



**MOKAMBO SHORE**

*Family Hotel*

**FINALLY ON HOLIDAY**



# WELCOME TO COLOR MOKAMBO SHORE HOTEL!

HERE YOU WILL FIND ALL THE INFORMATION YOU MAY NEED DURING YOUR STAY.



## CHECK-IN



- Your room will be made available to you from **2:00PM**. In the event that the room is ready earlier, you will be contacted by the front desk. Either way, you can enjoy all our amenities and services right from the moment of your arrival.
- Remember that on your first day lunch is also included. In the event that you are not able to attend, you will be able to reserve a packed lunch for your check-out date by asking the front desk on the day before check-out by 9PM.
- You can park your car in our private lot only

500m away. **Click here** to find out how to reach it. (Fenced but unsupervised, available on a first come, first served basis.)

- During the check-in process you will be given a voucher that entitles you to 1 beach umbrella and 2 sunbeds at Bagno San Giacomo, our affiliated beach property, for the length of your stay.
- The AC remote, where applicable, is available at the front desk. You will be given one of two copies of a receipt that you will be asked to give



back at the end of your stay together with the remote. **(In the event the AC remote is not returned, a €20,00 fee will be charged to your total).**

- Beach towels are free to use. You will be given one of two copies of a receipt and a Color token to be returned together with the beach towels at the end of your stay.

At the pool you can exchange each Color token for a beach towel. Beach towels need to be returned to the pool before you leave (or to the front

desk if checking out during pool closing hours). **Beach towels can be exchanged for clean ones every 2/3 days. In the event that beach towels are not returned, a €10,00 fee per towel will be charged to your total.**







## YOUR HOLIDAY



fruit juices, cola, orange soda, wine, beer, coffee, cappuccino).

- Our indoor bar is open from **9:00AM to 12:00AM**
- Self-serve drink stations are available **24/7**.
- For a customized Color experience, choose among our additional services for an even more exceptional holiday! (Alcoholic drink tickets, massages, beach kits, beach tote bags, theme park tickets)
- Mirabilandia, Oltremare, Italia in Miniatura-, boat trips, beach towels, and the adorable Coco stuffed toy you can purchase at the front desk).

• **Blanco Restaurant** opening times: **Breakfast (7.45-10.00AM), Lunch (12.15-2PM), Dinner (7.15-9PM).**

A designated seating time will be assigned to each room to avoid overcrowding and to ensure that all guests can dine.

- You can enjoy our Cocktail hour (with both alcoholic and non-alcoholic beverages) every day before lunch and dinner.
- Remember that by purchasing our All-Inclusive package you will be able to enjoy unlimited fountain drinks all day long! (Water, iced tea, herb tea,



**\*For more information ask the front desk.**

- Every day a new Color Holiday culinary experience awaits you!

You can enjoy the tasty snacks of our Corner Easy Food every day from 3 to 6PM.

**\*You can find it in the pool area.**

- Your All-Inclusive package also includes free daily access for your whole family to the Atlantica water park and a 1-hour tennis play per day per room at our affiliated tennis center only 400m away (advance booking required).





## SERVICE



### best time for your turn-down service to make sure your pet is safe and at ease.

• For parents with babies and young children, a dedicated kitchenette is available ("Cucina delle Mamme"). The kitchenette contains a microwave oven, an electric stovetop, a fridge, baby bottle warmers, baby utensils, and cookware. In the fridge you will find broths, vegetable soup (without added salt) and pastina ready to be cooked. The kitchenette can be used freely by all our guests, just like you would do at home!



- You can contact the front desk from your room by dialing 9. We will be happy to satisfy your every need! -SKY TV is at your disposal with 11 channels (channels 401 - 412).
- Our pool is open every day from **9.00AM to 18.30PM** and is supervised by our lifeguard.
- We gladly welcome your four-legged friend (**10kg maximum**). Pets can access all areas except restaurants and the pool area. A one-time **€50,00** fee will be charged to your total for the final cleaning of your room after your pet's stay.
- \*We suggest you agree with housekeeping on the**



It is located in the Mini Club area.

- Strollers are available free of charge upon request.
- Bicycles are available free of charge. Use is limited to up to 3 hours per trip. You will need to leave an ID document at the front desk, who will give it back to you upon returning the bike lock's key.
- Baby bottle warmers, baby bathing tubs, and night lights are available upon request







## ENTERTAINMENT



- Candy night is scheduled once a week, featuring an abundance of candies, a surprise show, and Simone's Animals.
- Italia Mia night features a romagna-style dinner and a quiz show about Italy.
- Other events include foam parties, Color Explosions, and many more!

For more information ask our entertainment staff or the front desk.

**\*In case of bad weather scheduled events and activities might be subject to change or cancellation.**

- The complete weekly program of activities is displayed on the information boards in the lobby and by the bar. We organize daily sports and fitness activities, along with tournaments for sports and other games and activities. Your kids will be entertained by our staff with a schedule of activities catering to their age group (Master Chef Kids, foam parties, and much more!).
- You can't miss our events and theme nights!
- **BABY DANCE** is scheduled every night from 9PM to 9:30PM.





## CHECK-OUT



Late check-out may be booked in advance at the front desk, subject to availability, for a **€ 50,00** fee, in order to keep your room at your disposal until the end of the day. Meals are not included.

- Would you like to extend your stay? Ask the front desk for our best quote.

We can even offer you great benefits for your 2022 booking!

- We suggest you to get an appointment at the front desk a couple of days before your departure to settle your account. Our staff will be glad to provide you with the necessary information regarding payment and the use of the state holiday bonus.

We accept credit cards (excluding AmEx), debit cards, and cash. Payment by check or bank transfer is also possible during the beginning of your stay.

- At the end of your stay, you will need to vacate your room by 10AM. Breakfast is included.



## DON'T MISS OUT ON OUR REWARDS PROGRAM!

- Don't forget to download our "Color Holiday" app on your smartphone. Ask the front desk to assign you points based on your holiday: the more you stay, the more you get rewarded!

- Are you a Color fan? Then purchasing our Premium Card is what you're looking for!

It will grant you access to many exclusive deals, both for your current stay and for your 2022 stay! A complementary trolley suitcase with our logo is included.

Our front desk staff will be glad to give you any additional information.

- Don't forget to follow us on social media to always be informed of our news and offers!

- In order to vote for your favorite employee remember to write a review with the employee name you wish to vote for. The employee with the most mentions will be crowned employee of the week. For additional information ask our entertainment staff. We gladly welcome suggestions and ideas to keep improving the Color Holiday experience year after year.







**HAPPY HOLIDAY!**

