

Dear Guests!

Welcome to the capital of Latvia – the city of Riga and **AVALON HOTEL & Conferences**.

Thank You for choosing to stay with us.

We promise to provide You with the best possible service to make Your stay with us memorable and enjoyable.

The information contained in the following pages has been alphabetized to provide You with easier and quicker access to hotel services and activities.

We wish You a pleasant stay!

Sincerely Yours,
AVALON HOTEL & Conferences Team

A

AVALON

Centrally located 4-star *Superior* hotel in Riga Old Town with 111 air-conditioned Standard and Business class rooms, Junior Suites and Suites, free Wi-Fi, restaurant RESONANCE, Lobby Bar, roof-top Banquet Room on the 6th floor, seminar, conference and presentation rooms, gym, underground garage, parking space for busses, laundry service, business and travel information services. For more information please contact Reception or dial "0".

Air Conditioning

All rooms and public areas in the Hotel have air conditioning. To get the best use of the air conditioner in your room, please make sure to keep the window closed. It will only cool your room during the summer season (over +20 °C).

Airport Information

Please contact Reception or dial "0" for information on flights, transfers or other Airport information. Bus No 22 is the official public transport line to and from Riga International Airport. The bus stop from the Airport is located near shopping centre "Stockmann" (bus stop "Autoosta"), while the stop for the route from the Hotel to the Airport is located immediately in front of the hotel.

B

Baby Cots & Pot

Provided free-of-charge for one child under 3. Please ask at the Reception or dial "0". The number of baby cots and pots is limited.

Banqueting

Our Conference and Banquet Manager will be pleased to inform you about facilities and menu. Please dial 2404.

Bar

Lobby Bar is located on the ground floor. Open from 12:00 (noon) until 24:00 or the last guest. Please dial 2401 or "0".

Bottle Opener

Please contact the Reception, Bar or Restaurant. Please dial 2401 or "0".

Breakages & missing

Please note that you will hold the responsibility for all/any breakages and/or missing items in your room and will be charged accordingly.

Breakfast

Hot buffet-style breakfast served from 7:00 am until 11:00 am in high season; low season-weekdays from 7:00 am to 10:00 am and Saturdays, Sundays from 8:00 am to 11:00 am at RESONANCE restaurant. If you arrive in the morning, you can enjoy breakfast buffet for extra charge. For more information please contact the Reception or dial "0".
For breakfast in your room, please fill in the Breakfast Form and leave it at the Reception or hang on your door handle from outside by 10:00 pm on the day before breakfast, or dial "0" or 2401.

Business Services

For copying, fax, document scanning, e-mail, translation or any other business services please contact the Reception or dial "0".

C

Calls

Local Call:	9+Tel. No
International Call:	9 + 00 + Country Code + Area Code + Tel .No
Room to Room Call:	1+Room No

Internal calls are free of charge.

International telephone code list is available at the end of alphabetical information.

Check-in	Check-in time starts at 3 pm. For early check-in, please contact the Reception or Reservations Manager. Please dial "0" or 2204.
Check-out	Check-out time is 12:00 pm (noon). If you require late check-out please contact the Reception. Please dial "0".
Children	One child under 13 stays free-of-charge when using existing beds.
Computer	Please use the guest computer in the Lobby bar free-of-charge.
Conference rooms	Hotel offers conference rooms for up to 180 delegates. For more information please contact Conference and Banqueting Manager or dial 2404.
Congratulations	The Hotel provides special services for birthdays, anniversaries, etc. Please contact the Reception or dial "0".
Country Phone Codes	Please see at the end of alphabetical information.
Courier services	Courier services are available at the Reception for extra charge. For more information, please contact the Reception or dial "0".
Credit Cards	The Hotel accepts American Express, Visa, Master Card, Maestro and EuroCard. The credit card for using hotel services must be preauthorised at the Reception.
Currency exchange	Please contact the Reception or dial "0" to find out the nearest Currency exchange points.

D

Diet Menu	Please contact the Reception or the Restaurant Waiter regarding your dietary wishes. Dial 2401 or "0".
Do Not Disturb	For privacy, please hang the "Please Do Not Disturb" sign on the outside door handle.
Drinking Water	Please use the bottled water or order from restaurant. Dial 2401 or "0".

E

Electricity	220 volt AC is the general current in the Hotel. 220 volt outlets for shavers are provided in Your bathroom.
Electronic Key Card	All room doors are equipped with an electronic card system. To activate the electricity in the room, please insert the key card in the socket near your door. Remember to take your card with you when leaving the room. Please leave the card at the Reception at the check-out.
Elevators	There are 2 panoramic elevators available from the garage to the 8 th floor.
Emergency Exits	Emergency exits are shown on the Fire Exit Plan posted on your room wall.
Extra bed	A sofa bed can be arranged for an additional charge. Please contact the Reception or dial "0".
Extra pillow	You will find an extra pillow in your wardrobe. If you require more, please contact the Reception or dial "0".

F

Facebook

Connect to the Hotel's Facebook page via www.hotelavalon.eu.

Fax

Your fax messages should be sent to the Reception at +371-67160751. Upon receipt, the Reception will contact you. To send a fax, please contact the Reception.

**Fire Safety
Precautions**

As a precautionary measure, please familiarize yourself with the fire exit locations on each floor, displayed on the doors of guest rooms. In the event of fire, do not use the elevators. Use the staircases indicated with the fire exit signs.

First aid

First aid kit is available at the Reception. Dial "0".

Flowers

Guests may order flowers for extra charge at the Reception. Please dial "0".

G

Gift Cards

You may order Gift Certificates for accommodation, restaurant or other Hotel services. For more information please contact the Reception or dial "0".

GMO

AVALON HOTEL & Conferences is the first hotel in Latvia which has joined to the movement "Free from GMO".

"Green Key"

In January 2015, the Avalon Hotel & Conferences was awarded with the eco-label "Green Key". It is an international voluntary eco-label for tourist attractions to promote sustainable tourism. "Green Key" is the world's largest accommodation eco-label. This eco-certificate confirms the acquisition of AVALON HOTEL & Conferences sense of responsibility for the environment and society.

GYM

There is gym available for our hotel guests on the 6th floor. Gym working hours are from 7.30 – 22.00. Please use your door card to open Gym doors. For more information please contact Reception or dial "0".

H

Hair dryer

Hair dryers are available in all guest bathrooms.

HDMI input

To set up your private device to the TV, please use a socket in the wall at the desk before the TV is switched on. For more information, please contact the Reception or dial "0".

Housekeeping

Blankets, pillows, towels and cots are available. Please dial "0" or 2500.

I

Ice Box

Ice box is available for product / medicine storage. Please contact Reception or dial "0". The number of ice boxes is limited.

Ironing

All rooms are equipped with iron and ironing board, with automatic cut-off that can be set to 5, 10 or 15 minutes.

L

- Laundry, Dry Cleaning** Use the laundry bag in your room and drop your clothes at the Reception for washing, ironing or dry cleaning. Services are provided at an extra charge. Dry cleaning services are available from Monday to Friday.
All items received by 10:00 am will be returned the same day. All items received after 10:00 am will be delivered the following day until 12:00 pm
For more information, please contact the Reception or dial "0".
- Location** The Hotel is located in the Riga Old Town area, close to the Daugava River, St. Peter's Church, Latvian National Opera, House of the Blackheads, Riga Central Market, Central Coach Station and the biggest shopping centres.
- Lost & Found** Please contact the Reception or dial "0".
- Luggage** Handling and storage available through the Reception. Please dial "0".
- Lunch Box** Guests may order Lunch Boxes at the Reception. For the Menu and price, please ask at the Reception or dial "0".

M

- Mail & Parcels** Mailing & parcel services are provided at the Reception for additional charge. Incoming mail & parcels will be kept for you at the Reception.
- Maintenance** For assistance with room maintenance, please contact the Reception or dial "0".
- Maps** City maps are available at the Reception.
- Messages** Messages may be left at the Reception. Please dial "0".
- Mini-bar** For Your convenience there is a small refrigerator in your room. It will be re-stocked daily. If you need other beverages, please contact Room Service or dial "0". Bottled mineral water for drinking is located on the table and is re-stocked daily at an additional charge. The pre-authorization of your credit card or a deposit of EUR 70.00 is considered as a guarantee for minibar items. Please do not use the minibar for personal storage items! If your mini bar is closed, please contact the Reception or dial "0".

N

- Non-Smoking-Rooms** The Hotel provides non-smoking rooms. The fine for smoking in non-smoking rooms is EUR 100.00.

Q

- Questionnaire** There is a questionnaire in each room for evaluating our services. Please complete the form and drop it at the Reception.

Quality mark AVALON HOTEL & Conferences has been awarded with a quality mark of the tourism service quality system "Q-Latvia". For more information please contact the Reception or dial "0".

P

Parking Parking place at the hotel and the underground garage are subject to availability and for additional charge. Please ask at the Reception or dial "0" for assistance.

Pet policy Pets are not allowed at the Hotel.

Phone The Hotel's central phone number is +371 67169999.

Photocopying Photocopying services are available at the Reception at an additional charge.

Pillows *SleepAngel*® is the world's cleanest pillow, proven to block germs, bacteria, allergens and even virus, too. So tonight you can lay your head down safe in the knowledge your pillow is completely clean inside – so fresh, so pure - it is just like new. The lowest pillow price guaranteed for our guests. For more information please ask at the Reception or dial "0".

Postcards / Letters You may send letters and postcards via Reception. Please dial "0".

Privacy Policy/GDPR You can read the hotel's privacy policy on our webpage <https://hotelavalon.eu/about-us/privacy-policy>

R

Reservations Please do not forget to reserve a room for your next visit. Please dial 2204, "0" or e-mail us to reservations@hotelavalon.eu

Restaurant Restaurant RESONANCE is located on the ground floor. It is open daily from 12.00 pm (noon) to 11:00 pm. Off-site catering and cakes are available upon request. For more information please dial 2404 or 2401.

Roof Banquet Room Perfect venue for conferences, seminars and banquets. Room size – 42 m². For more information please dial 2404 or "0".

Rooms AVALON HOTEL & Conferences offers 111 Standard and Superior class rooms, Junior Suites and Suites, Family rooms, connecting rooms, and rooms for persons with special needs.

Room Cleaning When you leave your room, please hang the "Please Clean" sign on the outside door handle or contact Housekeeping department. Please dial 2500 or "0". If you would like to make sure your towels are changed, please leave them on the floor.

Room Service Available from 7:00 am to 11:00 pm. You will find the Room Service menu on the writing desk in your room. Please dial 2401 or "0".

S

Safety Deposit Box For maximum safety, we recommend that You place Your valuables and documents in the individual safety deposit box in your room. Hotel administration bears no responsibility or liability for any valuables left in your room.

Security 24-hour video and live guarded security inside the Hotel's public areas and on Hotel's territory. Time-limited room cards with magnetic code. Immediate connection to the Central Police office.

T

Taxi Services Please contact the Reception or dial "0".

Television Your TV set offers programmes free of charge. Channel list is available at the end of alphabetical information.

Transfers Please request individual or group transfers at the Reception or dial "0".

Twitter Follow the Hotel's Twitter account which You can find on our website www.hotelavalon.eu

U

Umbrellas Please ask at the Reception or dial "0".

V

Visitors In the interest of guest security, visitors after 11:00 pm are monitored by the Hotel's Security Department. If you have late guests, please register them at the Reception or dial "0".

W

Wake-up Call Please contact the Reception or dial "0".

Web-page The web site of the Hotel - www.hotelavalon.eu.

Wi-Fi High-speed wireless internet access is available at the Hotel free of charge.

Windows Window opens only 20 cm. For more information please contact the Reception or dial "0".

INTERNATIONAL TELEPHONE CODES AND RATES

Valsts	Tālruņa valsts kods	Cena EUR/min.
Australia	61	0.79
Austria	43	0.79
Azerbaijan	994	0.79
Belarus	375	0.79
Belgium	35	0.79
Brazil	55	1.50
Canada	1	0.79
China	86	0.79
Cyprus	357	0.79
Czech Republic	420	0.79
Denmark	45	0.79
Estonia	372	0.50
Finland	358	0.79
France	33	0.79
Germany	49	0.79
Greece	30	0.79
Hong Kong	852	0.79
Hungary	36	0.79
Iceland	354	0.79
India	91	0.79
Ireland	353	0.79
Israel	975	0.79
Italy	39	0.79
Japan	81	0.79
Latvia	371	0.41-0.98
Lithuania	370	0.50
Moldova	373	0.79
North Korea	82	0.79
Norway	47	0.79
Poland	48	0.79
Portugal	351	0.79
Romania	40	0.79
Russia	7	0.79
Serbia	381	0.79
Slovakia	421	0.79
Spain	84	0.79
Sweden	46	0.79
Switzerland	41	0.79
Taiwan	886	0.79
The Netherlands	31	0.79
Turkey	90	0.79
Ukraine	380	0.79
United Arab Emirates	971	1.50
United Kingdom	44	0.79
USA	1	0.79

The ability to call on connections 902 *****, 900 *****, 909 ***** and 1180***** from all the hotel phones is closed.

TV CHANNEL LIST

0. AVALON HOTEL & CONFERENCES – information channel
1. BBC
2. EURONEWS
3. First Balticum Channel
4. LTV7
5. NTV
6. DW - Deutsche Welle
7. MTV Music
8. France 24
9. 1MUSIC
10. TV POLONIJA
11. ETV
12. INTER+
13. LTV1
14. EUROSPORT