



ALHAMBRA

BOUTIQUE HOTEL LOŠINJ

FOR YOUR COMFORT AND EASE OF NAVIGATION, WE HAVE PREPARED A BRIEF A – Z OVERVIEW OF THE SERVICES AND FACILITIES AT BOUTIQUE HOTEL ALHAMBRA. SHOULD YOU NEED ANY ADDITIONAL INFORMATION, PLEASE DO NOT HESITATE TO CONTACT THE RECEPTION AT PHONE NUMBER 700.

AIR CONDITIONING AND HEATING / The room's air conditioning and heating system is simple to use and is controlled via the central thermostat in your room. If you open the window or room door, the system will automatically stop cooling or heating.

AIRPLANE / We offer air-taxi services with planes available for 3 or 6 passengers that can quickly and safely take you to Lošinj from any airport in Croatia or Europe. Our air-taxi service is available upon request, depending on the number of passengers. Transfers from the airport to the hotel are also provided.

BARS / The hotel features an elegant lounge bar and a beach bar, where guests can indulge in signature cocktails, a selection of premium champagnes, and an exquisite range of hot and cold beverages, both alcoholic and non-alcoholic. Light lunch, gourmet bites, and desserts complete the experience, all served in a relaxed and sophisticated setting. The Lounge Bar is open daily from 07:00 to 23:00, offering drinks throughout the day, while a selection of light dishes is served from 13:00 to 22:00. The Lounge Bar terrace and Beach Bar operate weather permitting, with the Beach Bar open during the summer season.

BEACH EXPERIENCE/ DECKCHAIRS AND UMBRELLAS/ BEACH TOWELS

Enjoy exclusive access to Alhambra Beach via your room keycard. Our managed beach offers deckchairs and parasols for your comfort, while beach bags and towels are provided in your room. For any assistance or additional information, the beach team or Reception will be pleased to assist you.

BICYCLES / Should you wish to explore the beauty of our island by bike, our Concierge or Reception will be delighted to assist you with arrangements. Bike rental is available at €15 per day, while electric bike rental is offered at €25 per day.

BOOK OF IMPRESSIONS / We value your opinion and would love to hear your thoughts about your stay in the Guestbook located at the Reception. Your gesture will be a cherished memory.

BREAKFAST / A la carte Breakfast is served daily in the hotel restaurant Alfred Keller from 07:00 to 11:00.

IN-ROOM BREAKFAST / Enjoy breakfast served in the comfort of your room each morning. Kindly consult the breakfast menu and place your order by dialing *Room Service, Concierge/Butler Service* directly on your in-room telephone.

BUTLER SERVICE / Butler Service is available for Augusta Suites, Luxury Suites, and the Grand Augusta Suite from May 1st to September 30th, daily from 07:00 to 22:00. Guests are invited to enjoy this personalized service with a host of benefits. For assistance, kindly dial the Concierge / Butler Service directly on your in-room telephone.

CHECK-OUT / Kindly check out of your room by 12:00. If you require a late check-out, kindly inform the Reception in advance.



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CONCIERGE / Available daily from 08:00 to 22:00 for all advice and information that can make your stay more comfortable. Whether you wish to rent a speedboat, visit a landmark, or take a trip to nearby islands, feel free to contact the Concierge with full confidence.

CONFERENCES & BANQUETS / The hotel offers two elegant conference rooms, the modular Stella Maris I and Stella Maris II, each accommodating up to 12 guests in a boardroom setting. Our dedicated conference team is at your disposal for any additional information and will be delighted to assist in the seamless organization of your meetings and events.

DINNER / Dinner is served at the Michelin-starred restaurant Alfred Keller. Service is available daily from 18:30 to 21:30, while during the summer season, dinner is served from 19:00 to 22:00. Kindly note that the last order for our 3-course menus is taken 30 minutes before closing time.

DOCTOR & PHARMACY / For medical assistance, the nearest doctor's office is located at Dr. Dinka Kožulića 7, Mali Lošinj. Pharmacies are available at the following locations:
Veloselska 33, Mali Lošinj
Riva lošinjskih kapetana bb, Mali Lošinj
For any assistance or directions, kindly contact the Reception.

ECOLOGY / We consciously protect and preserve Lošinj's nature, operating according to ISO and HACCP standards that safeguard the environment. We kindly ask you to follow the towel and linen replacement signs and, aware of the priceless natural wealth, request replacements in a rational manner.

ELECTRICITY / All rooms have a voltage of 220V/50Hz. If you need an adapter or any additional information, kindly contact the Reception.

ENTERTAINMENT / During the summer months, enjoy live music at the Lounge Bar terrace.

EXCHANGE OFFICE / Information about exchange rates and exchanging foreign currency is available at the Reception, working hours from 07:00 to 21:00.

EXPERIENCES & EXCURSIONS / Discover the destination through bespoke experiences, including cultural tours, holistic hikes, and scenic panoramic flights. Guests may also enjoy private yacht and speedboat experiences, as well as organized excursions and sightseeing, all designed to reveal the beauty and spirit of the island. For arrangements and further information, kindly contact our Concierge, who will be delighted to tailor each experience to your preferences.

FITNESS / To maintain good physical form even on holiday, our modernly equipped fitness center offers equipment and accessories for aerobic and anaerobic exercises. The fitness center is open 24 hours a day. For any inquiries about the fitness center or personal training sessions, please contact the Cube Spa.

FLOWERS / For special occasions, we can arrange floral bouquets or arrangements. For more information about orders, please contact the Concierge or the Reception.

GIFT VOUCHER / If you want to surprise your friends or business partners with a relaxing weekend or holiday at Boutique Hotel Alhambra, kindly contact the hotel reception for a gift voucher.



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HAIRDRESSER / The hairdressing salon is located at Hotel Bellevue. To book an appointment, please contact the Reception or Concierge.

HOTEL SERVICES / You can settle all hotel services using your card, which also serves as the key to your room. Hotel service costs will be charged to your room account and will be settled together with the accommodation costs upon checkout.

INFORMATION / For any information, feel free to contact us. Our Concierge and Reception are always available to assist with any inquiries or help.

INTERNET / The hotel offers free WiFi. For any additional information or assistance in connecting to the Internet, please contact the Reception.

KEY CARD / Modern hotel operations allow you to easily, securely, and quickly settle hotel services with the card that also serves as your room key. This card can also be used to settle bills in any of the facilities owned by Jadranka hoteli d.o.o. Charges will be posted to your room account. Please keep your key card safe. If lost, immediately report it to the Reception. For any additional questions, please contact the Reception.

LAUNDRY & PRESSING / To use the iron/press, kindly contact Housekeeping on your in-room telephone, as well as for more information about laundry, ironing, or dry-cleaning services. You may find your laundry bag in the wardrobe.

LIBRARY / Our elegant library is open to guests daily from 07:00 to 23:00, offering a quiet corner and service for drinks.

LINEN & TOWEL CHANGE / To ensure your utmost comfort throughout your stay, bed linens and towels are refreshed every second day. Should you wish to have them changed more frequently, we kindly invite you to use the linen change card placed beside your bed or contact Housekeeping at your convenience.

LUGGAGE / Should you wish to store your luggage on the day of departure, kindly contact the Concierge or Reception for more information.

LUNCH PACKAGES / Please notify us of your plans the day before so we can cancel your meal at the restaurant and prepare a picnic basket, i.e., the popular "lunch package" in exchange.

MINIBAR / A selection of premium drinks and gourmet treats available in your room and charged as per the minibar list. Non-alcoholic beverages and water are complimentary and replenished daily. For suite guests, the first minibar refill is offered with our compliments.

NEWSPAPERS / Offer of various international press via QR code – PressReader.

PARKING / Garage parking is available for hotel guests at an additional charge of €25 per day. Parking spaces equipped with electric vehicle chargers are also available at the same rate of €25 per day. For further information or assistance, please contact the Reception.

PAYMENT / We accept VISA, Diners, MasterCard, and Maestro. Payment is settled at the Reception.



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PET POLICY / Our *PAW – Pets Are Welcome* program is designed to ensure your pet enjoys a stay as comfortable and enjoyable as your own. Upon arrival, pets are welcomed with a special gift, including biscuits and a toy, while a pet bed and bowl are provided in the room for their comfort. Please note that pets are not permitted in hotel restaurants, on the beach, at the pool, or within the wellness and fitness facilities. Certain dog breeds are not allowed. A daily charge of €60 per pet applies. One pet is allowed per room, or a maximum of two small dogs.

PILLOW MENU / You may choose from various pillow types at no additional charge. Choose between merino wool, buckwheat, anatomical pillows, gel pillows, and pillows with special down feathers. Depending on your preference, we have the pillow that best suits you for a perfect night's sleep. For our pillow selection, please contact Housekeeping or Reception.

POST, MAIL / Incoming mail will be delivered to your room. For any additional information about sending and receiving mail, please contact the Reception or the Concierge.

QUESTIONNAIRE / Upon departure, we kindly ask you to share your impressions of your stay and the services in our hotel. Your feedback is extremely important to us in improving quality and expanding our services and offerings.

RECEPTION / The Reception is available for all information or inquiries 24 hours a day. The hotel Reception is equipped with an induction loop for easier communication with hearing-impaired guests. Feel free to contact us.

RESTAURANTS / The hotel is home to Alfred Keller, our Michelin-star restaurant. Breakfast is served daily from 07:00 to 11:00, while lunch is available from 13:00 to 16:00. Our Michelin-starred tasting menus are served during dinner from 18:30 to 21:30, and during the summer season, from 19:00 to 22:00, with the last order taken 30 minutes before closing time.

RESIDENCE TAX / Residence tax is charged per person, per day, in accordance with local regulations. The rate is €1.50 from January to March and October to December, and €2.00 from April to September. Children up to the age of 12 are exempt from paying the residence tax, while children aged between 12 and 18 are charged 50% of the applicable rate.

REGISTRATION / A one-time registration fee of €4 per person, per stay applies, in accordance with local regulations.

ROOM SERVICE / Room Service is available 24 hours a day, offering a selection of dishes and beverages for your convenience.

IN-ROOM BREAKFAST / Start your day with breakfast served in the privacy of your room, available daily from 07:00 to 11:00. Please consult the In-Room Breakfast menu on your TV.

A delivery charge of €10 applies for breakfast served to the room. Delivery of coffee, ice, and beverages is complimentary

IN-ROOM DINING / Enjoy dining in the comfort of your room, available throughout the day from 13:00, with an evening menu available during late hours. Please consult the Private Dining menu on your TV.

A delivery charge of €15 applies for à la carte selections. Delivery of coffee, ice, and beverages is complimentary.



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SAFE/ Each room is equipped with a personal safe for storing valuables. The instructions are located in the safe.

SAFETY / Fire exits are clearly marked in the hallways. Your exact location is shown on the emergency plan inside the door of your room. For detailed information on what to do in case of a fire or any other emergency, please review the safety information at the end of this map.

SPA & WELLBEING / Indulge your senses at our Cube Spa, where the island's healing meets refined wellbeing. Our selection of treatments includes massages, facial therapies, advanced skincare rituals, and bespoke wellness experiences designed to rejuvenate body and mind. We proudly feature premium skincare brands such as Biologique Recherche, Alqvimia, and Kerstin Florian, ensuring a luxurious and results-driven spa journey. Cube Spa is open daily from 07:00 to 21:00. For reservations and further information, please contact Spa Reception.

SWIMMING POOL / The swimming pool is filled with seawater. The indoor pool is open every day from 07:00 to 21:00.

TAXI SERVICES / For taxi services, please contact the hotel Reception or Concierge.

TELEPHONE / For detailed instructions on how to use the telephone in your room, receive messages, or make a direct call, please contact the Reception.

Main hotel telephone numbers:

Hotel: +385 51 260 700

Reception: 700

Concierge / Butler Service: 708

Room Service: 700

Alfred Keller Restaurant: 716

Pasara Beach Bar: 719

Cube Spa Alhambra: 733

To dial an outside line, please dial 0 and wait for the tone before entering the desired number. To call another room, simply dial the room number (e.g., for room 101, dial 101).

Emergency numbers

European emergency number: 112

Fire brigade: 193

Police: 192

Emergency medical service: 194

Telephone calls can be made from your in-room telephone free of charge.

TELEVISION/ The list of available TV channels can be found on the TV menu.

TRANSFERS/ For transfer services to the airport or other destinations, please contact the Reception or Concierge.

WAKE-UP SERVICE / We believe you won't need this service during your vacation, but should you wish to wake up on time, you may activate the wake-up service with the Reception.

HOW TO SET THE ALARM / In the main menu on the TV, use the left or right buttons to navigate to the



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ALARM / icon and press OK. Once you have set the day and time, press the down/up buttons to position the RED button and press OK. On the right side of the screen, under CURRENT ACTIVE ALARMS, your alarm will appear. To delete all alarms, press the BLUE button.

F1 KEY - Save alarm

F4 KEY - Delete all alarms

WINE CELLAR / The Alfred Keller wine cellar boasts a curated selection of over 600 labels, featuring premium wines from Croatia and acclaimed international vineyards. Recognized with the prestigious "Best of Award of Excellence" by Wine Spectator (2024 & 2025) and honored with two stars by The World of Fine Wine, the selection follows the routes of old wine merchants exploring both Old and New World wine regions, always approaching the oenological journey through the paths less traveled. Whether discovering native varieties or enjoying rare vintages, guests are invited to elevate their dining experience with expert sommelier pairings tailored to each course.