

Usluge

SERVICES

HR

BANKOMAT

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

CVIJEĆE

Cvjetne aranžmane za posebne prilike možete naručiti uz pomoć osoblja recepcije.

DASKA ZA GLAČANJE

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

DJECA U KAMPU

Sve informacije vezane za djecu – aktivnosti, dječji klub, dječje igralište možete dobiti na recepciji ili na informativnom panou kampa. Ako vam je potreban dječji krevetić, zatražite ga na recepciji.

GOSTOLJUBIVOST KUĆE

Za dodatne plahte, deke, ručnike, jastuke ili kozmetiku obratite se osoblju na recepciji.

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 52 225 666 ili ovlaštenom osoblju kampa
- jedinstveni broj za hitne slučajeve 112 (hitna pomoć / vatrogasci / policija).
- najbliža hitna pomoć te turistička ambulanta nalaze se u Poreču na adresi ulica Dr. Mauro Gioseffi 2.

KLIMATIZACIJA

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

ISPIS DOKUMENATA

Za ispis dokumenata obratite se osoblju recepcije.

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 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 – please contact the reception desk or check the campsite information board. If you require a cot, please speak to a member of staff at Reception.

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 52 225 666 or to an authorised member of staff.
- Single emergency number 112 (ambulance / fire service / police).
- The nearest accident and emergency room and tourist clinic is located at the address Dr. Mauro Gioseffi 2, Poreč.

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.

IZGUBLJENO-NAĐENO

Za prijavu izgubljene ili povrat pronađene stvari obratite se osoblju na recepciji.

IZLETI

Za informacije o organiziranim izletima obratite se recepciji.

KREDITNE KARTICE

Usluge i smještaj u kampu, osim gotovinom, možete platiti karticama American Express, Eurocard i Mastercard, visa i Diners.

KUĆNI LJUBIMCI

Dozvoljeni je boravak kućnih ljubimaca u mobilnim kućicama tipa Standard, Family, Standard with Whirlpool, Superior View, Superior View Couple, Forest Escape, Forest Escape Family i Premium BBQ uz naknadu. Gost je dužan kućnog ljubimca prijaviti na dolasku. Kućni ljubimci ne smiju biti bez nadzora vlasnika, obavezno je voditi ih 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

Usluge liječnika na raspolaganju su u sklopu kampa. Alternativno, molimo vas obratiti se osoblju recepcije.

NOVINE, ČASOPISI, CIGARETE I RAZGLEDNICE

Novine, časopise, cigarete i razglednice možete pronaći u prodavaonici ili kiosku kampa.

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 da pravodobno (dan prije) obavijestite recepciju. Na dan odlaska možete ostati u objektu i koristiti usluge restorana, bazena i ostalo.

POSLOVNI SERVIS

Za uslugu slanja poruke telefaksom ili e-poštom molimo obratiti se osoblju na recepciji.

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.

CREDIT CARDS

Campsite services and accommodation can be paid in cash or by American Express, Eurocard, Mastercard, visa, and Diners credit cards.

PETS

Pets are welcome subject to an additional charge in Standard, Family, Standard With Whirlpool, Superior View, Superior View Couple, Forest Escape, Forest Escape Family i Premium BBQ mobile homes. 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

Medical services are available in the campsite area. Opening hours 9 am-12 pm and 5-7 pm Alternatively, please contact a member of the reception staff.

NEWSPAPERS, MAGAZINES, CIGARETTES, AND POSTCARDS

Newspapers, magazines, cigarettes, and postcards can be purchased from the campsite shop or kiosk.

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 inform the reception desk 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 a fax or email, please contact the reception staff.

PARKIRANJE

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

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.

RENT-A-CAR

Najam automobila moguć je uz prethodnu najavu osoblju recepcije.

RELIGIJSKA SLUŽBA

Misi možete prisustvovati u vrsarskoj Crkvi sv. Martina ili u crkvi Sv. Bernarda u Funtani. Za detaljnije informacije obratite se ljubaznom osoblju recepcije.

SEF

U ormaru vaše mobilne kućice nalazi se sef prikladan za pohranu važnih dokumenata i dragocjenosti. Objekt ne može preuzeti odgovornost za izgubljene vrijednosti ostavljene u mobilnoj kućici, na plaži ili na bazenu. Molimo vas da sef na odlasku ispraznite i ostavite otvorenim.

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

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

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

Pri odlasku iz mobilnih kućica vrata sefa ostavite otvorenima.

SUŠILO ZA KOSU

Sušilo za kosu dostupno je u svim mobilnim kućicama.

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.

PARKING

One parking space in the zone is provided for each mobile home. With the approval of Reception, it is possible to register an additional car and parking space.

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.

CAR HIRE

Hiring a car is possible with prior notice to the reception desk.

RELIGIOUS SERVICE

You can attend the mass at Vrsar's church of St Martin or in St. Bernard church in Funtana. For more information, please contact our friendly 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.

HAIR DRYER

A hair dryer is available in every mobile home.

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.

BAROVI

FRESH CORNER

Smješten je u prostoru do marketa. Jedini bar koji se otvara u ranojutarnjoj smjeni (u 07:00). Nudimo napitke od kave, bezalkoholna i alkoholna piće te koktele. Za sve informacije o radnom vremenu slobodno se obratite recepciji.

TUFFO SPLASH BAR

Nalazi se u neposrednoj blizini otvorenog bazena, mjesto gdje se u toplim ljetnim danima možete osvježiti velikim brojem različitih pića i zalogajčića. Za sve informacije o radnom vremenu slobodno se obratite recepciji.

MAISTRALON BEER GARDEN

Osim hrane za vas smo pažljivo izabrali i ponudu pića u novom Maistralon Beer Garden. Uživajte u popodnevnom druženju u hladu pivskog vrta uz zanimljiva autohtona piva naših malih pivara i velikom izboru lokalnih grickalica.

ADRIA SNACK

Nalaze se na sjevernom rtu kampa. Gostima nudimo jednostavna jela, alkoholna i bezalkoholna pića i napitke, koktele i sladoled. Za sve informacije o radnom vremenu slobodno se obratite recepciji.

DELFINA BEACH BAR

Delfina Beach Bar u kampu Valkanela donosi ne samo osvježavajuća pića, već i opuštenu atmosferu uz more. Ljetna bezbrižnost koja obuhvaća prostor ostavlja ugodan dojam, a uspomene na dobar okus traju i nakon povratka s godišnjeg odmora.

RESTORANI

SEA SALT QUICK BITE

Pronađite svoje mjesto u hladu pa uživajte u burgerima, fish & chipsu i ostalim klasicima koje pripremamo od svježih, lokalnih namirnica. Opuštenu atmosferu dodatno naglašavaju prijateljsko osoblje i osvježavajući kokteli.

KAPULA BURGER BAR

Kad izronite iz mora, uronite u svijet burgera, krumpirića i kolutića od luka. U Kapula burger baru na plaži promoviramo zdrave i lokalne namirnice, pa kao glavne dodatke burgeru predlažemo domaću pancetu i autohtoni sir iz Žminja, a za desert krafne ili naš vlastiti, u kući pripremljeni sladoled.

BARS

FRESH CORNER

The Fresh Corner is located next to the supermarket and is the only bar open early in the morning (from 7 am). It offers coffee, soft drinks, alcoholic drinks, and cocktails. For information on working hours, please inquire at the reception desk.

TUFFO SPLASH BAR

Located by the outdoor pool, it is an ideal spot for refreshment on hot summer days, serving a myriad of drinks and snacks. For information on working hours, please inquire at the reception desk.

MAISTRALON BEER GARDEN

In addition to the food, we have a fantastic selection of drinks in our new Maistralon Beer Garden. Enjoy spending time with friends in the shade of the beer garden on a lazy afternoon with unique and distinctive local beer from our craft breweries and a wide selection of local finger food.

ADRIA SNACK

The bars are located on the northern capes of the campsite. They serve simple dishes, alcoholic and non-alcoholic drinks, cocktails and ice cream. For information on working hours, please inquire at the reception desk.

DELFINA BEACH BAR

The Delfina Beach Bar at Valkanela Campsite serves refreshing drinks in a relaxed atmosphere by the water's edge. Enjoy carefree summer vibes, ensuring you return home with enduring memories of delicious flavours.

RESTAURANTS

SEA SALT QUICK BITE

Find a place in the shade and enjoy burgers, fish & chips, and other classics that we prepare with fresh and local ingredients. The friendly staff and refreshing cocktails add to the laid-back atmosphere.

KAPULA BURGER BAR

After a long day of swimming in the sea, treat yourself to a delicious meal of burgers, French fries and onion rings. Our Kapula burger bar, located by the beach, takes pride in using healthy local ingredients. Try local bacon and Žminj cheese, and for dessert, our doughnuts or home-made ice cream.

LOVOR REAL GRILL

Ako volite obiteljski ručak ili večeru u borovoj šumici, na moru i uz zavodljiv miris pravog roštilja, terasa našeg Lovor Grill restorana pružit će vam upravo takav osjećaj. Uživajte u posebno osmišljenim predjelima, salatama, pizzama te poznatim mesnim i ribljim delicijama s grila, ali i s lokalnim twistom.

BASILICO PIZZA PASTA

I vi uvijek ogladnite nakon cjelodnevnog kupanja u bazenu? Nema problema. Skočite na terasu našeg restorana Basilico i uživajte u brojnim talijansko-istarskim kombinacijama, poput pize s crnim tartufom ili pize s jadranskim inćunima, domaćoj pasti s istarskim šugom i osvježavajućim desertima .

VEGETARIJANSKA PREHRANA

U našim restoranima pripremamo vegetarijansku hranu prilagođenu vašim željama.

BAZENI

Kamp raspolaže vanjskim bazenima. Na raspolaganju su vam veliki rekreacijski bazen dužine 50 m, junior bazen sa skakaonicom te dječji bazen za naše najmlađe goste. Bazen su punjeni slatkom vodom i nalaze se u centralnom dijelu kampa uz restoran Basilico. Prostor oko bazena opremljen je ležaljka i suncobranima. Vrlo je važno pridržavati se pravila ponašanja na bazenu.

SPORTSKE AKTIVNOSTI

Na raspolaganju su vam brojne sportske aktivnosti: tenis na otvorenom, odbojka na pijesku, minigolf, bicikliranje, plivanje, nordijsko hodanje ili razne aktivnosti na vodi. Više detalja zatražite od fun & sport tima ili na recepciji.

TENIS

Na raspolaganju su vam otvoreni teniski tereni.

JOGGING

Poželite li džogirati na raspolaganju su vam kamene staze uz more duž obale.

BICIKLIRANJE

Zatražite bike kartu od osoblja kampa.

DRUŠTVENE IGRE

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

LOVOR REAL GRILL

If you fancy the idea of a family lunch or dinner in a little pine forest, near the sea, with the seductive smell of a real barbecue wafting over you, the terrace of our Oleander Grill restaurant will give you just that. Enjoy special appetisers, salads, pizzas and famous meat and fish delicacies from the grill, prepared with a local twist.

BASILICO PIZZA PASTA

Who doesn't get hungry after a long day of swimming in the pool? We've got you covered. Hop by the terrace of our Basilico restaurant and enjoy the many Italian-Istrian dish combinations, such as pizza with black truffles or pizza with Adriatic anchovies, home-made pasta with Istrian goulash and a refreshing pyramid semifreddo.

VEGETARIAN DIET

In our restaurants, we prepare vegetarian dishes which can be suited to your preferences and requirements.

SWIMMING POOLS

The campsite has several outdoor swimming pools. There is a 50-metre recreational pool, a junior pool with a diving platform and a children's pool for our youngest guests. All pools are freshwater pools and are located in the central area of the campsite, next to Basilico restaurant. The area around the pools is equipped with sunloungers and parasols. It is very important to respect the swimming pool rules.

SPORTS ACTIVITIES

There are many sports activities to choose from: outdoor tennis, beach volleyball, mini golf, cycling, swimming, Nordic walking, and various water sports. For more details, please speak to a member of the Fun & Sport team or Reception.

TENNIS

Outdoor tennis courts are available, depending on the weather.

RUNNING

If you're in the mood for a run, there are stone tracks by the sea along the shoreline.

CYCLING

Please speak to a member of staff for your copy of the bike map.

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.

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 park-šumu, pridružite se školi hrvatskog jezika ili pokažite svoju umjetničku stranu na našim kreativnim radionicama. Navečer uživajte u glazbi, tematskim večerima ili plesnim nastupima. Zatražite svoj primjerak programa kod animacijskog tima.

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

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 forest park, join the Croatian language school, 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.

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