



HOTEL ★ ★ ★ ★
**BENIDORM
CENTRE**

DIRECTORY



WELCOME

Dear Guest:

Our most sincere welcome to the **Hotel Benidorm Centre**, we thank you for your decision to have chosen our establishment.

We hope that you really enjoy your stay in our hotel and that we can fulfil all your expectations. Also, we would like to inform you about the different services the hotel offers which we consider very useful for you to know. However, if you need any additional information, all the members of our staff will be very pleased to help you.

To fully satisfy you and our future clients, we need you to let us know your satisfaction level and/or your suggestions to improve our service, through the satisfaction survey you will find in your room.

Yours sincerely,

The Management



RECEPTION

Ext. 9. Contact reception desk for any information or suggestions.



TELEPHONE

Telephone for outside calls. With additional cost.



CALL BETWEEN ROOMS

To call the room dial the complete room number (3 digits).



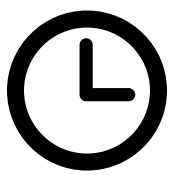
MESSAGES

During your accommodation we will manage all messages and we have a post service at reception.



CREDIT KEY CARD

Use it & get discounts. Very practical and cheaper for you. Charge your credit key card at reception, bars and restaurants.



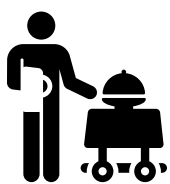
WAKE-UP CALLS

Inform the reception staff the night before of the time at which you wish to be woken up.



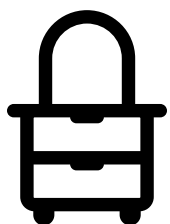
CLEANING TIMES

From 9:30 to 15:30h. Please inform our staff if you have any additional requirements.



ROOM SERVICE

Bar Ext. 154 · Restaurant Ext. 9 · Reception Ext. 155.



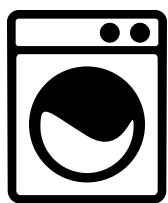
COURTESY ROOM

After midday on request. (Ask in reception).



LATE CHECK-OUT

Check-out time 12 a.m. Ask for late check-out in reception. (Availability and prices).



LAUNDRY - IRONS SERVICE

Follow the instructions and fill out the form inside this folder.
Use the bag in the wardrobe. Irons to rent. See conditions. Ext. 9.



RESTAURANT

Breakfast    Lunch    Dinner   



COLD MEALS

Order your packed lunch at reception the previous day before 20:00h.



FOOD INTOLERANCES

Please, if you required any specific diet, please contact our headwaiter and we'll help you as far as possible.



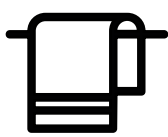
CAR PARK

Private parking available to rent at reception. Check reception for availability and price. Ext. 9.



ENTERTAINMENT AND MUSIC

Check the weekly animation program.
Live music in the evenings.



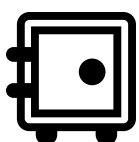
SWIMMING POOL TOWELS SERVICE

See conditions at reception. Ext.9.



SEWING SERVICE

We have a sewing service. With additional charge.
Check prices at reception. Ext. 9.



SAFETY DEPOSIT BOT

Daily rental. Check prices at Reception. Ext. 9.



WI-FI

Free WiFi 1.5mb throughout the hotel. For 10mb high speed WiFi check conditions and coverage at reception. Ext. 9.



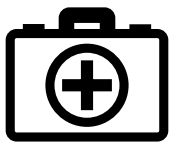
CURRENCY EXCHANGE

Available 24 h in reception. VISA, Master Card, American Express cards, etc, are accepted.



MAINTENANCE SERVICE

We hope that your room is perfect. If any breakdown happens during your stay, please contact reception. Ext. 9.



(EXTERNAL) MEDICAL CARE

External medical service care. 24h. Ask for services and prices. Ext.9.



LUGGAGE ROOM

Contact reception desk.



DESCRIPTION

HOTEL BENIDORM CENTRE ****

ADULTS ONLY (Minimum age: 16)

Hotel Benidorm Centre is located on Calle Gerona, in the heart of Benidorm, next to Avenida del Mediterráneo and a stone's throw from the city's main shops and entertainment areas.

Totally renewed in 2019, it includes the following services:

99 comfortable and modern rooms with a big TV screen. Telephone and mini-bar. Complete bathroom, most of them with shower. Superior rooms also will have a Jacuzzi.

Air conditioning / central heating as per season.

Restaurant: all services buffet style and show-cooking to please every guest's taste.

We must remark its modern cafeteria and the British style Pub with direct access from the street.

Outdoor swimming pool –fresh water- surrounded by a fantastic wide solarium terrace with sun beds and parasols, open 365 days a year to relax and sunbath.

FIRE SAFETY RULES

WHEN YOU CHECK IN:

- Check the location of your room by looking out of the window or balcony.
- Locate the emergency exits and count the number of doors to the nearest exit.
- Look for the alarm button in the corridor and know how to use it in case it is necessary. Remember how to contact the Hotel Reception (extension 9).
- Consult the evacuation plan in the exit area of your room.

IN THE EVENT OF FIRE:

- Pick up your magnetic card and go to the door. If there is smoke, **DO NOT REMAIN STANDING**, get down and crawl; smoke and gas tend to rise.
- If the door is hot and smoke is coming through the gap at the bottom, **DO NOT OPEN IT**. Otherwise, open the door and go to the nearest emergency exit. When you reach the emergency exit, close the door behind you.
- **DO NOT USE THE LIFTS.**

IF IT IS NECESSARY TO REMAIN IN YOUR ROOM:

- Open the window if there is no smoke outside and hang a sheet or blanket over the rail. If there is smoke outside, close the window and phone for help.
- Fill the bath with water using the wastepaper bin as a bucket.
- Cover your mouth and nose with damp clothing.
- Place damp towels and / or sheets at the gap at the bottom of the door.
- Turn off the air conditioning in your room.
- If the door and walls are hot, throw water onto them using the wastepaper bin as a bucket. Keep them wet.



GRUPO BALI
HOTELES

BOOKINGS

C/ Actor Luis Prendes nº4 • 03502 BENIDORM (Alicante)

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reservas@grupobali.com

www.grupobali.com