campsite and continue to use the restaurants, pools and other services.

BUSINESS SERVICE

If you would like to send an email, please contact the reception staff.

PARKING

Every mobile home has one parking space at disposal. With the approval of Reception, it is possible to register an additional car and parking space.

PORTIR

U slučaju da vašu prtljagu treba donijeti u sobu ili odnijeti iz sobe, zatražite pomoć od osoblja na recepciji.

PRANJE RUBLJA

Detalje o usluzi pranja rublja možete saznati na recepciji. Prodaju žetona vrši osoblje recepcije. Upute za korištenje nalaze se pored perilice i sušilice rublja.

PRIJEVOZ DO ZRAČNE LUKE

Ako poželite, organizirat ćemo vam prijevoz do zračne luke, uz prethodnu najavu recepciji.

PRTLJAGA

Za odlaganje prtljage obratite se osoblju recepcije.

RENT-A-CAR

Najam automobila moguć je uz prethodnu najavu recepciji, minimalno jedan dan unaprijed.

RELIGIJSKA SLUŽBA

Misi možete prisustvovati u rovinjskoj crkvi sv. Eufemije. Za detaljnije informacije obratite se osoblju recepcije.

SEF

U ormaru vaše mobilne kućice nalazi se sef prikladan za pohranu važnih dokumenata i dragocjenosti. Objekt ne preuzima odgovornost za izgubljene vrijednosti ostavljene u mobilnoj. Molimo vas sef na odlasku ispraznite i ostavite otvorenim.

Unos vaše osobne lozinke: vrata moraju biti zatvorena / unesite svoju lozinku (bilo kojih 5 brojeva) / pritisnite tipku #.

Otvaranje vrata sefa: unesite svoju lozinku i pritisnite tipku # / na ekranu će pisati "open".

Zatvaranje vrata sefa: držite vrata sefa zatvorenima / unesite svoju lozinku i pritisnite tipku # / na zaslonu će pisati "closed".

Pri odlasku iz mobilnih kućica vrata sefa ostavite otvorenima.

Upute za unos vaše lozinke nalaze se na sefu.

PORTER

If you require your luggage to be brought to your room or taken out, please ask the reception staff for assistance.

LAUNDRY SERVICE

For details about our laundry service, please inquire at the reception desk. Tokens can be purchased from the reception staff. Instructions can be found next to the washing machine and tumble dryer.

TRANSPORT TO THE AIRPORT

Transport to the airport can be arranged with prior notice to the reception desk.

LUGGAGE

To store your luggage, please contact the reception staff.

CAR HIRE

Hiring a car is possible with prior notice to the reception desk, at least one day in advance.

RELIGIOUS SERVICE

You can attend the mass at Rovinj's church of St Euphemia. For more information, please contact our reception staff.

SAFE DEPOSIT BOX

The wardrobe in your mobile home has a safe deposit box for storing important documents and valuables. We cannot take responsibility for lost valuables left in the mobile home, on the beach or by the swimming pool. When leaving the hotel, please empty the safe and leave it open.

Entering your personal code: the door must be closed / enter your code (any 5 numbers) / press the # key.

Opening the safe door: enter your code and press the # key / the word "open" will be shown on the display.

Closing the safe door: please keep the safe door closed / enter your code and press the # key / the word "closed" will be shown on the display.

When leaving the mobile home, please leave the safe door open.

Instructions for entering your code can be found on the safe.

SUŠILO ZA KOSU

Sušilo za kosu naći ćete u kupaonici.

TAKSI-SLUŽBA

Za usluge taksi-prijevoza obratite se recepciji.

TELEVIZIJSKI PROGRAM

U svakoj se sobi nalazi televizor preko kojega možete pratiti brojne satelitske programe na različitim jezicima.

BAROVI

TUFFO SPLASH BAR

Stol s pogledom na strelovite vožnje toboganom i puno prskanja. Klinci su sretni, a vi? Na terasi Tuffo Splash Bara ništa vam ne može pokvariti dan, uz zdrave grickalice i osvježavajuće koktele u ruci.

ROSEMARY BREAD & DELI

Još jedan dio koncepta MaiEats je Rosemary Bread & Deli, koji kombinira pekaru, kafić i snack bar. Ovdje se možete osvježiti, naručiti ukusne zalogaje za ponijeti tijekom dana ili uživati u opuštenom druženju u večernjim satima.

RESTORANI

LOVOR REAL GRILL

Idealno mjesto za druženje s prijateljima i obitelji uz pogled na more. U Lovor Real Grill restoranu nudimo svježiu ribu, meso s lokalnih hrvatskih farmi i maslinovo ulje najboljih istarskih maslinara. Ovdje ćete pronaći internacionalna jela s lokalnim twistom. Za sve informacije o radnom vremenu slobodno se obratite recepciji.

BASILICO PIZZA PASTA

Restoran u kojem nudimo klasičan izbor pizza i tjestenina, ali i lokalne pašte poput one s bogatim istarskim šugom. Imamo i veliki izbor pizza inspiriranih našim podnebljem. Za sve informacije o radnom vremenu slobodno se obratite recepciji.

KAPULA BURGER BAR

Kad napokon izronite iz mora, zgrabite sočan burger, cheeseburger, krumpiriće i hrskave kolutiće od luka. U našem Kapula Burger Baru promoviramo lokalne proizvode, pa kao glavne dodatke sočnom burgeru predlažemo istarsku pancetu i autohtoni sir iz Žminja. Upotrijebite doživljaj domaćim pivom lokalnih mikropivovara. Za sve informacije o radnom vremenu slobodno se obratite recepciji.

HAIR DRYER

The hair dryer can be found in the bathroom.

TAXI SERVICE

To arrange a taxi, please contact Reception.

TELEVISION PROGRAMMES

Every room is equipped with a tv set with numerous satellite channels in different languages.

BARS

TUFFO SPLASH BAR

A table with a view of thrilling water slide rides and lots of splashing. The kids are happy, how about you? Nothing can ruin your mood as you sit on the terrace of Tuffo Splash Bar, healthy snacks and refreshing cocktails in hand.

ROSEMARY BREAD & DELI

Part of the MaiEats concept, the Rosemary Bread & Deli combines a bakery, café and snack bar. Here you can refresh yourself, order delicious snacks to take away during the day, or enjoy a relaxed atmosphere in the evening.

RESTAURANTS

LOVOR REAL GRILL

The perfect setting for spending time with friends and family, with beautiful views of the sea. The Lovor Real Grill restaurant offers fresh fish, meat from local Croatian farmers and olive oil from the best olive growers in Istria. Here you will find international dishes with a local twist. For information on working hours, please inquire at the reception desk.

BASILICO PIZZA PASTA

A restaurant that offers the usual choice of pizzas and pasta but also includes local dishes like pasta with a rich Istrian sauce. We also offer a fantastic selection of pizzas inspired by our region. For information on working hours, please inquire at the reception desk.

KAPULA BURGER BAR

After a day on the beach, grab a juicy burger, cheeseburger, fries and crispy onion rings. Our Kapula Burger Bar showcases local produce and offers the perfect opportunity to try Istrian pancetta and traditional cheese from the town of Žminj as the main condiments to your juicy burger. To make your experience complete, choose a beer from one of the local microbreweries. For information on working hours, please inquire at the reception desk.

VEGETARIJANSKA I BEZGLUTENSKA PREHRANA

U našim restoranima, uz prethodnu najavu, pripremamo vegetarijansku i bezglutensku hranu prilagođenu vašim željama.

REZERVACIJE

Mjesto u à la carte restoranu možete rezervirati obratite li se voditelju sale.

BAZENI

Kamp raspolaže vanjskim bazenom, bazenom za skokove u vodu, spray parkom i dječjim bazenom. Prostor oko bazena opremljen je ležaljka i suncobranima. Za sve informacije o radnom vremenu slobodno se obratite recepciji.

SPORTSKE AKTIVNOSTI

Na raspolaganju su vam ronilački centar, najam bicikala i pedalina, stolni tenis, multifunkcionalno igralište, vanjski fitness, odbojkaško igralište na pijesku i mini golf. Više detalja zatražite od fun & sport tima.

BICIKLIRANJE

Na području Rovinja postoje četiri obilježene biciklističke staze, prilagođene rekreativcima, dužine 73 km, a zanimljive su po brojnim atraktivnim kulturnim i prirodnim lokalitetima. Zatražite biciklističku kartu od osoblja kampa.

TRČANJE

Poželite li trčati na raspolaganju su vam zemljane i šljunčane staze uz more u okolici kampa.

DRUŠTVENE IGRE

U slučaju da želite prikratiti vrijeme popularnim društvenim igrama, zatražite od animacije karte, šah, Čovječe ne ljuti se, Monopoly, Pictionary i druge igre.

ANIMACIJSKI PROGRAM

U sezoni vam je animacijski tim pripremio pregršt zanimljivih aktivnosti kojima možete ne samo pobijediti dosadu već i testirati svoju spretnost, sportski duh i kondiciju. Okušajte se u jutarnjim sportskim aktivnostima poput gimnastike i pilatesa, stolnog tenisa, aerobika, plesnih aktivnosti ili treninga izdržljivosti. Prošećite s animatorima i istražite prekrasnu prirodu ili pokažite svoju umjetničku stranu na našim kreativnim radionicama. Navečer uživajte u glazbi, tematskim večerima, kvizovima ili plesnim nastupima. Zatražite svoj primjerak programa kod animacijskog tima.

VEGETARIAN AND GLUTEN-FREE DIET

In our restaurants, with a prior notice, we prepare vegetarian and gluten-free dishes which can be suited to your preferences.

BOOKINGS

To book a table at the à la carte restaurant, please speak to the head waiter.

SWIMMING POOLS

The campsite has an outdoor pool, diving pool, spray park and children's pool. The area around the pool is equipped with sunloungers and parasols. For information on working hours, please inquire at the reception desk.

SPORTS ACTIVITIES

There are many sports activities to choose from including a diving centre, bicycle and pedal rental, table tennis, multipurpose playground, outdoor fitness, beach volley and mini golf. For more details please contact a member of the Fun & Sport team.

CYCLING

In the area around Rovinj, there are four marked bike trails 73 km in length, adapted for recreational cyclists and particularly interesting due to the numerous cultural and natural attractions en route. Please speak to a member of staff for your copy of the bike map.

RUNNING

If you're in the mood for a run, you can do so on packed-earth or gravel trails along the sea, in the area surrounding the campsite.

BOARD GAMES

If you wish to spend time playing popular board games, please ask the animation team for cards, chess, Ludo, Monopoly, Pictionary, and other games.

ANIMATION PROGRAMME

During the summer season, the animation team provides numerous activities to keep boredom at bay, as well as for testing your agility, athletic spirit and fitness. Try out the morning sports activities such as gymnastics and Pilates, archery, table tennis, aerobics, dance, or endurance training. Go for a stroll with the animators and explore the beautiful nature or express your artistic side in one of our creative workshops. In the evenings, enjoy music, themed evenings, quizzes and dance performances. Please ask the animation team for your copy of the programme.

SIGURNOSNE UPUTE O KORIŠTENJU MIKROVALNE PEĆNICE

- Ugrađeni sigurnosni prekidač za blokadu onemogućava korištenje mikrovalne pećnice dok su vrata otvorena
- Ne koristite pećnicu ako je prazna, ako nema hrane ili vode za apsorpciju mikrovalne energije jer može doći do oštećenja cijevi magnetrona
- Djeca smiju koristiti mikrovalnu pećnicu uz strogi nadzor
- Ne ostavljajte papirnate proizvode, pribor za kuhanje ili hranu u unutrašnjosti pećnice dok ju ne koristite
- Iskrenje u pećnici za vrijeme rada mikrovalova je posljedica uporabe metalnog pribora što je izričito zabranjeno jer kontinuirano iskrenje može oštetiti uređaj
- Pazite da ne začepite bilo koji od otvora za provjetranje smještenih na gornjoj, stražnjoj, bočnoj i donjoj stranice pećnice
- Ne zagrijavajte hranu u konzervama u mikrovalnoj pećnici; uvijek prebacite hranu u prikladan spremnik
- Ne možete pržiti u ulju (frigati) u mikrovalnoj pećnici jer se temperatura masti ne može kontrolirati što može dovesti do opasnih situacija
- Kokice možete pripremati u mikrovalnoj pećnici, ali samo u posebnim pakiranjima
- Ne zagrijavati cijela jaja i zabrtvljene staklenke jer mogu eksplodirati; zato uvijek probušite žumanjak, a zatim ga pokrijte i pustite da odstoji jednu minutu prije skidanja pokrova
- Zabranjeno je otvarati vrata dok mikrovalna pećnica radi jer se oštećuje zaštitni sistem
- Za uklanjanja mirisa iz unutrašnjosti pećnice zagrijte čašu vode s dvije žlice limunova soka u trajanju od 5 minuta

SAFETY INSTRUCTIONS FOR USE OF THE MICROWAVE OVEN

- A security blockade has been built in that disables use of the microwave oven while the doors are open
- Do not use the oven if empty, if there is no food or water to absorb the microwave energy, damage could result to the magnetron pipes
- Children are permitted to use the microwave only under adult supervision
- Do not leave paper products, cooking utensils or food inside the oven when not in use
- If sparks appear in the oven during use, this is due to the use of metal utensils, which is explicitly forbidden and continued sparking could damage the device
- Take care not to cover any of the ventilation openings on the top, back, side and bottom of the oven
- Do not heat food in cans in the microwave oven, always transfer food to an appropriate container
- Deep frying is not possible in the microwave oven, as the oil temperature cannot be controlled, which could lead to dangerous situations
- Popcorn can be prepared in the microwave oven, but only in special packaging
- Do not heat whole eggs or sealed jars, they could explode. Always pierce the egg yolk, then cover and let stand for one minute before removing the cover
- It is forbidden to open the door while the microwave oven is in operations, this could result in damage to the safety protection system
- To remove odours from the inside of the oven, heat a glass of water with two tablespoons of lemon juice for 5 minutes