



Dear Guest,

Welcome to Mirotel Resort & Spa.

We hope that whether your visit here is for medical purposes or purely for pleasure, your stay with us will be an enjoyable one.

In this directory of services we have attempted to give You a clear profile of the hotel and the services provided. However, if anything is unclear, please do not hesitate to ask any of the associates for assistance and clarification.

Our team are committed to provide You with traditional warm, friendly and courteous Ukrainian hospitality throughout your stay. Once more, thank You for choosing to stay with us.

We hope You have a wonderful stay.

Yours faithfully,
Administration of
Mirotel Resort & Spa

Kobzar Square 1, Truskavets 82200, Ukraine
Tel: +380 (3247) 6 41 70, Fax: +380 (3247) 6 41 71
e-mail: info@mirotel.ua
www.mirotel.ua



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Hotel reception

Services: check – in/check out, information about the hotel's services

Working hours: **twenty-four-seven**

Telephone: **15-000/15-001**

Medical reception

Services: doctor's appointment, information about the medical services

Working hours: **8:00 - 20:00**

Telephone: **15-002**

Concierge

Services: providing personalized service to give our guests an insider's view of Mirotel Resort & Spa and Truskavets. This includes assistance with transportation, theatre tickets, city tours, trips out of the city, arranging pet services and babysitting services, flower deliveries, restaurant reservations, anniversary celebrations and more.

Working hours: **8:00-20:00**

Telephone: **15-005**

Lobby Lounge

Services: located on the first floor of the hotel, the Lobby Lounge is the hotel's main meeting place. A selection of home-made pastries, flavored coffees, afternoon and high tea are served non-stop.

Working hours: **twenty-four-seven**

Telephone: **15-150**

Restaurant «L'escal»

Services: located on the first floor of the hotel, where meals are served. Dress code is strictly followed after 18:00.

Working hours:

- breakfast: **8:00 - 10:00** (Sunday **8:00 – 11:00**)

- lunch: **13:00 - 15:00**

- dinner: **18:00 - 21:00**

A la carte is also served.

Telephone: **15-120**

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Piano-Bar «Bellini's»

Services: offers a very fine selection of wines, cheeses, meat, spirits all these accompanied to the tunes of our musicians. In summer the outside terrace with grill is the perfect romantic place to start the evening. Located on the ninth floor. Dress code is strictly followed.

Working hours : **13:00 - 01:00**

Telephone : **15-130**

Room Service

Services: food delivery

Working hours: **08:00-21:00**

Telephone: **15-115** (8:00-21:00)

15-130 (21:00-1:00) - «Bellini's Piano Bar & Grill»

Billiard Bar «Renaissance»

Services: cigars/cigarettes, american/russian billiards

Working hours: **10:00 - 22:00**

Telephone: **15-160**

Kids Clubs «DoRe Max»

Services: a wide range of entertaining and educational activities for kids with experienced and qualified staff (4 -11 years)

Working hours: **08:00 - 20:00**

Telephone: **DoRe Max 15-010**

Kids Clubs «DoRe Mini»

Services: an array of games for juniors (0 – 4 years).

Working hours: **08:00 - 20:00**

Telephone: **DoRe Mini 15-011**

Conference Center «Renaissance»

Services: conferences/presentations

Working hours: **on request**

Telephone : **15-000**

Events Hall «Symphony»

Services: festive events

Working hours: **on request**

Telephone: **15-000**

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Pump Room

Services: propose mineral water «Naftusya», «Sofiya», «Maria» and «Bronislava», located on the second floor.

Working hours: **07:00 - 10:00**

12:00 - 15:00

17:00 - 20:00

Balneary

Services: a wide range of treatments in the field of Physiotherapy, Hydrotherapy and Balneotherapy; therapist consultation

Working hours: **08:00-17:00** (lunch break 13:00-14:00)

Telephone: **11-004**

Diagnostic Center

Services: a broad range of advanced and most accurate diagnostic services

Working hours: **08:00-17:00** (lunch break 12:00-13:00, Sunday – day off)

Telephone: **16-102**

SPA-Center

Services: pools, saunas, gym, cosmetology

Working hours: **09:00 - 21:00**

Telephone: **11-026**

Swimming Pool

Services: 25m sports pool, kids pool, saunas

Working hours: **08:00 - 21:00**

Telephone : **15-003**

Hairdresser

Services: haircuts, styling, make-up

Working hours: **11:00-19:00** (Sunday- on request)

Telephone: **11-006**

Solarium

Services: sun beds, shower. Located on the eight floor

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Telephones

To make a room call Press «15» and room number.

National calls: Press «9» + «0» + area code + number.

International calls: Press «9» + «0» + «10» + country code + area code + number.

Check-in/Check-Out

Check-in time is 14:00. In case of early arrival, the extra fee of 50% of full room rate will be charged.

Check-out time is 12:00. In case of late departure, the extra fee of 50% of full room rate will be charged.

Room Safe Deposits

Safe Deposit boxes are available in every room. The hotel is not responsible for the loss of valuables.

Housekeeping

Rooms are cleaned every day. Bed linen is changed every second day. If you want your linen to be changed daily, contact the reception.

Pets

Our hotel is pet-friendly. Full responsibilities rely on the owners.

Drinking water

Tap water is not suitable for drinking. Free bottle of water is provided every second day in standard rooms and every day in suites.

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EMERGENCY CALLS

| | |
|-----|------------------------------|
| 101 | Fire Service |
| 102 | Police |
| 103 | Emergency Medical service |
| 104 | Emergency Gas Service |
| 112 | Emergency Service |

SPECIAL SITUATIONS

Earthquake

In case of earthquake - do not use elevator. Do not stay near windows or glass doors. If there is no possibility to leave the building, please stay in the most safety place – door frame, frame beam.

Fire

If there is a fire in your room, immediately contact Reception. Leave your apartment, do not lock the door. You should act according administration or fire service instructions. If there is a fire out of your room, immediately contact administration. If the corridors and stairs are in smog, please stay in your room. Open windows and close your doors, put wet towels under doors and on a ventilation grille.

Hurricane

Close the windows, doors and ventilation grilles. Stay in the most safety place, in the middle of building, in the corridors of the ground floor. Make sure that there is no smell of gas, do not make a fire or use elevator.

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