

# INFORMATION FOLDER

## HOTEL SIMPLE PATAGONIA

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### **WELCOME**

We offer you the warmest welcome to HOTEL SIMPLE PATAGONIA, by the seaside and the mountains beyond, and next to the road that goes to Torres del Paine National Park.

We hope that your stay at our hotel is to your enjoyment; please do not hesitate to ask about anything that you might need. We'll do our best to meet any of your needs.

### **Wi-Fi**

We have Wi-Fi internet throughout our hotel.

Signal: Hotel Simple Patagonia

Password: simplepatagonia

### **CHECK-IN TIMES**

Your room is available for check-in between 15:00 to 23:00. After this time, the hotel might be closed.

### **CHECK-OUT TIMES**

Check-out is until 11:00 AM.

### **BREAKFAST**

Our breakfast is a buffet, served at the dining area of the Hotel from 8:00 AM to 10:00 AM. The starting time might change depending on the needs of the guest, but we can't guarantee a regular breakfast before 7:00 AM.

## HOUSEKEEPING

Cleaning and disinfection of the room is performed daily. The bed is made, and the surfaces, floor, sink, and bathroom are cleaned and disinfected. We use a certified cleaning agent that's environment-friendly, biodegradable, non-corrosive, and which eliminates 99,999% of bacteria and viruses. ISP.: 2371/20.

Toilet paper is replaced if needed.

If you need to change your towels for new ones, you can leave them in the tub for them to be replaced.

If you wish to forego housekeeping and prefer staff not to go in the room, you can hang the "Do not enter" sign on your door, and let the front desk know before leaving the hotel.

## ROOM

You have one of the 15 rooms available at our Hotel. To make your stay better, you can find a few indications below.

### Heating

Heating in our hotel is provided through a floor heating system, which you can regulate by using the control device near the entrance of the room. The Up and Down arrows on the left of the screen are used to adjust the setting to your liking. Keep in mind that the system uses hot water, so the adjustments might take some time to be felt.

### Bed

The bed is a Super King Rosen box spring mattress (2x2 mt<sup>2</sup>)

The Rosen pillows have a hypoallergenic stuffing.

The Rosen thermal down also has a hypoallergenic stuffing.

The bedsheets are 60% cotton and 40% satin, with a 300 thread count for more comfort.

### Bathroom

The WC is embedded in the wall to facilitate cleaning and sanitizing the bathroom.

The shower has two handles; the uppermost controls the shower, and the other is for the tub.

The plug can be moved up or down by turning the metal wheel in the tub.

**Towels**

The towels made by Lourdes are 550 gr/m<sup>2</sup>, 80% cotton and 20% COPPTECH antibacterial thread.

**FLORENTINA RESTAURANT DINNER SERVICE**

We offer dinner service a la carte every evening at Florentina Restaurant, in our dining area. If possible, please let us know if you wish to stay for dinner so we can write down your reservation and secure you a table.

***WE HOPE YOU HAVE A WONDERFUL STAY AT HOTEL SIMPLE PATAGONIA.***

***WE REMAIN AT YOUR DISPOSAL FOR ANYTHING YOU MIGHT NEED.***

***THANK YOU.***