

Welcome to Hotel Lone!

GUEST DIRECTORY

lone 

MAISTRA *Collection*

PHONE

A telephone line is available in your room.

Reception	2000
Concierge & Guest Relations	2019
Room Service	2010
Wellness & Spa	2011

For room to room calls, dial 2 + (room number).

For an external line, press 0 and dial the desired number.

INTERNET

All rooms are equipped with wired and wireless Internet access.

All other hotel areas provide wireless Internet access (Wi-Fi).

To connect to Wi-Fi, choose Maistra Collection.

CHECK-IN & CHECK-OUT

Check-in is from 3:00 p.m.

Check-out is until 11:00 a.m.

Early check-in and late check-out are subject to availability.

MAISTRA APP

Find all the info for easier holiday planning – from accommodation, bars & restaurants to shops and beaches.

Download now

**TELEPHONE / FAX / COPYING SERVICES**

AREA	EUR/MIN
HR Domestic Landline	0.08
Mobile Network	0.53
Europe 1	0.58
Europe 2	0.70
Global 1	1.09
Global 2	2.18
Europe 1 Mobile Network	0.96
Europe 2 Mobile Network	0.74
Europe 3 Mobile Network	0.89
Europe 4 Mobile Network	1.23
Send/receive fax, A4 page	1.33
Photocopying per page	0.40

TV & radio channels

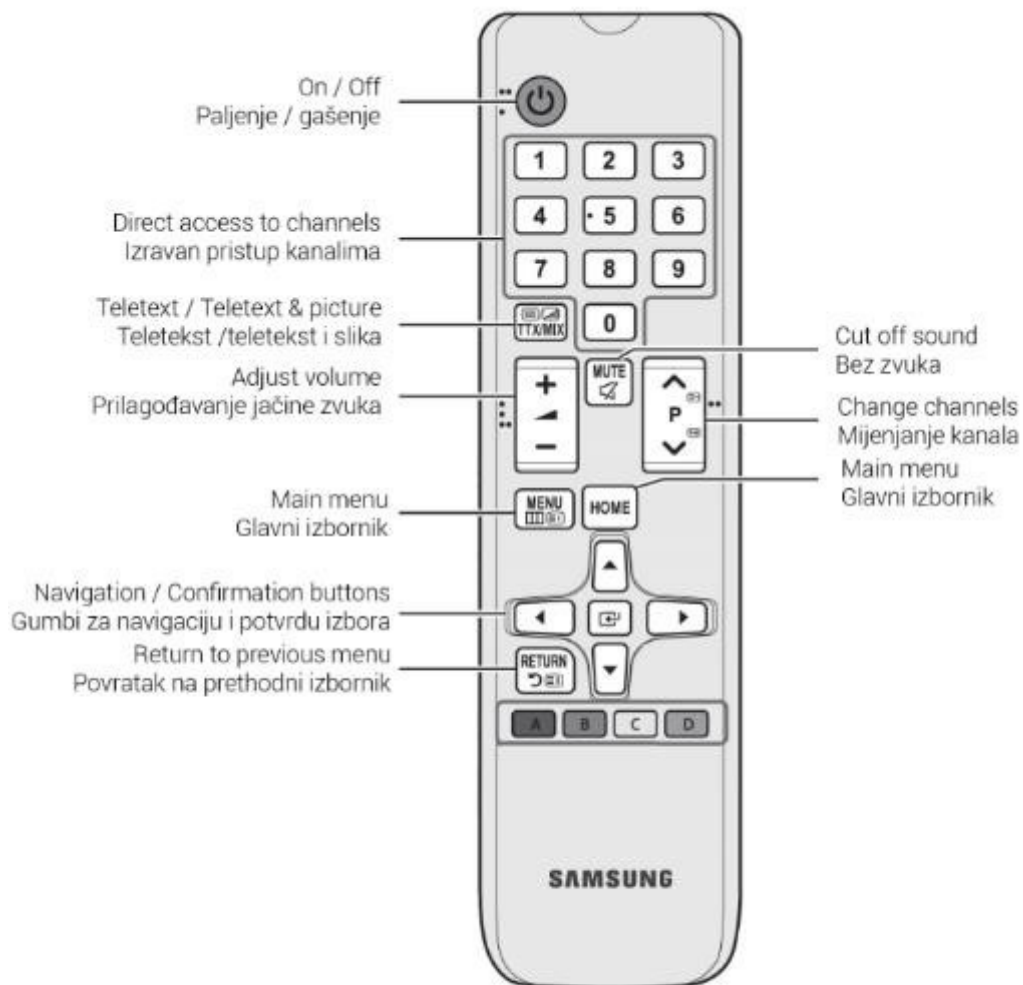


TV CHANNELS

- 1 HRT 1 HD / Croatian
- 2 HRT 2 HD / Croatian
- 3 HRT 3 HD / Croatian
- 4 HRT 4 HD / Croatian
- 5 RTL HD / Croatian
- 6 RTL 2 HD / Croatian
- 7 NOVA TV HD / Croatian
- 8 DOMA TV HD / Croatian
- 9 RTL Kockica HD / Croatian
- 10 DAS ERSTE HD / German
- 11 ZDF HD / German
- 12 3SAT HD / German
- 13 ONE HD / German
- 14 ZDF NEO HD / German
- 15 ZDF INFO HD / German
- 16 ARTE HD / German
- 17 PRO SIEBEN / German
- 18 KABEL EINS / German
- 19 Servus TV Deutschland HD / German
- 20 KABEL EINS DOKU / German
- 21 N24 DOKU / German
- 22 EUROSPORT / German
- 23 SPORT 1 / German
- 24 CEMEDY CENTRAL / German
- 25 MTV / German
- 26 DELUXE MUSIC / German
- 27 RTL AUSTRIA / Austrian
- 28 RTL 2 AUSTRIA / Austrian
- 29 SAT 1 AUSTRIA / Austrian
- 30 ORF 2 EUROPE / Austrian
- 31 VOX AUSTRIA / Austrian
- 32 SUPER RTL AUSTRIA / Austrian
- 33 DISNEY CHANNEL / German
- 34 NICKELODEON / German
- 35 KIKA HD / German
- 36 TOGGO PLUS / German
- 37 Pro Sieben MAXX / German
- 38 RIC / Austrian
- 39 SRF Info HD / Swiss (GER)
- 40 VoxUp Schweiz / Swiss (GER)
- 41 RAI 1 HD / Italian
- 42 RAI 2 HD / Italian
- 43 RAI 3 HD / Italian
- 44 ITALIA 1 HD / Italian
- 45 RETE 4 HD / Italian
- 46 CANALE 5 HD / Italian
- 47 RAI SPORT+ HD / Italian
- 48 RAI YOYO / Italian
- 49 RAI GULP / Italian
- 50 Boing / Italian
- 51 Cartoonito / Italian
- 52 CNN HD / English
- 53 BBC World HD / English
- 54 Euronews English HD / English
- 55 Sky News / English
- 56 AL Jazeera English HD / English
- 57 Russia Today HD / English / Russian
- 58 Russia Today Documentary HD / English / Russian
- 59 Perviy / Russian
- 60 RTR Planeta / Russian
- 61 Russia 24 / Russian
- 62 NTV Mir / Russian
- 63 TNT Comedy / Russian
- 64 TF 1 HD / French
- 65 France 2 HD / French
- 66 L'Equipe 21 / French
- 67 Gulli / French
- 68 TV 5 Monde / French
- 69 France 24 en Francais / French
- 70 M6 HD version Suisse / Swiss (FRA)
- 71 6ter HD version Suisse / Swiss (FRA)
- 72 W9 version Suisse / Swiss (FRA)
- 73 BVN / Dutch
- 74 Canal 24 Horas HD / Spanish
- 75 RTS Svet HD / Serbian
- 76 SLO 1 HD / Slovenian
- 77 SLO 2 HD / Slovenian
- 78 TVP Info HD / Polish
- 79 TVP Polonia / Polish
- 80 ToP Kids / Polish
- 81 CT 24 HD / Czech
- 82 M1 HD / Hungarian
- 83 Duna / Hungarian
- 84 M4 Sport HD / Hungarian
- 85 1+1 / Ukrainian
- 86 ICTV / Ukrainian
- 87 Ukraina 24 / Ukrainian
- 88 CCTV / Chinese
- 89 Arirang TV / South Korean
- 90 NHK World Japan / Japanese
- 91 BBC Arabic HD / Arabic

RADIO CHANNELS

- 101 HRT-HR1 / Croatian
- 102 HRT-HR2 / Croatian
- 103 Otvoreni / Croatian
- 104 Narodni / Croatian
- 105 Radio Val 202 / Slovenian
- 106 Radio Beograd 1 / Serbian
- 107 Radio CG. / Montenegrin
- 108 Rai Radio 1 / Italian
- 109 Rai Radio 2 / Italian
- 110 Antenne Bayern / German
- 111 Rock Antenne / German
- 112 BBC English Europe Radio / English
- 113 RFI Francais / French
- 114 RNE Radio 1 / Spanish
- 115 NPO Radio 1 / Dutch



ON RESTAURANT

Start your day with the ultimate Mediterranean garden experience powered by floor-to-ceiling views and hotel breakfast, offering a wide selection of freshly prepared specialities and beverages with a combination of show cooking, classic table service, or buffet options. Breakfast is served every day from 7 a.m. to 11 a.m.

TEKKA BY LONE JAPANESE RESTAURANT

Enjoy the exquisite flavours of Michelin recommended Japanese cuisine prepared with precise traditional techniques alongside excellent local and international wines or champagnes in one of Rovinj's most beautiful green gardens or the equally attractive, designer interior of the restaurant.

Opening hours: 6 p.m. - 11 p.m.

Closed: Mondays.

E RESTAURANT & LOUNGE

We love celebrating local and seasonal dishes in a laid-back atmosphere. That's exactly what you can expect at the E Restaurant & Lounge, regardless of whether you decide to drop by for a light lunch or a spontaneous dinner. Make sure to try some of our Istrian specialties, such as local cheese and truffles, veal shank cooked over low heat, or our specialty burgers, and enjoy a glass of Malvasia, Teran, or craft beer to complement your meal.

Opening hours: every day from 1 to 11 p.m.

LOBBY BAR

With its unique location within Hotel Lone, the Lobby Bar offers a spectacular view of the hotel's atrium, with a wide selection of drinks and cocktails, light sandwiches, burgers, salads, and desserts.

CONFERENCE BAR

You can find the Conference Bar right next to the main conference room, occupying the ideal spot for everyone looking for a short break or a chance to exchange a few words and socialise with work colleagues and business partners. The bar's drinks menu includes a wide selection of cold and hot drinks, spirits, and sparkling wines and can be fully customised according to clients' requests.

The bar is open during events and conferences.

LONE NIGHT CLUB

The Night Club is a multipurpose venue with state-of-the-art equipment and an ambience ideal for concerts and various parties. The bar offers a wide selection of drinks and cocktails.

The club is open for special events.

Hotel Lone's Wellness & Spa Centre combines exclusive design and soothing minimalism inspired by geometric shapes with the best natural products and therapies. Regardless of whether you want the best therapeutic massages, facials or body treatments with aromatic Istrian herbs, or you just want to relax to the fullest during your stay in Rovinj, the Lone wellness centre extending over 1700 sq. m will meet your needs for relaxation, rest and your own me-time. Take some time for yourself and relax with aromatherapy with natural essential oils. At Hotel Lone's spa centre, you can find seven multipurpose treatment rooms, saunas and a steam bath.

For more information, please contact the Wellness & Spa Centre reception desk by dialling 2011.

EXCLUSIVE TREATMENTS

LONE SIGNATURE SOTHYS 100% ORGANICS MASSAGE

Immerse yourself in relaxation and softness by choosing the texture for your customized body massage: softening oil, moisturizing cream, nourishing balm.

HYDRATING INTENSIVE TREATMENT SOTHYS

Extremely comfortable textures and highly effective active ingredients flood the skin with well-being and give it a feeling of absolute hydration. For all skin types.

COLLAGEN & CAVIAR LIFT

Slow down the aging process with a 100% natural treatment with caviar, algae and plant extracts. This intensive treatment regenerates the skin, softens wrinkles, stimulates the production of own collagen, i.e. its synthesis, stimulates the production of own collagen fibers. It inhibits the MMP enzyme that degrades collagen fibrils into smaller fragments that are then exposed to further proteolysis. Prevents further degradation of collagen fibers in mature skin using Peel off Rejuven, which deeply nourishes and regenerates facial skin.

ISTRIAN WINE THERAPY

Anti cellulite body treatment that stimulates, tones, regenerates and is ideal for slowing down the aging process of the body's skin.

OBSIDIAN FULL OF ENERGY ORGANIC RITUAL

Think of happiness, positive vibes, and the touch of Obsidian on your skin. The ritual consists of a peel and luxurious body massage and facial care with products of organic origin. Apricot pits, comfrey, cranberry oil, rose water and black Obsidian crystal are just some of the elements of this luxurious ritual. Close your eyes, surrender to us and be the purest version of yourself.

SPA

Indoor and outdoor relaxation area.
Top-of-the-line cosmetics and body care products.

SWIMMING POOL AND BEACH

The hotel has an indoor and outdoor swimming pool. The indoor swimming pool with hydro-massage features is heated and filled with freshwater. The exit to the outdoor pool is on the hotel's ground floor. The area around the pool is equipped with sunloungers, and beach towels are available at the counter by the outdoor pool.

Surrounded by stunning natural scenery, Mulini Beach is notable for the breathtaking views of the preserved forest park and the crystal-clear sea of Lone Bay, which provides the perfect environment for relaxing during the day or evening.

In the very centre of the beach, you will find a bar with everything you might need for spending a day at the beach, including toilets, changing facilities, and showers. Mulini Beach Bar is open every day from late spring to autumn and serves a variety of refreshing dishes, creative cocktails, and energy drinks. Throughout the beach, there are sunloungers and parasols that the guests can use, with towels available close at hand and the friendly staff always at your service.

The use of towels, sunloungers, and parasols on the designated part of the beach for hotel guests is included in the price of accommodation.

FITNESS

The modern fitness centre with a wide range of exercise equipment is open every day.

INDOOR THERMAL ZONE

Options include a Finnish sauna, aromatherapy sauna, Turkish sauna, experience showers, and submerged rooms with hydro-massage jets at 33 °C.

Use of the Wellness & Spa area is included in the price for hotel guests. The treatments, massages, and cosmetic services are subject to a surcharge.

WAKE-UP CALL SERVICE

If you would like to be woken up with a phone call, please speak to the concierge or the staff at the reception desk.

ROOM SERVICE BREAKFAST

A room service breakfast card can be found in every room. After filling out the card, hang it on the outside of your door before 1 a.m., and you will be served your chosen breakfast.

MINIBAR

We have stocked the minibar with a wide selection of refreshing beverages, so feel free to choose your favourite. The personalised minibar allows you to place orders by dialling the Room Service number 24 hours a day. The drinks will be charged directly to your room.

ROOM SERVICE

The room service folder contains a selection of food and beverages available 24 hours a day. Just dial 2010.

RESTAURANT RESERVATION

To book a table at the hotel's á la carte restaurant, please contact the concierge or send an e-mail to tekkabylone@maistra.hr.

ORGANISING PRIVATE DINING OR PRIVATE PARTIES

We offer the service of organising private dinners or parties, with prior arrangement and agreement with the concierge or by e-mail at tekkabylone@maistra.hr.

FLOWERS

Flower arrangements for special occasions can be ordered through the concierge.

EXCURSIONS

For information on organised excursions, please contact the concierge.

TRANSPORT TO THE AIRPORT

Transport to the airport can be arranged with prior notice to the concierge.

TAXI SERVICE

To arrange a taxi, please contact the concierge.

CAR HIRE

Hiring a car is possible with prior notice to the concierge.

PORTER

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

LUGGAGE

The luggage storage room is located on the reception floor. To store your luggage, please contact the reception staff.

PARKING

You will find a garage and parking spaces next to the entrance to the hotel. If you wish, we can park your vehicle for you, with prior notice and a surcharge for a parking space in the garage.

LAUNDRY, IRONING, AND DRY CLEANING

Laundry, ironing, and dry cleaning services are provided upon request. If you require these services, please fill out a laundry care form which can be found in the wardrobe. If we receive the form by 9 a.m., your laundry will be delivered to you by 6 p.m. on the same day.

PRINTING DOCUMENTS

If you need a document printed, please contact the staff at the reception desk.

If you would like to send a fax or e-mail, please contact the concierge.

Hotel facilities and amenities

lone 

ADAPTER

You can ask for a power adapter for electronic devices at the reception desk.

HAIR DRYER

The hair dryer can be found in the wardrobe.

ADDITIONAL AMENITIES ON REQUEST

Pilates ball, yoga mats.

IRON AND IRONING BOARD

An ironing board with iron can be found in the wardrobe.

ADDITIONAL SERVICES AND AMENITIES

For additional bedsheets, blankets, towels, orthopedic pillows, pregnancy pillows, standard pillows, or toiletries, please contact the staff at the reception desk or place a request through our mobile app.

IN-ROOM SAFE

A safe for storing important documents and valuables can be found in the wardrobe in your room. The hotel is not responsible for lost valuables left in the room, on the beach, or by the swimming pool. When leaving the hotel, please empty the safe.

ENTERING YOUR PERSONAL CODE

The door must be closed.

Enter your code (any 3 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 hotel, please leave the safe door open.

SHOE CLEANING

There are shoe-cleaning machines on every hotel floor.

CHILDREN IN THE HOTEL

For all information related to children – activities, kids' club, children's playground – please contact the entertainment team or the concierge.

If you require a cot, please speak to a member of the staff at the reception desk.

PETS

Your pets are welcome here. You can find more detailed information about the conditions for keeping pets in the House Rules below.

SHOPPING

You can find gifts for special occasions in our wine shop.

GENERAL INFORMATION

"DO NOT DISTURB" SIGN

If you do not want to be disturbed, hang the DO NOT DISTURB sign on the door or use the display to indicate your preference.

CREDIT CARDS

Hotel services and accommodation can be paid in cash or using American Express, MasterCard, Visa, and Diners cards.

EXCHANGE OFFICE

To exchange your foreign currency, please contact the staff at the reception desk.

Hotel facilities and amenities

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ATM

The ATM is right next to the reception desk.

LOST & FOUND

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

DOCTOR

Should you require medical assistance, and we sincerely hope that will not be the case, please contact the concierge or the staff at the reception desk.

EMERGENCIES

For all emergencies and sudden hazards, please contact the concierge or the staff at the reception desk. You can also dial the emergency number 112 directly. To make an external call, first dial 0.

FIRE

For your own safety, please familiarise yourself with the evacuation plan which can be found in every room and in the hallways. In case of fire, use only the charted routes. More details on the rules of conduct in case of fire can be found in the chapter Safety.

LIFTS

For their own safety, children may not use the lifts unless accompanied by an adult. In case of fire, please do not use the lifts.

AIR CONDITIONING

All areas inside the hotel are air-conditioned. A central system sets the same temperature in all areas of the hotel. When you enter the room, the air-conditioning unit is in standby mode. To set your desired temperature, please insert the key card into the holder.

CONFERENCE CENTRE

The first floor of Hotel Lone houses the conference centre, which consists of three large conference rooms and an adjacent bar with

an Internet Wi-Fi zone. The facilities are fully equipped with modern technology and meet the highest standards for organising conference events. To check availability and for bookings of conference rooms, please contact the staff at the reception desk or the concierge.

RELIGIOUS SERVICE

You can attend the mass at Rovinj's church of St Euphemia. For detailed information, please contact the concierge.

ACTIVITIES

If you like to stay active even on holiday or if you play sports for pleasure or professionally, we offer a wide range of sports activities. Our Sports & Entertainment teams will be happy to fill you in on all the details.

YOGA

Boost your health and sense of well-being and transcend your physical, emotional, and mental limits by participating in our yoga classes under the guidance of certified and experienced instructors.

TENNIS

There are outdoor and indoor tennis courts available. Tennis lessons are available for all those who yet need to master the game's basics.

CYCLING

All those who love this sport can enjoy numerous secluded routes along the coast under the treetops in the Golden Cape forest park.

NORDIC WALKING

If you forgot to bring your own equipment, you can talk to the hotel's sports team for help.

RUNNING

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

House rules

lone⁺

The hotel staff is always at your service for any information and assistance you might need during your stay at the hotel.

Hotel checkout time is 11 a.m. We kindly ask you to vacate your room by that time. If you would like or need to extend your stay, please inform the reception desk in advance.

Guests will be held liable for any loss or damage to hotel property caused by them personally or by their guests or any other person they are responsible for. The hotel reserves the right to collect damages according to the current price list available at the reception desk.

The secure in-room safe is available for the additional privacy of our guests. In accordance with local laws, the hotel is not responsible for the safekeeping of items placed in this secure safe. For additional safety, we also offer a safe at the reception desk.

For your own safety and the safety of other guests, we ask you to use only those electrical appliances found in the room.

For safety reasons and in accordance with the regulation in force, we ask you not to leave your children without adult supervision.

Pets must be on a lead. Owners must not leave their pets unattended. Dogs are allowed in the Lobby Bar but not in the restaurants, wellness areas, or near the swimming pool. There are dog-friendly beaches not far from the hotel. A map with a list of beaches is available from the staff at the reception desk.

The hotel will try to accommodate the needs of pets and ensure they have special pet beds, food and water bowls available.

Pet owners undertake to comply with the house rules in the sections related to the behaviour of their pets and accept responsibility for any damage or injury caused by their pets. The hotel reserves the right to charge for any damage caused by pets.

We kindly ask you to observe the period of night rest and not to cause noise which could disturb other guests between 11 p.m. and 7 a.m.

For your own safety, it is important that you familiarise yourself upon arrival with the locations of the staircases, emergency exits, fire alarms, and fire extinguishers.

You will be notified if there is a fire. Please cooperate with the staff and remain calm. If you detect a fire, close the doors and immediately report the fire by dialling 2000. If there is smoke blocking your way out, close the door and stay in the room. Stand next to a window, try to be visible from the outside, and wait for the fire brigade to help you. In the event of a fire, do not use the lift under any circumstances.

Please refrain from smoking in the room.
We thank you for your understanding.