

**Dear Guests!**

Welcome to the capital of Latvia – the city of Riga and AVALON HOTEL & Conferences 4\*\*\*\*+.

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 6<sup>th</sup> 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

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

# D

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

# E

<b>Electricity</b>	220 volt AC is the general current in the Hotel. 220 volt outlets for shavers are provided in Your bathroom.
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<b>Electronic Key Card</b>	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.
<b>Elevators</b>	There are 2 panoramic elevators available from the garage to the 8 <sup>th</sup> floor.
<b>Emergency Exits</b>	Emergency exits are shown on the Fire Exit Plan posted on your room wall.
<b>Extra bed</b>	A sofa bed can be arranged for an additional charge. Please contact the Reception or dial "0".
<b>Extra pillow</b>	You will find an extra pillow in your wardrobe. If you require more, please contact the Reception or dial "0".

# F

<b>Facebook</b>	Connect to the Hotel's Facebook page via <a href="http://www.hotelavalon.eu">www.hotelavalon.eu</a> .
<b>Fax</b>	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.
<b>Fire Safety Precautions</b>	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.
<b>First aid</b>	First aid kit is available at the Reception. Dial "0".
<b>Flowers</b>	Guests may order flowers for extra charge at the Reception. Please dial "0".

# G

<b>Gift Cards</b>	You may order Gift Certificates for accommodation, restaurant or other Hotel services. For more information please contact the Reception or dial "0".
<b>GMO</b>	AVALON HOTEL & Conferences is the first hotel in Latvia which has joined to the movement "Free from GMO".
<b>"Green Key"</b>	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.
<b>GYM</b>	There is gym available for our hotel guests on the 6 <sup>th</sup> 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

<b>Mail &amp; Parcels</b>	Mailing & parcel services are provided at the Reception for additional charge. Incoming mail & parcels will be kept for you at the Reception.
<b>Maintenance</b>	For assistance with room maintenance, please contact the Reception or dial "0".
<b>Maps</b>	City maps are available at the Reception.
<b>Messages</b>	Messages may be left at the Reception. Please dial "0".
<b>Mini-bar</b>	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

<b>Non-Smoking-Rooms</b>	The Hotel provides non-smoking rooms. The fine for smoking in non-smoking rooms is EUR 150.00.
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# Q

<b>Quality mark</b>	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".
<b>Questionnaire</b>	There is a questionnaire in each room for evaluating our services. Please complete the form and drop it at the Reception.
<b>Quiet hours</b>	Quiet hours at the hotel are from 22:00 till 7:00. Hotel reserves the right to apply penalty fee for the amount 150 EUR if guests do not observe quiet hours.

# P

<b>Parking</b>	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.
<b>Pet policy</b>	Pets are not allowed at the Hotel.
<b>Phone</b>	The Hotel's central phone number is +371 67169999.
<b>Photocopying</b>	Photocopying services are available at the Reception at an additional charge.
<b>Pillows</b>	<i>SleepAngel</i> ® 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](mailto: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 m<sup>2</sup>. 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".

## 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](http://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".



## General Safety Tips

Marble, tiles and stone surfaces become slippery when wet.

Take care during the cleaning process of the public areas.

Always respect the "Wet floor" signs.

Pay special attention to the staircases.

Be careful after using your shower or bath.

Please keep your key card secure at all times. Should you lose your key card, please immediately notify the Front Desk so that your lock may be re-coded.

Riga is generally a safe tourist destination, but it is still wise to follow the same common-sense safety precautions you would normally follow in your own hometown. Close and lock your room's door while you are sleeping. Make sure to close your room door whenever you leave your room. Also make sure you don't leave any valuables in the car.

Valuables: Don't leave valuables out in your hotel room. Don't allow anyone to see large amounts of cash or jewelry. Store valuables in your room-safe and make sure your safe is closed. The hotel is not responsible for loss, damage or theft of cash, jewelry or other valuables left in guest rooms.

Strangers: Don't ever invite strangers to your room even if you've had a few drinks with them and feel they're OK.

Answering door: Don't answer the door without verifying who it is through the viewer. Remember that hotel staff wear uniforms, and if a person claims to be an employee, call the front desk and make sure the visit is a valid one.

## Fire Security

Smokers are kindly requested to put out their cigarettes in an ashtray (located outside; few steps away from hotel's main entrance) and not to throw cigarettes down on the street or in the gardens. **PLEASE DO NOT SMOKE IN THE ROOM.** The smoking in the room is prohibited. Do not use electrical appliances for cooking or other purposes that are not provided with the room. Locate alarms and extinguishers on your hotel floor and review their instructions. If you have a physical condition that might impair your ability to either detect an alarm or evacuate via the staircase, please notify the Front Desk.

## In case of fire

1. Notify Reception by dialing "0" or in person.
2. Activate the fire alarm
3. Evacuate the room immediately closing all doors behind you and proceed to the nearest Exit.
4. Do not use elevator while evacuating. Please use staircase.
5. If there is no immediate threat, fight the fire by using the fire extinguishers provided.
6. Above all, always maintain your personal safety.

**DO NOT TAKE RISKS! DO NOT RETURN TO YOUR ROOM FOR ANY REASON!**

## If you hear the Fire Alarm

If you hear a continuous signal, leave the building by the nearest exit.

Take your room keycard and go to the door of your room.

If there is any evidence of smoke in the room, crawl to the door. Do Not Stand! Smoke and deadly gases may rise.

Check the door with the palm of your hand. If the door or the knob is hot.

If the door is not hot, open it slowly, but be ready to close it immediately if necessary.

If the Room Door is Hot, leave it shut - it may be safer to stay in your room. Let someone know you are in the room. Soak towels and sheets to put around doors and cracks if smoke seeps in.

If the nearest exit or stairway is blocked by smoke or fire, return to your room and close the door. Let someone know you are in the room. Soak towels and sheets to put around doors and cracks if smoke seeps in.

## **Epidemiological safety instructions for guests of AVALON HOTEL & Conferences**

- Use alcohol-based hand gel when entering hotel.
- Wash your hands with soap and water or alcohol-based hand gel, before and after eating as well as after attending the lavatory.
- We recommend to keep using face masks in all public places.
- We recommend to keep observing 2m distance.
- We recommend to use the elevator alone, with your roommate or with your household family members.
- If you feel symptoms (fever, cough, sore throat, fatigue or shortness of breath) stay in your room, do not attend public places, inform reception staff about your health condition, if necessary, ask to call an ambulance.

## INTERNATIONAL TELEPHONE CODES

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

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

## TV CHANNEL LIST

No.	Channel name
1	Avalon
2	LTV1
3	MTV Dance
4	Muz TV
5	Euronews EN
6	Euronews RU
7	TV6 HD
8	Inter+ HD
9	Deutsche Welle EN
10	Deutsche Welle GER
11	France 24 EN
12	France 24 FR
13	LRT
14	UA TV
15	Duo7 HD
16	Fashion TV
17	Filmzone+ HD
18	3+ HD
19	LTV7 HD
20	RE:TV
21	RigaTV24
22	Nickelodeon
23	Nickelodeon jr
24	TV3 mini HD
25	TV4 HD
26	Arte HD
27	H2
28	Nat Geo
29	THV3 HD
30	TV3 live
31	8tv
32	CGTV
33	Rai 1
34	Rai 2
35	Rai 3
36	Belarus24
37	TVE inter
38	24 HORAS
39	Al Jazeera
40	NHK
41	7MAX
42	GOLD