



Welcome to Hotel Elba and Residence dei Fiori !

We ask that repeater clients read our new rules regarding Covid-19 and your safety within our facilities.

Guest must wear a face covering to access closed areas such as Reception, Dining room and Bar. Once guests are seated face masks may be removed for the entirety of your meal. Should you leave the table for the buffet or to use the restaurant toilets you must wear your face mask again.

Children under the age of 6 do not need to wear a mask and also people who are exempt due to medical problems.

Please remember to social distance yourself and your family from other guests. The minimum distance is 1m between people.

Hand hygiene is most important when accessing our restaurant, reception and bar area. You must sanitize your hands before entering the property. You will find hand gel for your use in various parts of the hotel and residence.

Should you develop Covid-19 like symptoms you must self-isolate in your room and call our staff for assistance. Please do not go to the hospital. We have procedures in place to assist you and your family.

When you leave your room in the morning we ask you to leave all windows and glass doors open leaving only shutters locked. This is important for the health and safety of our cleaning staff. Should you not wish for us to clean your room daily, please ask at reception.

When you leave your room or apartments at the end of your stay please leave any doors, shutters, windows that can be left open, open.

Use of Pool

Please wash with soap at the shower area before entering pool. The pool can contain maximum 4 people who are not related at the one time. Social distance of 1m must be maintained. If you are more than 4 people belonging to the same family group this rule does not apply.

Our sunbeds have been placed in order to guarantee social distancing. Once you have used the sunbeds we ask you to turn them on their side so that cleaning staff know that they have to be sanitized.



It is forbidden to allow access to hotel rooms or apartments to people that are not registered as guests at reception.
If you wish to invite someone to your room or apartment they must leave their documents at reception on arrival.



You will find us at reception from **8.30 a.m.** to **11 p.m.**
We have special discounts for excursions on the island and can provide information about trekking, mountain biking, snorkeling, windsurf and sailing courses so do not hesitate to ask us for information!



Password: **elbafiori2014**

In order to ensure adequate coverage there are several Wi-Fi signals. Please choose the one that has the best coverage for the area you are in. The password is the same for all the signals you see and your mobile device should automatically switch from one to the other.



Do not leave valuables unattended in your room .
Please deposit them at reception or use the safety deposit box you have in your room or apartment.



Water shortage is always a problem on small, sunny islands.
We would ask you to avoid wasting water in any way you can.
Do not run taps or hosepipes unnecessarily.



Air conditioning in your room or apartment can be activated by using the remote control you will find in your room.
During summer months it only takes a couple of minutes to cool your room down so we would ask you **not to leave it on when you are not in your room and do not leave doors or windows open.**
Please think about the environment!



Please do not make unnecessary noise during sleeping hours.
Do not operate televisions or mobile devices at a high volume so as not to disturb other guests.



Guests of the Residence dei Fiori do not need to leave their apartment keys at reception.

Guests of the hotel can choose whether to leave them or take them with them during the day. The cleaning maid will be able to access your room for dialing cleaning without your key.

Reception closes at 23,00 so we would ask you to take your key with you in the evening and you can return to your room at any time.

Clients who will be checking out before **08,30** are asked to pay their bills the evening before departure.

Maximum check – out time is 10am for hotel and residence guests.

Even if you check out at 10 am you may still use our facilities in the afternoon of your day of departure. Please check about car parking spaces and we will advise you where to leave your car in the afternoon after check-out.



Restaurant opening hours

Breakfast 8 a.m. – 10 a.m.

Evening meal 8 p.m. – 8,30 p.m.

Guests of the Residence dei Fiori can also use the hotel restaurant. Please read on for more information or ask at reception.



Phone number : **0565 976224**

Fax : **0565 977280**

To make a phone call dial 0 from your room and the rest of the number you wish to call.

To call reception dial **9**

To call another room simply add 200 to the room number.



It is possible to set a phone alarm call directly from your phone by following these few simple steps:

Pick up the receiver

Dial :**833**

Dial the first 2 numbers of the hour you wish to set from 00 to 23

Dial the numbers of the minutes you want to set from 00 to 59

Replace the receiver.

To cancel your alarm call pick up the receiver and dial **834**.

Replace the receiver.

Residence dei Fiori

Bathroom towels

Should you need towels you can rent them from us.

Set of 3 - face towel, shower towel and bidet € 4,00

Set of 3 including bath robe: face towel, bidet towel and bath robe € 7,00

Bathrobe: € 5,00

Sofa Bed

Please do not close the sofa beds in your apartment with the sheets still on the bed. This jams and breaks the folding mechanism! Ask for assistance at reception.

Washing Machine

We have a small domestic available for communal use.

Please come to reception for info and to pick up your detergent tab

- Please leave the machine in order for whoever will use it after you.
- The cost of one wash is € 5,00 .
- Once you have finished , switch off the standby button.

The management declines any responsibility for misuse of the machine.

Barbecue

You will find 2 barbecues in the garden which you can use freely. We also have a movable kettle barbecue which you can request to use at Reception. Please ask in the morning and we will bring it to you! We don't provide charcoal but this can be easily found at the supermarket.

Refuse

We have a door to door ecological waste collection system in practice in Marina di Campo. It is obligatory to separate your household waste.

You will find separate coloured wheelie bins for paper (white), glass (green) and plastic and cans (yellow), Organic (Brown) and Unsorted Waste (grey) in the car park of the Residence dei Fiori (type B apt.) and in the swimming pool area.

Do not leave any rubbish bags outside the bins. If you need help in selecting the appropriate bin for your waste, please talk to us at reception.

The nearest supermarkets are:

- Conad - 400mt opposite the roundabout on the road to the village centre
- Coop - 600mt, in the pedestrian centre of Marina di Campo facing the beach
- Simply - 2km, inside the airport area at La Pila
- Home Grown Vegetables – direction Cavoli on the left hand side next to the Garden centre
- “Da Pino e Adele”
- There are several vans that sell fruit and vegetables mainly in the afternoon in various parts of the village
- Farmer’s Market – Procchio on Saturday mornings
- Market day in Marina di Campo (near the Conad) on Wednesday. Morning only

TAKE-AWAY PRICES

We offer a take away service. You can choose from our daily Hotel menu for the dinner .

Please leave your order before 10am

DINNER

PASTA with fish sauces	€ 8,50
PASTA with tomato or vegetable sauces	€ 6,00
Second courses - meat	€ 7,50
Second courses - fish	€ 8,50
Vegetable side order	€ 3,00
Dessert or fresh fruit.	€ 3,00
Mixed cheese dish	€ 7,00

COMPLETE DINNER IN HOTEL

Adults **€ 25,00** - Children **€ 16,00**

Drinks not included

Should you wish to dine in the restaurant please check for available tables in the morning.

Dinner is served in the restaurant at 8pm.

BREAKFAST

It is preferable to book the evening before both for take away croissants and buffet breakfast.

Breakfast Buffet from 8am to 10am € 8,00 per person.

Take away croissants for breakfast – 0,80c per item.

Our bar is open from 8 am to 11 pm.

Please note certain services described in the folder are not available all year round.

If you have any suggestions we are happy to listen!

Thank you

If you are phoning from your room please remember to dial "0" for the outside line

Ambulance Service - Elba Emergenza Tel. 118

The hospital is in Portoferraio.

Switchboard number 05655 926111

Night Doctor - "Guardia Medica" Tel. 800-064422 or 0565 976061

Available on Week days from 20,00 – 08,00 - Pre public holiday 10,00 – 08,00 - Public Holiday - 24hrs

Distretto Asl, Marina di Campo (side entrance of the Town Hall)

Tourist Assistance " Guardia Turistica" 0565 976061

This service normally runs from the 15th June to 15th September during the day. In the evening the "Guardia Medica" is on call.

Distretto Asl, Marina di Campo (side entrance of the Town Hall)

Pediatrician

Dr De Fusco Traversa di Via Fattori , 22 Marina di Campo tel 347 2766060

D.ssa Pertici Distretto Asl, (side entrance of the Town Hall) Marina di Campo tel 3332090380

Chemist Marina di Campo 0565 976013

If the chemist is closed the address and telephone number of the chemist on call will be displayed outside.

Opening hours 09,00- 12,30 and 16,00- 19,30.

During summer months open until 22.00

Chemist Procchio 0565 907476

In order to reach a member of staff during reception closing hours and only in case of emergency dial 290 from your room,