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 recepcije.

DASKA ZA GLAČANJE
Ako sami želite izglačati svoje rublje, dasku za glačanje dostavit ćemo vam na upit. Za uslugu se obratite osoblju na recepciji ili pošaljite zahtjev putem Maistra aplikacije.

DJECA U KAMPU
Za sve informacije vezane za djecu – aktivnosti, dječji klub, dječje igralište – molimo vas obratite se voditelju Fun & Sport tima ili direktno putem aplikacije. Ako vam je potreban dječji krevetić, zatražite ga na recepciji ili pošaljite zahtjev putem Maitra aplikacije.

GOSTOLJUBIVOST KUĆE
Za dodatne plahte, deke, ručnike, jastuke ili kozmetiku obratite se recepciji ili zatražite putem Maitsra aplikacije.

RADI VAŠE SIGURNOSTI
- molimo upoznajte se s putovima evakuacije u kampu i najbližim vatrogasnim aparatima koji se nalaze unutar i neposredno pored pored vaše mobilne kućice ili glamping šatora
- svaki događaj koji ugrožava zdravlje i sigurnost vas, ostalih gostiju ili osoblja kampa odmah prijavite recepciji na broj +385 52802 109 ili ovlaštenom osoblju kampa
- kamp posjeduje automatski vanjski defibrilator dostupan 0 – 24 sata na recepciji
- 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 su mobilne kućice i glamping šatori opremljeni klima-uređajima koje sami regulirate daljinskim upravljačem.
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 ironing board will be provided on request. For this service, please contact the reception staff or submit a request via Maistra app.

CHILDREN AT THE CAMPSITE
For all information related to children – activities, kids' club, children's playground – please contact a member of Fun & Sport team or directly via Maistra app. If you require a cot, please contact the reception staff or submit a request via Maistra app.

HOUSE HOSPITALITY
For additional bed linen, blankets, towels, pillows or toiletries, please contact the reception staff or submit a request via Maistra app.

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 or glamping tent.
- 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 52802 109 or to an authorised member of staff.
- The campsite has an automatic external defibrillator available 0–24 hours at the 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 and glamping tents are equipped with air-conditioning units which you can regulate by using the remote control.
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 pronađene stvari obratite se recepciji.

IZLETI
Za informacije o organiziranim izletima obratite se recepciji ili saznajte više i rezervirajte putem Maistra aplikacije.

KREDITNE KARTICE
Usluge i smještaj, osim gotovinom (isključivo u EUR), možete platiti karticama American Express, 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.
U ponudi je i Pet grooming, termin tretmana se može rezervirati telefonski ili direktno u objektu na trgu, ispred recepcije.
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 pored recepcije. Obratite se osoblju na recepciji za dodatne informacije.

NOVINE, ČASOPISI, CIGARETE I RAZGLEDNICE
Novine, časopise, cigarete i razglednice možete pronaći u kiosku pored marketa.

ODJAVA
Iz mobilnih kućica i glamping šatora treba se odjaviti do 10 sati i ključ vratiti na recepciju. U slučaju želje i potrebe za produljenjem boravka, molimo vas pravodobno (dan prije)obavijestite recepciju. Na dan odlaska možete ostati u objektu i koristiti usluge restorana, bazena i ostalo.

PARKIRANJE
Za svaku kućicu i glamping šator 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 about organized excursions, please contact the reception or learn more and make a reservation via Maistra app.

CREDIT CARDS
Services and accommodation can be paid in cash (only in EUR) or by American Express, 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. Pet grooming is also available. Treatment appointments can be booked by phone or directly on-site at the square in front of the reception. 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 next to the reception. For more information, please contact our reception staff.

NEWSPAPERS, MAGAZINES, CIGARETTES, AND POSTCARDS
Newspapers, magazines, cigarettes, and postcards can be purchased from the kiosk next to the supermarket.

CHECKOUT
Please check out from your mobile home or glamping tent 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.

PARKING
One parking place is provided for each mobile home and glamping tent. It is possible to register an additional car and a parking with the approval of the reception desk.

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. Transfer zatražite na recepciji ili putem Maistra aplikacije.

PRIJAVA KVARA
Prijavu kvara možete podnijeti putem funkcije Tehnički problemi unutar Maistra aplikacije.

PRTLJAGA
Za odlaganje prtljage obratite se osoblju recepcije.

RENT-A-CAR
Najam automobila moguć je uz prethodnu najavu recepciji ili unutar Maistra aplikacije, minimalno jedan dan unaprijed.

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

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

Unos vaše osobne lozinke: vrata moraju biti zatvorena / unesite lozinku (4-6 znamenki) / pritisnite tipku LOCK.

Otvaranje vrata sefa: unesite svoju lozinku.

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

Pri odlasku iz mobilnih kućica ili glamping šatora 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
If you wish, we can arrange transportation to the airport for you. Please request the transfer at the reception or via the Maistra app.

REPORTING ISSUES
You can report any problems with equipment via the Technical Issues feature in the Maistra app.

LUGGAGE
To store your luggage, please contact the reception staff.

CAR HIRE
Car rental is available with prior notice to the reception or via Maistra app, 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 friendly reception staff.

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

Entering your personal code: the door must be closed / enter your code (any 4-6 numbers) / press the LOCK key.

Opening the safe door: enter your code

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 or glamping tent, 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 mobilnoj kućici ili glamping šatoru se nalazi televizor preko kojega možete pratiti brojne satelitske programe na različitim jezicima.

ZAMJENA RUČNIKA I POSTELJINE
Ako želite zamijeniti ručnike ili posteljinu, molimo pošaljite zahtjev putem funkcije Domaćinstvo u Maistra aplikaciji ili zatražite uslugu na recepciji. Zahtjevi zaprimljeni do 10:00 sati bit će realizirani isti dan, dok će zahtjevi zaprimljeni nakon tog vremena biti izvršeni sljedećeg dana. Ova je usluga uključena u cijenu smještaja.

BAROVI

Radno vrijeme svih objekata i njihovu ponudu možete provjeriti u Maistra aplikaciji.

FRESH CORNER SPORT
Plažni objekt pored sportskog centra, osim široke ponude osvježavajućih bezalkoholnih i alkoholnih pića objekt nudi slane i slatke snackove te sladoled i svježe ledeno voće.

ROSEMARY BREAD & DEL
Smješten na središnjem trgu kampa, Rosemary Bread & Deli spaja pekaru, kafić i snack bar u jedinstven prostor u kojem glavnu ulogu imaju svježe pripremljeni pekarski proizvodi i pizze. Ovdje možete uživati u toplim pecivima, brzinskim zalogajima za ponijeti ili se opustiti u ugodnoj atmosferi, osobito u večernjim satima.

TUFFO SPLASH BAR
Cocktail bar nalazi se u pool zoni naselja, u ponudu objekta ubrajamo barske mješavine, bezalkoholna i alkoholna pića, pivo, vino, sladoled te slatke i slane snackove, kao i svježe ledeno voće.

PASTRY SHOP BARLUMA
Lokacija pastry shopa jest unutar pool zone naselja, u ponudu objekta ubrajamo barske mješavine, bezalkoholna i alkoholna pića, pivo, vino, sladoled te slatke i slane snackove i svježe ledeno voće.

HAIR DRYER
The hair dryer can be found in the bathroom.

TAXI SERVICE
To arrange a taxi, please contact Reception.

TELEVISION PROGRAMMES
Every mobile home and glamping tent is equipped with a TV set with numerous satellite channels in different languages.

LINEN AND TOWEL EXCHANGE
If you would like your towels or bed linen to be changed, please submit a request via the Housekeeping feature in the Maistra app or request the service at reception. Requests received by 10 am will be completed on the same day. Requests received after this time will be completed the following day. This service is included in the accommodation rate.

BARS

You can easily check the opening hours of all facilities and their offers in the Maistra app.

FRESH CORNER SPORT
Located by the beach, next to the sports centre, Fresh Corner Sport offers a wide selection of refreshing alcoholic and non-alcoholic drinks, as well as sweet and savoury snacks, ice cream and fresh ice-cold fruit.

ROSEMARY BREAD & DELI
Located on the campsite's central square, Rosemary Bread & Deli brings together a bakery, café, and snack bar in a unique space where freshly prepared baked goods and pizzas take center stage. Here you can enjoy warm pastries, quick grab-and-go bites, or simply relax in the pleasant atmosphere, especially in the evening hours.

TUFFO SPLASH BAR
Located in the resort pool area, the cocktail bar serves cocktails, alcoholic and non-alcoholic drinks, beer, wine, as well as sweet and savoury snacks, ice cream and fresh ice-cold fruit.

BARLUMA PATISSERIE
Located in the resort pool area, the patisserie serves cocktails, alcoholic and non-alcoholic drinks, beer, wine, as well as sweet and savoury snacks, ice cream and fresh ice-cold fruit.

RESTORANI I PIZZERIJE

Radno vrijeme svih objekata i njihovu ponudu možete provjeriti u Maistra aplikaciji.

ODIJEVANJE U RESTORANU
Za jutarnji boravak u našem restoranu dovoljna je ležernija odjeća, dok je za večeru u restoranu prikladnija smart casual varijanta.

PANSIONSKI RESTORAN "LUMINA"
Pansionski restoran naselja, smješten uz bazenski kompleks, nudi buffet uslugu doručka i večere prema unaprijed definiranom rasporedu obroka.

SEA SALT QUICK BITE
Uživajte u osvježavajućim koktelima i bogatoj ponudi pića u opuštenom ambijentu ugodnog kutka u hladu. Uz piće, možete se počastiti i burgerima, fish & chipsom te drugim klasicima pripremljenima od svježih lokalnih namirnica, dok ljubazno osoblje brine da svaki trenutak bude poseban.

LOVOR REAL GRILL
Lovor Real Grill smješten tik uz plažu novi je koncept restorana koji svojom ponudom promiče lokalnu tradiciju, domaće, svježe i sezonske proizvode, moderne okuse te prijateljsku i nenametljivu uslugu. Lovor Real Grill dio je MaiEats Restaurants & Bars brenda, koji garantira svježe namirnice, ukusne zalogaje i odličan izbor pića u opuštenoj atmosferi i uz nezaboravne zalaske sunca.

BASILICO PIZZA PASTA
Smještena pored centralnog bazena, Basilico Pizza Pasta nudi klasičan izbor pizza i tjestenina kao i lokalne pašte poput one s bogatim istarskim šugom. Imamo i veliki izbor pizza inspiriranih našim podnebljem.

BAZENI

Tri vanjska bazena smještena su neposredno iznad plaže i punjena su slatkom vodom, uključujući veliki bazen za plivanje i opuštanje, dječji bazen te bazen sa skakaonicom za dodatnu zabavu. Prostor bazena opremljen je suncobranima i ležaljkama, od standardnih do prostranih family lounge opcija, pružajući ugodan boravak za sve generacije. Za goste kampa obavezno je korištenje narukvica prilikom ulaska na bazen.

RESTAURANTS AND PIZZERIAS

You can easily check the opening hours of all facilities and their offers in the Maistra app.

RESTAURANT DRESS CODE
For breakfast service in our restaurant, casual attire is welcome, while for dinner service, a smart casual option is more suitable.

BOARD-BASED RESTAURANT "LUMINA"
Located next to the pool complex, the Lumina board-based restaurant serves buffet breakfast and dinner at set meal times.

SEA SALT QUICK BITE
Enjoy refreshing cocktails and a wide selection of drinks in a relaxed, shaded setting. Alongside your drinks, you can also treat yourself to burgers, fish & chips, and other classics prepared with fresh local ingredients, while the friendly staff ensures every moment feels special.

LOVOR REAL GRILL
Located right by the beach, Lovor Real Grill is a new restaurant concept that promotes local tradition and uses locally sourced, fresh, and seasonal produce, taking pride in its modern flavours and friendly, unobtrusive service. Lovor Real Grill is part of the MaiEats Restaurants & Bars brand, which serves as a guarantee of fresh ingredients, delicious food, and a superb selection of drinks in a laid-back atmosphere. Not to mention the unforgettable sunsets.

BASILICO PIZZA PASTA
Located next to the central swimming pool, Basilico Pizza Pasta 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.

SWIMMING POOLS

Three outdoor pools are located just above the beach and are filled with fresh water, including a large swimming and relaxation pool, a children's pool, and a pool with a diving board for added fun. The pool area is equipped with sun umbrellas and sun loungers, ranging from standard options to spacious family lounge areas, ensuring a comfortable stay for all generations. Camp guests are required to wear wristbands when entering the pool area.

SPORTSKE AKTIVNOSTI
Na raspolaganju su vam brojne sportske aktivnosti: tenis na otvorenom, škola tenisa, najam bicikala, stolni tenis, minigolf, pikado, odbojka, beach volley, košarka. Više detalja zatražite od Fun & Sport tima ili direktno putem Maistra aplikacije.

TENIS
Na raspolaganju su vam otvoreni teniski tereni. Za one koji tek žele svladati osnove igranja tu je i škola tenisa.

JOGGING
Poželite li džogirati na raspolaganju su vam zemljane i šljunčane staze uz more duž zaštićene park-šume.

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 karte, šah, Čovječe ne ljuti se, Monopoly, Pictionary i druge igre od Odjela animacije..

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. Animacijski program pogledajte putem Maistra aplikacije ili zatražite svoj primjerak programa kod animacijskog tima.

SPORTS ACTIVITIES
There are many sports activities to choose from: outdoor tennis, tennis lessons, bicycles for hire, table tennis, mini golf, darts, volleyball, beach volleyball, and basketball. For more details please contact a member of Fun & Sport team or directly via Maistra app.

TENNIS
Outdoor tennis courts are also available. Tennis lessons are available for those who yet need to master the game's basics.

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.

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. 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. You can view the animation program via Maistra app or request a copy from the animation team.

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 provjetravanje 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 class of water with two tablespoons of lemon juice for 5 minutes