

Usluge

SERVICES

HR

BANKOMAT

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

GLAČALO I DASKA ZA GLAČANJE

Ako sami želite glačati svoje rublje, glačalo i dasku za glačanje dostaviti 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 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 52 801 511 ili ovlaštenom osoblju kampa
- Kamp posjeduje automatski 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.

ISPIS DOKUMENATA

Za ispis dokumenata obratite se osoblju na recepciji.

GB

ATM

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

IRON AND 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 – please contact the head of the Fun & Sport team. 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 52 801 511 or to an authorised member of staff.
- The campsite has an automatic 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.

PRINTING DOCUMENTS

To print a document, please contact Reception.

IZGUBLJENO-NAĐENO

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

IZLETI

Za informacije o organiziranim izletima obratite se osoblju na recepciji ili rezervirajte putem Maistra aplikacije.

KREDITNE KARTICE

Usluge i smještaj u mobilnim kućicama, osim gotovinom, možete platiti karticama American Express, Eurocard i Mastercard, Visa i Diners.

KUĆNI LJUBIMCI

Dozvoljeni su uz nadoplatu u određenim vrstama mobilnih kućica – Standard, Comfort, Premium Family i Standard with Whirlpool. 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.

NOVINE, ČASOPISI, CIGARETE I RAZGLEDNICE

Novine, časopise, cigarete i razglednice možete pronaći u kiosku unutar kampa u neposrednoj blizini marketa.

ODJAVA

Iz mobilne kućice treba se odjaviti do 10 sati te ključ i narukvice vratiti na recepciju. U slučaju želje i potrebe za produljenjem boravka, molimo vas pravodobno (dan prije) obavijestite recepciju. Na dan odlaska možete ostati u kampu i koristiti usluge restorana, bazena i ostalo.

LOST & FOUND

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

EXCURSIONS

For information on organised excursions, please contact the reception staff or book your excursion on Maistra App.

CREDIT CARDS

Services and accommodation in mobile homes 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 certain types of mobile homes – Standard, Comfort, Premium Family and Standard with Whirlpool. 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.

NEWSPAPERS, MAGAZINES, CIGARETTES, AND POSTCARDS

Newspapers, magazines, cigarettes, and postcards can be purchased from the campsite kiosk next to the supermarket.

CHECKOUT

Please check out from your mobile home by 10 a.m. and return the key and the wristband 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.

PARKIRANJE

U neposrednoj blizini mobilnih kućica nalaze se parkirališna mjesta. Parking zone označene su na karti kampa. Uz odobrenje recepcije moguće je prijaviti i dodatni automobil i parking. Nije dozvoljeno parkiranje na zelenim površinama i prolazima, već isključivo na predviđenim parkirališnim mjestima.

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 moguće je uz prethodnu najavu recepciji.

RELIGIJSKA SLUŽBA

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

SEF

U ormaru vaše mobilne kućice nalazi se sef prikladan za pohranu važnih dokumenata i dragocjenosti. Kamp ne može preuzeti odgovornost za izgubljene vrijednosti ostavljene u mobilnoj kućici, na plaži ili na bazenu. Molimo vas sef na odlasku isprazniti i ostaviti otvorenim. Mobilne kućice od broja 1 do 154 nisu opremljene sefom.

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.

SUŠILO ZA KOSU

Sušilo za kosu naći ćete u kupaonici.

TAKSI-SLUŽBA

Za usluge taxi-prijevoza obratite se osoblju na recepciji.

PARKING

Parking spaces are available in the area around the mobile homes. The parking zone is clearly marked on the campsite map. With the approval of Reception, it is possible to register an additional car and parking space. Parking is only allowed in designated parking spaces; parking on green areas and walkways is not permitted.

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 Rovinj's church of St Euphemia. For detailed information, please contact Reception.

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. Mobile homes 1 to 154 are not equipped with a safe deposit box.

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

The hair dryer can be found in the bathroom.

TAXI SERVICE

To arrange a taxi, please contact Reception.

TELEVIZIJSKI PROGRAM

U svakoj se sobi nalazi LCD televizor preko kojega možete pratiti brojne satelitske programe na različitim jezicima. Sve dodatne informacije o kampu možete pronaći na recepciji.

PEKARA

U našem kampu smještene su dvije pekare koje svakodnevno nude svježi kruh i raznovrsna peciva. Jedna pekara nalazi se u blizini recepcije, a druga uz restoran Lovor Real Grill.

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.

ICE CORNER

Uživajte u bogatom izboru sladoleda i osvježavajućih pića u Ice Corneru Feral.

MAISTRALON BEER GARDEN

Ljubitelji piva i mora ovdje će doći na svoje. Maistralon Beer Garden svojim gostima omogućuje uživanje u ukusnim jelima koja se sjajno slažu uz pažljivo probranu pivsku kartu.

RESTORANI

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. U potpunosti uživajte u domaćim pivom lokalnih mikropivara.

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.

FERAL TRATTORIA

Feral Trattoria temelji se na tradiciji i sezonskim lokalnim namirnicama, s modernim pristupom. U ponudi su bruschette te mesna i riblja jela uz izbor vina, piva i bezalkoholnih napitaka. U restoranu se poslužuje i doručak, za savršen početak dana uz ukusne obroke i opuštajuću atmosferu.

TELEVISION PROGRAMMES

Every room is equipped with an LCD TV set with numerous satellite channels in different languages. All additional information about the campsite can be found at the reception desk.

BAKERY

Our campsite features two bakeries that offer fresh bread and a variety of pastries every day. One bakery is located near the front desk, while the other is next to the Lovor Real Grill restaurant.

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.

ICE CORNER

Feral Ice Corner serves delicious ice cream and refreshing drinks.

MAISTRALON BEER GARDEN

Beer and sea enthusiasts will find their haven here. Maistralon Beer Garden offers its guests the enjoyment of delicious dishes that pair perfectly with a carefully picked beer menu.

RESTAURANTS

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.

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.

FERAL TRATTORIA

Feral Trattoria draws on tradition and seasonal local ingredients with a modern twist. The menu features bruschette, meat and fish dishes, and a selection of wines, beers, and non-alcoholic beverages. Additionally, the restaurant serves breakfast, perfect for starting the day with a delicious meal and a relaxing atmosphere.

LOVOR REAL GRILL

Idealno mjesto za druženje s prijateljima i obitelji. U Lovor Real Grill restoranu nudimo svježju ribu, meso s lokalnih hrvatskih farmi i maslinovo ulje najboljih istarskih maslinara. Ovdje ćete pronaći međunarodna jela s lokalnim twistom.

BAZENI

Kamp raspolaže vanjskim bazenima. Ulaz na glavni bazen i spray park kontrolira se RFID narukvicama. Ulaz je moguć isključivo s navedenim narukvicama. Vanjski bazeni punjeni su slatkim vodom. Bazen u zonama mobilnih kućica predviđeni su za korištenje isključivo gosta mobilnih kućica. U sklopu centralnog bazena kampa postoji vodeni park namijenjen manjim uzrastima.

SPORTSKE AKTIVNOSTI

Na raspolaganju su vam brojne sportske aktivnosti u sklopu animacijske ponude kampa.

TRČANJE

Poželite li trčati na raspolaganju su vam zemljane i šljunčane staze uz more duž zaštićene park-šume Zlatni rt i Škaraba.

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 recepcije.

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.

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. Pridružite se školi hrvatskog jezika 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.

LOVOR REAL GRILL

The perfect setting for spending time with friends and family. 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.

SWIMMING POOLS

The campsite has several outdoor swimming pools. Access to the main pool and spray park is controlled by RFID wristbands, and entry is allowed only with a valid wristband. The outdoor pools are all freshwater pools. The swimming pools in the mobile home zone are for mobile home guests only. The central campsite swimming pool features a water park for our youngest guests.

SPORTS ACTIVITIES

There are numerous sports activities on offer as part of the campsite's animation programme.

RUNNING

If you're in the mood for a run, you can do so on packed-earth or gravel trails by the sea, which stretch along the protected forest parks of Zlatni Rt and Škaraba.

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 our reception 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.

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. 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.

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