



HOTEL
EXCELSIOR

V-NICE LIDO 4-504

★★★★★

Welcome to
Hotel Excelsior
Venice Lido Resort

Dear Guest,

We have the great pleasure of welcoming you to the Hotel Excelsior Venice Lido Resort.

Built entirely in Moorish style, it is an iconic hotel, a symbol of elegance and charm, where all the rooms offer a spectacular view.

Our Executive chef, in line with Mediterranean tradition and regional cuisine, offers creative and original dishes, which can be tasted at our restaurants and our bars. In this Directory you can find useful information about the Hotel and its services to help you enjoy your visit.

Wishing you a pleasant stay in the magic atmosphere of our beaches, our team stands at your disposal to make your stay a unique experience.

Alessio Lazazzera

General Manager

Hotel Excelsior Venice Lido Resort



HOTEL
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The Excelsior flavour
to taste and savour



"You said you wanted a place by the ocean, so I had it opened. It was closed for the season. All these tables are for two people. Pick whatever one you want."

Robert De Niro "Noodles" to Deborah in the movie "Once Upon a Time in America"





Breakfast

Elimar Beach Bar & Restaurant

Level 0

7:00am – 10:30am

A rich Breakfast in a relaxed and great Restaurant on the Beach: the best way to kick off the day.



Lunch

Blue Bar Terrace

Level 1

12.00am – 3.00pm

Mediterranean experience with traditional masterpieces in a fresh and informal atmosphere.



Dinner

Tropicana Terrace

Level 1

7.30pm - 10.30pm

Taste a spectacular Mediterranean on our terrace overlooking the sea.



Blue Bar

Level 1, close to the Lobby

11.00am – 01.00am

Lunch

12.00pm - 03.00pm

The perfect place to meet friends, sip a drink and enjoy a light meal networking on the terrace and listening to the music from the piano in a relaxed and high class cosmopolitan atmosphere.



Elimar Beach Bar

Level 0

10.00am - 8.00pm

Lunch time Noon - 3.00pm

For your breaks from life on the beach, the Beach Bar welcomes you with refreshing cocktails and mediterranean dishes to delight you until sunset.



Pool Bar

Level 1

10.00am - 7.00pm

The Pool Bar awaits you with exotic specialties to taste at the poolside. A wide choice of tasty treats is available.



In Room Dining

24 / 7

Treat yourself to a delicious in-room breakfast, enjoy a snack or a brunch in the comfort of your suite, experience the pleasure of a private dinner in your room: just consult the menu provided in your room and please press Guest Service. Kindly note that there is a supplement for Room Service.



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Explore Excellence



“At times I couldn't stand it. I used to think of you. I'd think, Deborah lives. She's out there. She exists. And that would get me through it all. You know how important that was to me?”

Robert De Niro “Noodles” to Deborah in the movie “Once upon a time in America”





RECEPTION

The staff of our Reception, operating 24h, will be more than happy to help you and give you all needed information to make your stay even more comfortable.



Check-out time is 12.00 noon. Should you need a late check-out, please contact the Reception for availability one day before your departure.



A porter will take care of your luggage on arrival and departure. On your departure day, please contact the Reception in advance for luggage collection in your room. Kindly specify if you depart by water taxi or boat (level 0) or at Lobby level by car, taxi/cab or any other means of transport.



The Hotel Management is responsible for Guests' possessions only within the limits provided by current Italian Legislation. The Reception provides special safes free of charge for Guests to deposit valuables, documents, jewelry and similar. The service is available from 7.00 a.m. to 11.00 p.m. The Hotel Management is not responsible for valuables left in the rooms where special personal safety deposit boxes are, however, available for guests inside the wardrobes. The use of the in-room safe does not increase, extend or change the Hotel's liability under any applicable law, regulation or ordinance.



For information about the garage service, please contact the reception.



Newspapers and magazines are on sale in the hotel. Please contact the Reception for room deliveries or you will find the Newsagents at level 0, close to the elevators.



SWITCHBOARD

The operators of our Switchboard are at your disposal dialing number 9 from your in-room telephone.



Please contact the Guest Service at the Switchboard dialing number 9 for any request concerning your room cleaning, turn-down service or to require specific room items.



Please put your items in the dedicated bag that you find inside your wardrobe, fill in the attached form and call the Switchboard dialing number 9 for the collection. Please note that the dry cleaning service is not available on Saturdays, Sundays and Public Holidays.*



The voltage in your room is 220 V. Please check your razor, hair dryer, etc. before plugging in. For further information, please contact the Switchboard dialing 9 if you need adaptors.



Please call the Switchboard dialing number 9.



Please contact the Switchboard dialing 9, the Reception or the Concierges for information on medical assistance.*



Moorish-style beach cabanas can be rented from June to September. The Beach Office is available at level 0 from 9.30 to 19.30 for cabanas and beach equipment reservations.*



Free Wi-Fi connection is available in the rooms and all the common areas. For assistance, please call the Switchboard dialing number 9.

**Extra Charge*



CONCIERGES

Our Concierges will be more than happy to take care of everything you might need to make your stay a memorable one. To any questions or requests, the answer is at hand with our Concierges in the Lobby.



For excursions, air, rail and boat information, bookings and tickets, please contact our Concierges*



Please contact the Concierges who are at your disposal to order and send flowers*



The Kids' Club will be glad to entertain little Guests from 4 to 12 years, from July to August. For more information, please contact the Concierges. Alternatively, we will be pleased to help you arrange babysitting services during your stay.*



For car rentals, please contact our Concierges. They will assist you with all the necessary advices to organize your trip!*



For information about hairdressers and beauty centers, our Concierges will be at your disposal.*

**Extra Charge*



Please contact our Concierges for shipments or postal services as well as for requests or communication regarding lost or found items.*



No need to leave behind your fitness regimen when you travel – enjoy our Fitness Center. Located at level 1, close to the swimming pool. Open from 7.00 to 21.00. Rules and regulations are displayed at the entrance. To access to the Fitness Center and the swimming pool area a reservation will be required. Moreover, by contacting the Concierges, you will receive all needed information about other sports activities like tennis, golf, windsurf, sailing and swimming.



Our Concierges are at your disposal for information and reservation of museums, expositions and events. Explore Venice starting from our desk!

*Extra Charge



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Emergency Procedures



SAFETY AND SECURITY

Your safety and the security of your personal property are of the utmost concern to us who welcome you as a Guest. We urge you to take advantage of the following suggestions.

Security Instructions

Do not reveal name of hotel or room number to strangers. Never discuss plans for staying away from hotel in front of strangers. Do not leave luggage unattended while checking out. If you notice anything of a suspicious or alarming nature, or have need of any special assistance, please contact the Switchboard dialing 9 or the Reception. There will be no charge for lost keys. Do safeguard your key.

Keys: Safeguard your room key as if it were your residence keys. If room keys are lost or stolen, report to the Reception immediately. Lock your door from the inside while occupying your room. Make sure that your room door is locked and secure openings to balconies or patios before retiring or leaving room.

Admittance: Never admit repairmen without checking with the Reception; never admit persons with unsolicited deliveries.

Safe Deposit Boxes: Do not keep unguarded valuable items in room. Safe deposit boxes are available free of charge at the Reception.



FIRE PROCEDURES

The Hotel Excelsior is equipped with the latest in fire protection systems. Please take a moment to review the following page regarding fire safety.

We also recommend that you review the emergency evacuation procedures information located on the back of your door. If you have any questions regarding our procedures, please contact the Guest Service dialing number 9, the Reception or the Guest Relations.

When you check in, please make a note of the following:

Locate the nearest fire exits. Count and remember the number of doors between the exits and your door. Open exit doors and examine the staircase layout. Locate the nearest alarm pull station and fire extinguisher.

Inspect your room

Study the layout of your room, and determine anything that might help or hinder possible emergency exiting. Read all fire emergency information provided, including the layout on back of door. Always keep your room key handy near your bed.

We hope that these procedures will contribute to your comfort and well-being during your stay at the Excelsior.



EVACUATION PLAN

Please be prepared. Know the location of stairway exits and fire alarms.

IN CASE OF FIRE, DO NOT USE ELEVATORS

If you discover fire or smoke inside your room call the Switchboard dialing number 9. Take your room key; exit the room; and close the door behind you. Alert others in the area. Activate the nearest fire alarm. Walk to the nearest stairway (DO NOT USE THE ELEVATOR) and exit the building. If smoke is present, move away. **If you are ordered to evacuate your room** EXIT WITH CAUTION. Touch the door. If the door is not hot, open it slightly and look in both directions for the nearest exit sign. Take your room key, exit the room and close the door behind you. If smoke is present, move away. Walk to the nearest stairway (DO NOT USE THE ELEVATOR) and exit the building. **If you are ordered to evacuate your room and the door is hot** DO NOT OPEN IT.

Call the Switchboard dialing number 9

Stuff wet towels or clothes under the door and in air vents to keep out smoke and fumes.

Remain calm, and wait for further instructions. If you cannot exit, your room is the safest place to be. If you think you need to open a window for air, and you are above the ground floor, avoid breaking the window because you may need to close it to keep smoke out later.