

Dear guests,

Welcome to Fra Mare Thalasso Spa!

Let us make your stay problem-free
with our tips and pearls of wisdom.

Talk to us – we are here for you and always ready to help.

We seek to do our best for you at all times
and are very happy to see you here again.

Your satisfaction is worth to us more than anything else.

Enjoy your stay!

USEFUL NUMBERS

Emergency aid	112 (dial "0" ahead if calling from the room)
Hotel receptionist	600
SPA receptionist	612
Bar	606

HOTEL

Information

Hotel reception is at your service for 24 hours

SPA reception is open every day from 9am until 6 pm.

Making a phone call

To call from one room to another, dial the respective room number.

For example: if you wish to call room No. 501, dial 501.

Room service

We tailor our hotel room cleaning to suit your preferences.

If you would like your room to be cleaned, please use the designated sign (door speaker).

Please hang it on the door handle before 12:00 on the day, so that the maid can schedule the cleaning.

Our cleaning team is available until 16:30 to accommodate your needs.

If you are staying with us for three nights or more, we will refresh your room every fourth day, unless you prefer otherwise.

Internet

Free internet point is located in the Thalasso hotel library on the second floor. Free Wi-Fi is available throughout the entire hotel.

Wi-Fi password is **Mudaravi**

Personal belongings

We will not have any responsibility for any loss or damage to your personal belongings left in your room. We advise you not to leave money or valuables in your room. You can keep them in a safe-deposit box in the lounge. When leaving the room, we ask you to close the balcony door.

We take no responsibility for things left on the balcony.

Pets are not allowed in our hotel. In case of violation of the rules, a fee of 100€ applies.

Laundry Please take the laundry bag to the reception. Orders placed from Monday to Thursday until 12:00 will be returned the next afternoon, orders placed on Friday will be returned on Monday afternoon. Paid service according to the price list.

Billiards

The billiards table is on the second floor. You can buy tokens at the hotel reception.

Shop

On the first floor near the hotel reception there is a little convenience and souvenir shop.

Postal services

Post-box is near the entrance at the hotel lounge and is emptied once a day. You can buy stamps and postcards from the shop on the first floor.

Entrance

Do not let in people who have not previously identified themselves. There is an eyehole in the door for your safety.

Note: For the purpose of your security, only registered visitors can stay in your room after 11pm.

Check-in and check-out

Check-in starts at 3pm and we would appreciate if you checked out by 12pm. In case you need to check-out later, please call the hotel reception dialing 600. We charge for every extra hour spent at the hotel.

Safe-deposit boxes

Safe-deposit boxes are in the hotel lounge. Please ask the receptionist for more information.

Smoking is prohibited in our hotel! There is a penalty 100€ for smoking in the room.

Taxi You can call a taxi at the reception.

TV channels

There is a TV set in all our rooms with a selection of different TV channels.

Fire-safety

Smoking is prohibited in our hotel.

Burning of candles is not allowed in our rooms.

Please unplug electrical devices before leaving the room.

We ask you to **check the location of the emergency exit and emergency equipment closest to your room.** You will find respective information on the wall in your room.

IN CASE OF FIRE dial immediately emergency number 112 (dial "0" ahead if calling from the room) and notify them of the fire. Call **600**, tell the hotel receptionist your name and room number.

Fire in your room

If you are unable to extinguish the fire (very small fire) yourself, when possible, close any opened window, exit the room, close (not lock) the door and move to the closest emergency exit. Please notify the reception desk.

Fire outside of your room

If a fire alarm is given or you smell smoke:

- before opening the door, check that the door is not hot and try to see, where the smoke is coming from;
- if the hallway is free, use the shortest way to exit, follow evacuation markings;
- in a room full of smoke, please keep close to the floor and try to avoid inhaling smoke. If it is not possible, breathe through a wet towel;
- if the door is hot or you cannot get out of the door, put a wet cloth under the door and into the ventilation hole, open the window, show yourself and call for help.

In case of fire, the assembly point is the parking lot in front of the house. Go there and inform the receptionist that you have left the house.

The receptions are in the Spa Hotel lobby and in the Thalasso hotel lobby.

There you can:

- book the treatments and pay for them;
- order a cot;
- borrow outdoor and table games, blankets and pillows;
- rent dressing gowns, a bicycle, walking sticks and skis in winter;
- pay for using the safe-deposit box;
- call a taxi.

Gym

Hotel gym is open every day 7am - 11pm.

You can use the gym during opening hours, except at the time of gymnastic, yoga stretching or stretching therapy classes.

There is a range of gym equipment for you to use. **In the morning, our instructors invite you to the morning exercise-Nordic walking** by the sea. You can find more information on the stand.

Activities

To complement your evenings and days, we offer various sports opportunities in the **Healing Yoga House**: Kundalini yoga classes, pilates to music classes, virtual Kundalini yoga classes in the morning, yoga classes guided by our instructors. Ask our receptionist for more information. Information is also available on our website www.framare.ee, on the hotel's internal television and on the information boards located in the lobby.

Wake-up call

To order a wake-up call, please contact the hotel reception, dialing 600

Night-time

Night-time at the hotel is from 11pm until 7am.

RESTAURANT

Restaurant Bergfeldt

With an excellent sea view, our restaurant is a suitable place for people who like delicious food, nice music and good wine.

Open

Mo–Thu 12pm – 11pm

Fri, Sat 12pm – 12am

Hotel reserves the right to make changes in timetables.

Good to know: we close the kitchen 1 hour before the restaurant closing hours.

Breakfast

We serve breakfast *buffet* in the restaurant from 7.30am until 11am.

Lobby bar is a perfect place in hotel lounge for meeting friends, to have a light meal or a refreshing drink after an exhausting day.

Open

Mo–Thu 12pm – 11pm

Fri, Sat 12pm – 12pm

Hotel reserves the right to make changes in timetables.

Good to know: we close the kitchen 1 hour before the restaurants closing hours.

Lunch

We serve lunch *buffet* in the restaurant from 12pm until 3pm.

Terrace café

During the summer season, we welcome you to our terrace café.

Room service

You can order breakfast, lunch and dinner to your room for an extra fee.

If you wish to order breakfast in your room, please take the completed order form to the receptionist by 10pm the latest the evening before. The room service order form can be found in your room. Additional information by phone 606.

Dinner

We serve dinner *buffet* in the restaurant from 5pm until 8pm.

Hotel reserves the right to make changes in timetables.

SPA

Morning swim

Enjoy your morning swim in our Thalasso Day Spa seawater pool, after which you can relax in the warmth of 70°C Finnish sauna.

Mo – Sat 8am – 10am

Sun 8am – 12pm

Treatments

We have divided our treatments into Spa and Thalasso treatments.

Please book all your treatments ahead by phone 612 or 600 (+372 4724612, +372 4724600).

Thalasso Day SPA - sauna and swimming pool park

There you can visit a refreshing seawater pool with massage jets and a waterfall, an outdoor pool with a terrace, a spacious Jacuzzi, wonderfully warm and cold Kneipp therapy, and a resting area with warm benches and a spectacular view.

Our six saunas wait for you to relax and unwind. Our selection includes a steam sauna, a salt sauna, a +90°C and a +70°C Finnish sauna, a sanarium and an infrared sauna.

For small groups of friends or partners, we offer a **private sea sauna**, which accommodates up to 12 people.

Open

Mon-Thr 3pm-9pm, Fri-Sat 1pm-10pm, Sun 8am-9pm

Thalasso Beauty world

A world of beauty awaits on the first floor of the Thalasso Hotel.

Open Mon - Sat 9am-6pm

Please book all your treatments ahead by phone 612 or 600.

Seminar

We provide two different sized conference rooms for you to hold work-based get-togethers and business meetings.

Panoramic hall

The 75m² sea-facing panoramic hall creates an ideal atmosphere for larger business gatherings, providing different styles of room set-ups: square, u-shape, classroom, banquet and theatre style.

We can host meetings up to 75 people in the theatre style.

Seminar room

We have a 45m² seminar room for meetings, training sessions and presentations in a cosy atmosphere at your disposal, seating up to 18 people in round-table style.

We ask you to pre-order conference technology.

Between conferences, we can offer light meal and coffee in our restaurant.

We wish you pleasant stay in our hotel!