

CHECK - IN

New reception format, only open for check-in from:

02:00 pm - 08:00 pm

Once you have made your reservation, we will contact you to organize your "**personalized check-in**".

We will ask you to provide us with your identity data and your's companions.

CHECK - OUT

At 11:00 am, just leave your key in our mailbox.

You will find it at the left of the exit door.

PAYMENTS

48 hours before your arrival we will charge the total amount of your invoice to the credit card that you have provided in the reservation.

"Free cancellation up to 48 hours before arrival date."

THE CODES

With the confirmation of your reservation you will receive the access codes via e-mail.

Code (eg 1234 #): valid to access the hotel from 02:00 pm on the day of your arrival until 11:00 am on the day of your departure.

RECEPTION

Although we do not have 24-hour Reception, do not hesitate to call us for anything you need."

It is a pleasure for us to assist you and help make your stay in Alexandra wonderful!

Call us for free from your room:

- **CUSTOMER SERVICE:** Dialing 100 - (8:30 am - 8:30 pm)
 - **EMERGENCIES:** Dialing 9 - (24 hours)
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BREAKFAST

You can enjoy our breakfast at:

SALA ATRIUM (1st floor) - 07:00 am - 10:00 am

If you have not booked it in advance, you can always hire it the same day in the breakfast room.

SECURITY

Your security is important to us, that's why we have security cameras outside and in the common areas.

We have a fire alarm connected to a central alarm receiver, smoke detectors both in the rooms and in the common areas, and a smart intercom that connects to the 24-hour Emergency service.

In addition, the hotel entrance is equipped with a 24-hour Emergency intercom, in case you forget the code or have any trouble entering.

" Never enter your personal access code with strangers around. "

" Never let anyone enter the hotel behind you. If they are hotel's guest, they must enter their own access code. "