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PH

- how to call from the room
- accommodation and facility information
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# how to use the telephone in the room

to call the reception, dial first

**9**

for the external line dial first

**0**

to communicate from room to room

call the reception dial 9

Welcome to

# ART&PARK HOTEL UNION LIDO

information may be subject to change during the season

## AIR CONDITIONING / HEATING

For the rooms: the digital wall thermostat indicates the current room temperature, which can be adjusted manually (to increase or decrease by 3 degrees) by acting on the +/- button. To turn it off or on again please contact the reception (telephone number: 9).

We remind you that the system is controlled by the reception and that, when the window is opened, the device locks automatically.

For the Torcello and Murano Family Homes: there are three air conditioners and a remote control, with the possibility to choose between heating (indicated on the remote control with the sun symbol), air conditioning (snowflake) and dehumidifier (drop) and to set the temperature you prefer.

We remind you to close the windows before turning on the air conditioners and to turn them off when you leave.

## ANIMATION

The animation team offers a varied, energetic, and engaging daily program including sport, fitness and entertainment, and is naturally ready to meet the needs of our little guests, starting from 18-month-olds up to 12-year-olds. The activities are varied and suitable for all age groups to involve and entertain children without ever losing sight of their safety. And after a day full of activities... the icing on the cake comes in the evening! The animation team will delight our guests with comedy shows, variety shows with engaging international numbers and musicals with theatrical choreography, costumes and sets.

CONSULT OUR myUnionlido APP TO ALWAYS BE UPDATED.

## AQUA PARKS:

AQUA PARK LAGUNA: Water Wonderland

10,000 m<sup>2</sup> of pure white sand on which the palm trees bend gracefully, waterfalls and whirlpools among the rocks, slides for the little ones and various attractions for young and old ...

AQUA PARK MARINO: Pure Colors of Life

True emotions, a sea of fun just a few meters from the beach ...

Aquatic mushrooms for refreshing showers, a thousand bubbles in the whirlpool, the Easy River to get carried away.

from the current, a beautiful aquatic landscape to be experienced!

Admission to the water parks is included in the price of the stay.

FOR THE OPENING TIMES, PLEASE CONSULT OUR myUnionlido APP.

## **ARRIVALS AND DEPARTURES**

For all rooms: the arrival time is from 3:00pm and the departure time is by 10:00am. Check-in starts at 3 p.m. check out within 10 a.m.

For the Torcello and Murano Family Homes: the arrival time is from 4.00 pm and the departure time is before 9.00 am. Check-in starts at 4 p.m., check-out within 9 a.m.

If you must leave before 7:00 in the morning, we kindly ask you to notify the reception and to settle the bill the night before by 22:00.

## **BARS AND RESTAURANTS**

Union Lido Park and Resort is proud to present an impressive culinary range of choice: try out our restaurants and buffet bars, each one of which will provide you with a unique experience, a true “tasting tour” through Italian cuisine and beyond.

## **BEACH**

At the end of the main avenue of the campsite you will find our beach, and on the left the area reserved for hotel, annex, and Family Home guests. The area dedicated to you is equipped with yellow umbrellas and sunbeds. Show your BEACH CARD, which you received at check-in, to the staff who will assign you to your station.

## **BICYCLES**

Our hotel has bicycles (city bikes) to enjoy the beauties of our territory; contact the reception for information and costs.

It is also possible to use the bicycles in all areas of the campsite, except the promenade and the pedestrian area (Shopping Center).

E-bikes can be rented at Officine26 in the building next to the turtle pond.

## **BLANKETS AND PILLOWS**

You will always find them available in your room closet.

## **BREAKFAST**

Our rich breakfast buffet is served every day from 07:30 to 11:00. It is also possible to take advantage of room service with a supplement of € 5.00.

## **BREAKFAST BOX**

If you are a hotel guest and you have scheduled your departure before 7:30 am let us know at the reception the night before if you would like to receive a breakfast box to be enjoyed on your journey back home.

## **BUS**

Contact the reception or the info point to buy your tickets to reach Venice, its islands, Lido di Jesolo, the airports, and many other destinations! <http://actv.avmspa.it/it>

In addition to the public service, in high season two special ATVO buses are available to guests <https://www.atvo.it/#> departing from the Fitness Arena for the following routes: Union Lido - Punta Sabbioni every day except on Sundays and holidays, and Union Lido - Cavallino Market every Tuesday morning, approximately every 20 minutes, starting from 8:00 until circa 13:00.

We also remind you that tickets are not sold on the bus, you can buy them at the reception and at the information office.

## **CARDS**

- **BONUS CARD** - since 2016 the new Bonus Card has replaced the Union Lido Card (loyalty card) and retained some advantages with the affiliated partners, which you can ask about at the Info Point.

The points collected will be usable from the next holiday and will have a duration of 3 years.

Each Euro spent corresponds to 10 points.

Important: the activation of the Bonus Card must be requested at the Info Point before issuing the account.

Points can only be credited to the account holder.

The Guest must notify the operator before checking out if he is the holder of the Bonus Card, so that the points may be loaded.

By downloading our Myunionlido app you can always be updated on your points status and their expiration date.

We invite you to contact the Info Point to receive the BONUS CARD and all the information on how to take advantage of the internal and external benefits of the Resort.

- **SPORT ACTIVITY CARD** - is the card that allows you to participate in courses organized by qualified instructors. The courses range from light physical activity, such as muscle awakening in the morning, postural gymnastics to water aerobics.

The card can be purchased at the Info Point.

## **CAR WASH**

You can wash your car in the equipped area inside Union Lido. Please contact the campsite reception to access the area.

## **CHECK IN**

To make your stay as comfortable as possible, we summarize the functions of the bracelet and the cards you received at check-in:

- **BRACELET** - strictly personal, allows access to the campsite through optical reading at the entrance. It also allows the billing of any drinks purchased at the Butterfly Garden or at the Pool Bar on the room: to confirm the transaction, always remember to provide your PIN code.
- **KEY CARD** - to access your room and to be left inserted in the slot as soon as you enter, to activate electricity and air conditioning. This card also allows you to open the entrance bar to the hotel car park
- **CAR PASS** - to be applied visibly inside your car
- **WIFI PASS** - code consisting of letters and numbers that acts as a username to connect to the WIFI; network name: UNIONLIDO
- **PIN** - the 5-digit PIN code allows you to complete access to the WIFI network; it is also necessary to charge your drinks in the room at the hotel bars
- **BEACH CARD** - give it to the staff of the beach reserved for the hotel to use your station during your stay

PLEASE RETURN EVERYTHING AT CHECK-OUT.

## **CHURCH**

A Catholic religious function is held in the church inside the Resort in Italian with readings in German. To find out the timetables, consult our myUnionlido app.

## **DOCTOR**

The doctor is available 24 hours a day for free visits at the clinic (located near the cash office) every day from 09:00 to 10:30 and from 18:00 to 19:30. A paediatrician is also expected to be present in June, July, August and mid-September.

## **EXCURSIONS**

The information office will be happy to provide information and advice both to those who love to move independently and want to discover Venice by focusing on what attracts and impresses them most, and to those who prefer organized and guided excursions to enjoy not only the cities but also the shows, events and food and wine specialties of the area.

Discover LIVE LOCAL: the new way to experience the holiday, traveling is not just seeing but also doing and sharing. For reservations, contact the info point. Learn more about our myUnionlido app.

## **FITNESS ARENA**

Equipment with cutting-edge technology from Technogym and specialized trainers are the main ingredients of our gym. For hotel, annex and Family Home guests, admission is free.

Before starting your workout, make sure you have a clean pair of shoes and a towel (you can collect it from the lifeguard at the pool).

## **HOTEL BARS**

Butterfly garden: the hotel bar opens every day, come and try our exclusive selection of drinks and liqueurs from all over the world.

Pool bar: the bar under the umbrella to relax while enjoying an ice cream or a snack.

## **INTERNET**

You can connect for free to the Union Lido WIFI network by following this procedure:

1. Connect to the "UNIONLIDO" WIFI network
2. Under "Structure" select "Park Hotel".
3. Under "PASS" write in CAPS the code made up of letters and numbers received at check-in. Do not press the spacebar after entering the code.
4. Under "PIN" enter the numeric pin code. Do not press the spacebar after entering the code.
5. Check the item "REMEMBER ME", so as not to have to enter the data from time to time.
6. Click on "CONNECT".

7. Select the item "FREE" to get a free connection at a speed of 2mb.

If you want the fastest connection (5mb) an additional cost will be required, which will be charged directly to your stay account.

## **LAUNDRY**

The service is available with collection and delivery to the room every day. Please fill out the pre-printed form you find in the closet and place all the items to be washed and / or ironed in the appropriate bag, leaving it on display; bags collected before 10:00 will be returned within the next morning.

## **MINIBAR**

The fridge is available for your drinks. If you wish to use the minibar service, please contact the reception for the supply as per the price list.

## **PAYMENT**

Payments are made at the reception every day from 07:00 to 22:00. The accepted cards are Visa, MasterCard and Bancomat. We do not accept payments with American Express and Diners Club.

We remind you that payments can be made in cash within the legal limits.

## **PHONE**

To call the reception, dial the number "9".

To make external calls:

1. enter "0".
2. wait a few seconds.
3. Enter the local or international prefix.
4. enter the phone number.

## **PRINT DOCUMENTS**

Contact the reception to print your documents, such as boarding passes or entrance tickets for museums and events.



## **RECEPTION**

Available 24 hours a day, we are always at your disposal to best satisfy all your requests and needs. Should you encounter any critical issues, contact the staff by calling "9" in order to spend your holiday in peace and harmony: we will do our best to promptly resolve any complications.

## **SHOPPING**

From the designer dress to the nice T-shirt, from the Murano glass jewel to the organic products Made in Cavallino, to the typical local handicrafts: lose yourself in a kaleidoscope of offers for all tastes, among the wide choice of shops and commercial structures present in the Holiday Park.

Do you want to take home a souvenir signed by Union Lido? Come to our Store for exclusive products that will accompany you every day of the year! And do not forget, they can also be ordered online and delivered directly to your home.

## **SAFE IN THE ROOM**

You can use the safe in your room for free, just ask for the key at the reception. For security reasons, we inform you that the key cannot be left in the room or in custody at the reception.

## **SPORT**

Movement, Mediterranean diet, and integral relaxation are the ingredients of our long-life recipe.

In the exclusive oasis overlooking the sea of Union Lido, with jogging and fitness trails, complete with games for children in natural materials and a naturalistic itinerary marked with special guide panels, you can enjoy all the pleasure of keeping fit in the open air.

All this is completed with a wide range of sports programs and tournaments on the beach or in the water to meet the needs of everyone, young and old, such as aqua aerobics, aqua gym, beach volley, diving center, minigolf, pedal boat rental, swimming school, stretching, and windsurfing.

The Cavallino Sport Center will satisfy the needs of enthusiasts to carry out their favourite sport activities followed by professional and expert instructors.

Inside the Cavallino Sport Center there are: tennis, with 9 lighted fields, Manolo horse club, a football field, an archery field and Dog Agility, a field equipped all year round on which spectacular Agility courses and events are held.

For more information, see our myUnionlido app.

## **SWIMMING POOL HOTEL**

Heated at a constant temperature of 28 ° C, equipped with neck shower heads and a paddling pool. The pools are reserved exclusively for hotel guests, annexes and Family Homes. The lifeguard will arrange for the distribution of towels, both for the pool and for the beach.

Our swimming pool is a place of relaxation, so we ask you to respect other guests by maintaining appropriate behaviour and limiting noise, especially during rest hours, from 13:00 to 15:00.

## **TOWELS FOR BEACH AND POOL**

The lifeguard at the pool will be happy to provide you with towels every day, these can be used both in the pool and at the beach. For the change, please return them to the lifeguard according to the opening hours of the swimming pool.

To reduce waste, the use of one towel per person is intended.

## **VENICE**

You can visit Venice by discovering it on your own, focusing on what most attracts and strikes you with a comfortable bus-boat service that gives you the opportunity to reach the most beautiful city in the world and the islands of the Lagoon. The bus stop (for both Venice and Jesolo, with runs every 30 minutes) is right in front of the campsite. From Pentecost to the end of August you have a special ATVO bus available for the Union Lido-Punta Sabbioni route and back, departing from the Fitness Arena.

If you prefer organized and guided excursions, the information office offers you a full range of opportunities and destinations.

Venice will be grateful for your visit and, with friendship and sympathy, will invite you to return. In Venice there is a whole world to discover because this city, where time has stopped, is wonderfully different and its charm makes it unique in the world.

## **WAKE UP CALL**

Contact the reception and communicate the time at which you wish to be woken up.

## **WELLNESS & SPA**

Marino Wellness & SPA

A true oasis of salt water and exclusive treatments, with thalasso path in heated pools, aromatic steam bath, circular multi-jet tub, effervescent beach, bio sauna, essence showers, Japanese swimming pool, roof-solarium, MultiJet treatment, massages and custom-made beauty programs.

Open every day from 10am to 6pm. For information and prices, consult our myUnionlido app.

W10 Leisure Building

Rigorous lines that embrace pure technology.

LED lighting, use of renewable energy and solar heating for a zero-impact wellness experience. 2 different heated tubs, 2 circular tubs, neck showers, aromatic steam bath, relaxation room, solarium. It is accessible for disabled people. Open every day from 10:00 to 18:00. For information and prices, consult our myUnionlido app.

**Do you want to stay up to date on news, information and events? Follow us on Facebook and leave us a like!**

**Take the time to review us online!**

**Your opinion is important for our improvement and enables us to offer a service that is always "tailored" for you.**

**You can do this on TripAdvisor, HolidayCheck and Google.**

## TV channel list

- 1. UNION LIDO Channel**
- 2. UNION LIDO Channel**
- 3. RAI UNO**
- 4. RAI DUE**
- 5. RAI TRE**
- 6. RETE 4**
- 7. CANALE 5**
- 8. ITALIA 1**
- 9. L7**
- 10. RAI MOVIE**
- 11. RAI NEWS**
- 12. RAI 4**
- 13. RAI YO-YO**
- 14. RAI 5**
- 15. RAI GULP**
- 16. RAI PREMIUM**
- 17. RAI SPORT**
- 18. ARD**
- 19. ZDF**
- 20. BR FERNSEHEN SUD**
- 21. HR FERNSEHEN**
- 22. SWR FERNSEHEN BW**
- 23. 3 SAT**
- 24. KI-KA**
- 25. ZDF NEO**

- 26. EUROSPORT**
- 28. RTL2**
- 29. SUPER RTL**
- 30. VOX**
- 31. N-TV**
- 32. SAT 1**
- 33. PRO 7**
- 34. KABEL 1**
- 35. WELT**
- 36. ARTE**
- 37. ORF**
- 38. ONE**
- 39. ORF 2**
- 40. PHOENIX**
- 41. VOX UP**
- 42. SUPER RTL A**
- 43. VOLKSMUSIC TV**
- 44. EURONEWS**
- 45. BBC**
- 46. CNN**
- 47. BNV**
- 48. TV5 MONDE**
- 49. FRANCE 24**
- 50. 1TVRUS EUROPE**
- 51. BLOOMBERG EUROPA**