

## Welcome to Union Lido

First of all, we all wish you a pleasant holiday with Bolero and please let us know if we can help make your holiday more enjoyable. This information folder will give you some tips, advice and help with hire prices should you need anything during your holiday with us.

We hope that you find your accommodation in a clean and presentable condition and you have settled in comfortably. If for any reason you are not settled in your accommodation, please inform a member of the Bolero courier team and we will help to rectify the problem immediately.

### **Bolero Reception**

The Bolero reception office is available daily, but If the Bolero reception is closed when you arrive, a sign will be displayed on our reception office door to show the name of the Bolero courier on duty and his/her accommodation / telephone number, or you will find a staff member working within the vicinity of the reception and they will be happy to help should you need any assistance.

### **Bolero Courier**

We are here to help with any query you may have, so please ask us for anything you might need to help enhance your holiday.

In an **EMERGENCY** where no Bolero couriers are immediately present, there are 3 points of alternative contact:

1. The Bolero site mobile phone is always carried by an on duty courier and can be reached on: ( 00 39 ) 380 588 320 1
2. The **Union Lido** reception is open from **08.00** until **23.00** and after that time, the security staff either on Union Lido or at the entrance gate are also available to help.
3. The **Emergency SOS** phone is located next to the Supermarket (close to Bolero). Pick up the phone and it will automatically connect with the Union Lido reception or the security staff depending on the current time of day / night. (Only to be used in an emergency)

### **Union Lido Information**

Traditionally, Union Lido is a place of peace and relaxation, especially during the hours of 13.00 – 15.00 (siesta time) and from 23.00 – 07.00 (during these times Union Lido ask that noise is kept to a minimum)

To help make this possible, Union Lido kindly ask all guests to try and keep noise levels to a minimum around the mobile homes which will provide relaxation for both you and your neighbours. We would greatly appreciate it if you could ensure children are aware of this whilst playing in and around the mobile homes and please refrain from playing football at all times. This helps to enhance the peaceful environment throughout siesta time and during the night.

Sometimes air-conditioning units can produce external noises that may disturb those who are resting during the hours of 13.00 – 15.00 & 23.00 – 07.00. We kindly ask that during these times, the air-conditioning in the mobile homes is switched to 'fan' mode only as this will continue to maintain the already cool temperature without making too much external noise.



## Union Lido Important Information

### Doctor

Should you need to see a doctor, the Union Lido on-site doctor is available in the medical centre adjacent to the main entrance of the park from **09.00** until **10.30** and **18.00** until **19.30**. Emergency medical cover is provided 24 hours a day should you require it. Whilst in Italy, the emergency ambulance telephone number is: 118

### Chemist

The chemist in Italy is called Farmacia Comunale and the nearest ones are situated in the local towns of Cavallino and Ca Ballarin. The opening times are **09.00** until **12.30** and **15.45** until **19.30**. For non-prescript medicine, there is a Farmacia at Union Lido which sells ointments and creams.

### Shops / Supermarkets

The shops and supermarkets are normally open from **08.30** until **12.30** and **16.30** until **20.00** – **please note, these times may vary throughout the season. Visit the Bolero notice board for full information.**

### Safety Deposit Boxes

These are available at the Union Lido cash office which is located close to the main entrance of the park. The normal opening hours are between **08.00** and **09.00** and **16.00** till **17.00**.

### Recycling

Union Lido has won many awards for their continuing work with nature. To help Union Lido, could you please recycle your waste into the following containers.

#### YELLOW CONTAINERS

ONLY paper, card and cardboard (compact packaging before putting it in)

#### BLUE CONTAINERS

ONLY glass, plastic and cans (For use between the hours of **09.00** till **12.00** and from **16.00** till **20.00**)

#### GREY CONTAINERS

ONLY inorganic waste that cannot be placed in the other containers

#### BROWN BINS

ONLY organic waste (Guests are kindly requested to ONLY use biodegradable bags for organic waste)



## Sorrento Accommodation Equipment

We have hopefully provided everything you will need to prepare and truly enjoy a variety of home cooked meals, but if you require anything, or you require a replacement for any of the equipment listed below, please contact any member of the Bolero courier team and they will happily help.

If you have had any breakages please ask one of the Bolero couriers for a replacement.

### Bedrooms

Kingsize bed with lift up storage	Pillows	Mattress protector
32" Flatscreen TV	Coathangers	
Hairdryer		

### Kitchen / Living Area

43" Flatscreen TV & DVD	Dishwasher	Oven
Electric toaster	Safety Deposit Box	Tin opener
Microwave oven	Tray	Bottle opener
Electric kettle	Frying pan	Scissors
Electric coffee maker	Large stock pan	Potato peeler
Teapot	Pans (3)	Salad serving spoons
Sugar dispenser	Colander	Garlic crusher
Salt & pepper	Measuring jug	Fish slice
Potato masher	Plastic fridge jug	Whisk
Fruit bowl	Cheese grater	Spaghetti server
Draining rack	Salad Bowl	Straining spoon
Washing up bowl	Large plates (8)	Wooden spoon
Washing up brush	Large bowls (8)	Soup ladle
Washing up liquid	Small plates (8)	Bread knife
Tea towels (2)	Cereal bowls (8)	Carving knife
Fire protection blanket	Coffee mugs (8)	Small knife
Bucket & lid	Small cups and saucers (8)	Knives (8)
Large brush	Wine glasses (8)	Forks (8)
Dustpan & brush	Tall glasses (8)	Large spoons (8)
Wall clock	Childrens knives (4)	Small spoons (8)
Smoke alarm	Childrens plates (4)	Egg Cups (6)
CO2 detector	Childrens bowls (4)	Childrens forks (4)
Fire Extinguisher	Childrens beakers (4)	Childrens spoons (4)
Cutlery tray	Ice-cube tray	Chopping board

All plates, bowls and cups are microwave safe.

### Bathroom

Showermat	Toilet brush	Laundry Basket
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### Outside

Patio table	Chairs (6)	Sunlounger
Ashtray	Clothes Airer	Sofa seating area



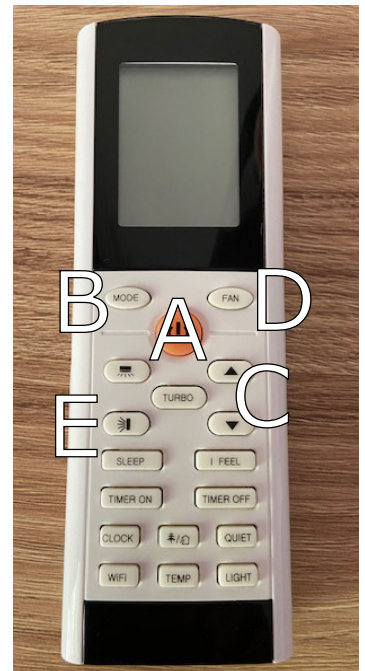
## Helpful Operating Instructions

### Sorrento Mobile Home – Air-Conditioning Controls

*Keep doors and windows closed.*

- A. – Power On / Off switch.
- B. – Mode Display (Auto / Cool / Heat)
- C. – Increase / Decrease Temperature.
- D. – Fan Speed (Low / Medium / High)
- E. – Swing (Direction of Air Flow Up / Down) Only use remote to adjust swing.

1. Press Power (A) button to start the air-conditioner.
2. Press Mode Selection (B) To Auto (25 C) To Heat (Sun symbol) or cool (Frost symbol).
3. Press Room Temp Setting (C) up or down to desired temperature. (Up for warm, down for cold)
4. Press Fan Speed button (D) to desired speed then press Swing (E) for desired air-direction (Only use remote to adjust swing).



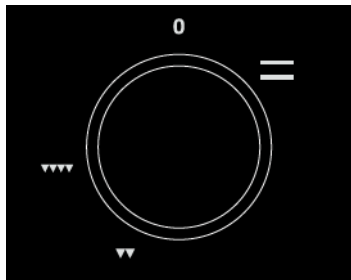
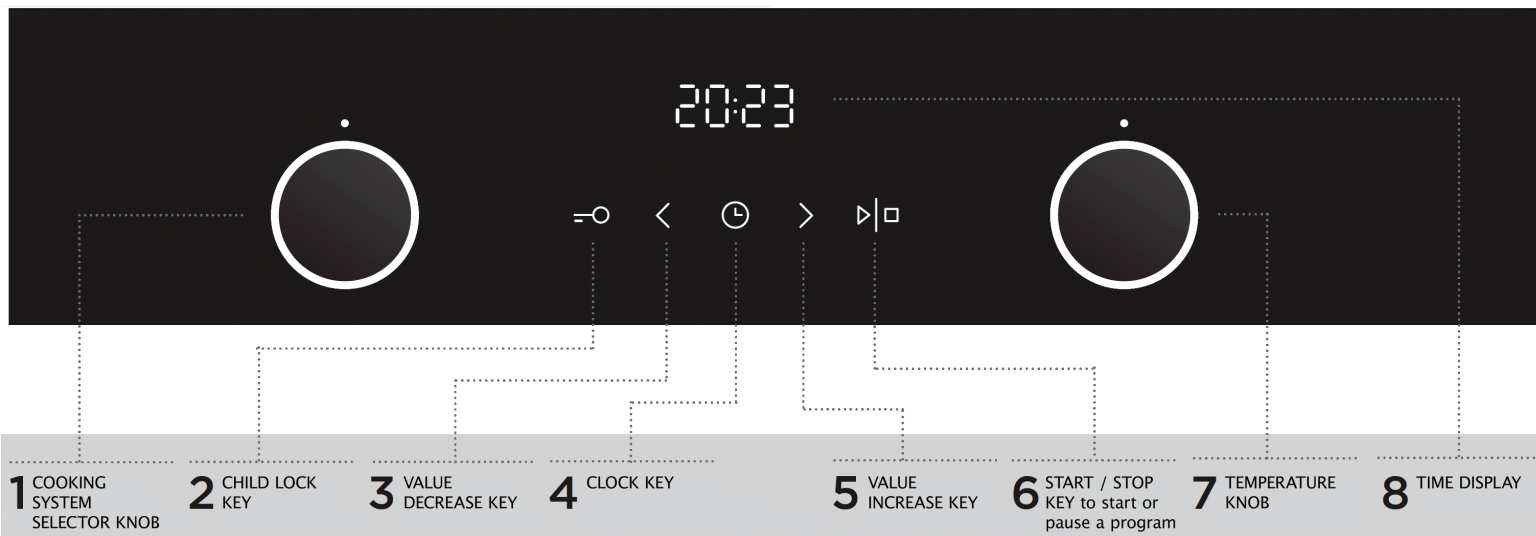
All other buttons are not necessary for normal use of air-conditioning system.

If you require any help, please ask any of our couriers for some guidance.

IF THE AIR-CON IS IN OPERATION AND THE ENTRANCE DOOR OF THE SORRENTO MOBILE HOME IS LEFT OPEN FOR 5 MINUTES, THE COOLING FUNCTION WILL DISABLE, BUT THE FAN WILL STAY IN OPERATION. PLEASE ENSURE THE DOOR OF THE MOBILE HOME REMAINS CLOSED FOR CONTINUOUS FUNCTION.



## Helpful Operating Instructions Sorrento Oven



A. Slightly push the Cooking System Selector Knob until it pops out; then, rotate it to the desired setting.



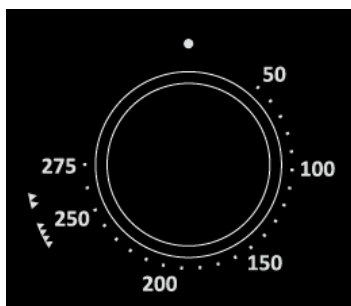
(i) Upper & Bottom Heater: The heaters in the bottom and in the ceiling of the oven cavity will radiate heat evenly into the oven interior.



(ii) Large Grill: The upper heater and the grill heater will operate. The heat is radiated directly by the grill heater installed in the oven ceiling. This combination is used for grilling meat, and for toasting bread.



(iii) Small Grill: A part of the large grill set, will operate. This system is used for grilling a smaller amount of meat, and for toasting bread.



B. Slightly push the Temperature Knob until it pops out; then, rotate it to the desired temperature. When using the oven system with the large/small grill, set the temperature knob to the shown position.

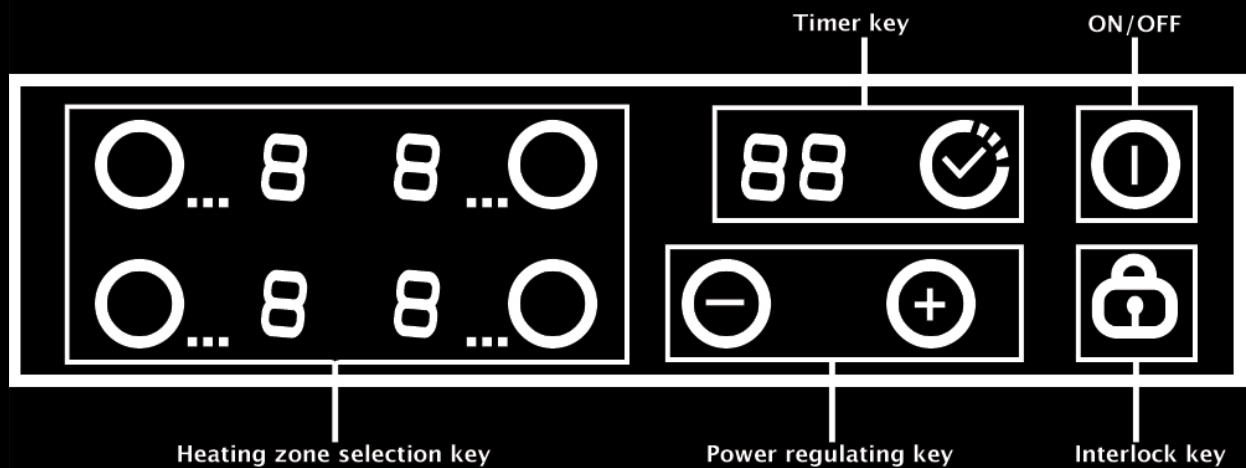


C. Start the cooking process by pressing the START/STOP key and holding it for a while. The temperature and operation symbols will be lit up. While the oven is heating up, the temperature symbol will flash. When the oven reaches the set temperature, the symbol will light up and a short beep will be sounded.


D. To stop the cooking process, press and hold the START/STOP key. Turn the COOKING SYSTEM SELECTOR and TEMPERATURE KNOB to position "0".





## Helpful Operating Instructions Sorrento Induction Hob





### Operating Instructions

Place the pan in the centre of the chosen cooking zone and press ON / OFF 

When the ON / OFF key is pressed, all the indicators show '–'. Choose the hob selection and then you can select the power level by pressing   for the relevant hot plate.

To begin with the indicator shows '5'. Adjust up or down by pressing the '+' or '-' key. If you press the '+' and '-' at the same time, the power setting returns to '0' and the cooking zone switches off.

### Safety Mode

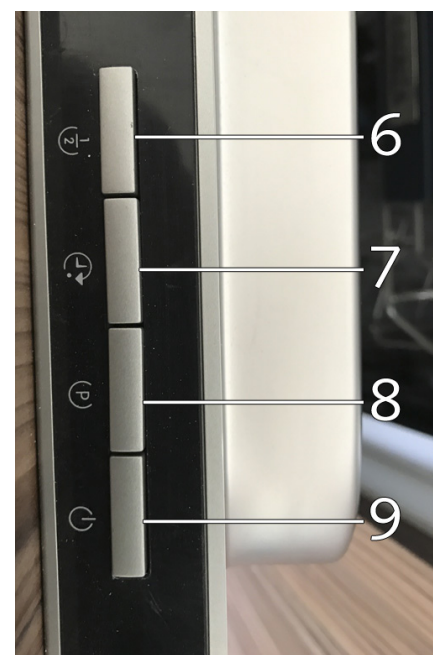
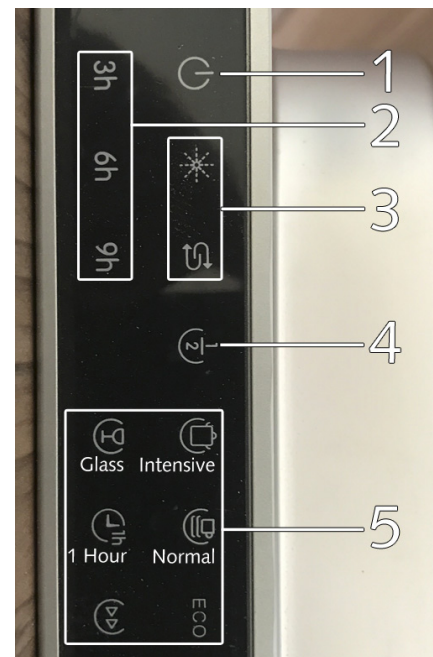
To ensure the safety of children, the induction hob is fitted with an interlock device. To lock: hold down the  key; the hob then goes into 'interlock' mode, the timer shows 'Lo' and the rest of the keys are disabled except the 'ON/OFF' key. To unlock, hold down the  key for 2 seconds and the hob will return to normal working.





## Helpful Operating Instructions Sorrento Dishwasher

1. Power indicator:  
Displays when Dishwasher is turned on/off.
2. Delay indicators:  
Displays the delay time chosen (3 hours, 6 hours, 9 hours)
3. Salt & rinse aid warning light:  
Displays when the salt container / dispenser needs to be refilled (See a member of staff)
4. Half load indicator:  
Displays when 'half load' has been selected from program menu.
5. Program indicator:  
Displays the chosen program.
6. Half Load Functions Button:  
To select a 'Half Load' wash. (with this 'Half Load' function you can only use it when you have near to/less than 5 pieces to wash, which will result in less water and energy used. This option can be used with the following settings: 'Intensive', 'Normal', 'ECO', 'Glass' and '1 Hour'.
7. Delay Button:  
Press this button to delay the wash cycle by '3 hours', '6 hours', '9 hours' (See delay indicator)
8. Program Button:  
Press this button to select a wash program.
9. On/Off Button:  
To turn on/off the power supply



AT THE END OF YOUR HOLIDAY, PLEASE ENSURE THE DISHWASHER HAS BEEN EMPTIED AND ALL ITEMS RETURNED TO THEIR ORIGINAL LOCATIONS.



## Helpful Operating Instructions Sorrento Dishwasher

### 1. On/Off Button:

To turn on/off the power supply.

### 2. Program Button:

Press this button to select a wash program.

### 3. Delay Button:

Press this button to delay the wash cycle by  
'3 hours', '6 hours', '9 hours' (See delay indicator)

### 4. Program indicator:

Displays the chosen \*program.

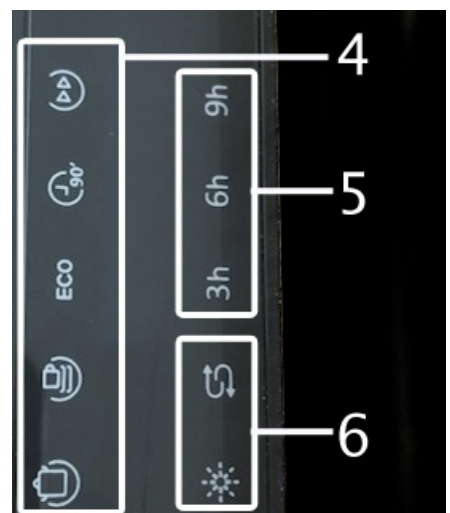
\*For lightly soiled loads, the rapid wash option is advised.

### 5. Delay indicators:

Displays the delay time chosen  
(3 hours, 6 hours, 9 hours)

### 6. Salt & rinse aid warning light:

Displays when the salt container / dispenser needs  
to be refilled (See a member of staff)





AT THE END OF YOUR HOLIDAY, PLEASE ENSURE THE DISHWASHER HAS BEEN EMPTIED  
AND ALL ITEMS RETURNED TO THEIR ORIGINAL LOCATIONS.












## Helpful Operating Instructions Sorrento Microwave Oven






### Simple Cooking

1. Press the  key to cook with max power.
2. Each time you press  cooking time increases by 30 seconds.

### Controlled Cooking

1. Press the  key once, P100 will display (to change the power setting press  key to scroll through power settings).
2. Press the  key to confirm power selection.
3. Slightly push the knob and turn to adjust the cooking time.
4. Press the  key to start cooking.
5. To Pause cooking press the  key, pressing  key to restart or the  key to end cooking.

### Defrost by time

1. Press  key twice, the screen will display DEF2.
2. Slightly push the knob and turn to select the defrost time.
3. Press the  key to start defrosting
4. To Pause the defrost press the  key, pressing  key to restart or the  key to end defrost.





## Helpful Operating Instructions Sorrento – DVD Player



### Access the DVD Mode



To access the DVD mode on the TV, press the button located under the Power/Standby button. This will bring up a small menu on the right side of the TV. Using the arrow keys, please choose **AV** to connect to the DVD channel.

### Access Live TV mode



To access the Live TV on the TV, press the button located under the Power/Standby button. This will bring up a small menu on the right side of the TV. Using the arrow keys, please choose **LIVE TV** to connect to the regular TV channels.



### Adgang til DVD indstilling



For at få adgang til DVD indstilling på TV tryk på knap under Power/Standby knappen. Dette giver en lille menu i højre side af TV. Ved at bruge piletasterne vælges **AV** for at tilslutte til DVD kanal.

### Adgang til Live TV indstilling



For at få adgang til Live TV tryk på knap under Power/Standby knappen. Dette giver en lille menu i højre side af TV. Ved at bruge piletasterne vælges **LIVE TV** for at tilslutte til almindelige TV kanaler.



### Come utilizzare il DVD



Per utilizzare il DVD, premere il tasto sotto il tasto Accensione /pausa, questo aprirà una finestra menu sul lato destro dello schermo. Usando le frecce scegliere **AV** per connettersi al canale del DVD

### Accesso alla modalità Live TV




Per accedere alla Live TV, premere il tasto in basso al tasto di accensione/pausa. Questa operazione aprirà una tendina menu sul lato destro dello schermo. Usando le frecce scegliere **Live TV** per connettersi ai normali canali TV.






### DVD Modus aufrufen


Um den DVD Modus auf dem Fernseher aufzurufen, drücken sie bitte auf den  Knopf unter dem Power/Standby Knopf. Danach erscheint auf der rechten Seite ihres Fernsehers ein Menü. Nutzen sie die Pfeiltasten um AV auszuwählen, damit der DVD Kanal ausgewählt ist.

### Normalen Fernsehmodus aufrufen

Um das normale Fernsehprogramm auf dem Fernseher aufzurufen, drücken sie bitte auf den  Knopf unter dem Power/Standby Knopf. Danach erscheint auf der rechten Seite ihres Fernsehers ein Menü. Nutzen sie die Pfeiltasten um LIVE TV auszuwählen, damit das normale Fernsehprogramm ausgewählt ist.



### Ga naar de DVD-modus

Om de DVD-modus op de tv te openen, drukt u op de  knop onder de aan/uit-knop. Er verschijnt dan een klein menu aan de rechterkant van de tv. Kies met de pijltjestoetsen AV om verbinding te maken met het DVD-kanaal.

### Toegang tot de live tv-modus

Om de Live TV op de tv te openen, drukt u op de  knop onder de aan/uit-knop. Er verschijnt dan een klein menu aan de rechterkant van de tv. Kies met behulp van de pijltjestoetsen LIVE TV om verbinding te maken met de gewone tv-zenders.





## Helpful Operating Instructions Sorrento - DVD Player



### Access the DVD Mode



To access the DVD mode on the TV, press the  button. This will bring up a small menu on the TV. Using the arrow keys, please choose HDMI 2 to connect to the DVD channel.

### Access Live TV mode



To access the Live TV on the TV, press the  button. This will bring up a small menu on the TV. Using the arrow keys, please choose TV to connect to the regular TV channels.



### Adgang til DVD indstilling



For at få adgang til DVD indstilling på TV tryk på knappen.  Dette giver en lille menu af TV. Ved at bruge piletasterne vælges HDMI 2 for at tilslutte til DVD kanal.

### Adgang til Live TV indstilling




For at få adgang til Live TV tryk på knappen.  Dette giver en lille menu af TV. Ved at bruge piletasterne vælges TV for at tilslutte til almindelige TV kanaler.



### Come utilizzare il DVD



Per utilizzare il DVD, premere il  tasto, questo aprirà una finestra menu dello schermo. Usando le frecce scegliere HDMI 2 per connettersi al canale del DVD. Accesso alla modalità Live TV




Per accedere alla Live TV, premere il  tasto. Questa operazione aprirà una menu sul dello schermo. Usando le frecce scegliere TV per connettersi ai normali canali TV.








#### DVD Modus aufrufen

Um den DVD Modus auf dem Fernseher aufzurufen, drücken sie bitte auf den  Knopf. Danach erscheint auf ein Menü. Nutzen sie die Pfeiltasten um HDMI 2 auszuwählen, damit der DVD Kanal ausgewählt ist.

#### Normalen Fernsehmodus aufrufen

Um das normale Fernsehprogramm auf dem Fernseher aufzurufen, drücken sie bitte auf den  Knopf. Danach erscheint auf ein Menü. Nutzen sie die Pfeiltasten um TV auszuwählen, damit das normale Fernsehprogramm ausgewählt ist.



#### Ga naar de DVD-modus

Om de DVD-modus op de tv te openen, drukt u op de  knop. Er verschijnt dan een klein menu de tv. Kies met de pijltjestoetsen HDMI 2 om verbinding te maken met het DVD-kanaal.

#### Toegang tot de live tv-modus

Om de Live TV op de tv te openen, drukt u op de  knop. Er verschijnt dan een klein menu de tv. Kies met behulp van de pijltjestoetsen TV om verbinding te maken met de gewone tv-zenders.





## Bolero Hire Equipment

### Daily Hire Prices

Rumble Truck	4.00€ (50€ Deposit Required)
Electric BBQ	4.00€
Cot (includes linen)	2.00€
Highchair	1.00€
Pushchair	1.00€
Beach Parasol	1.00€

### Prices Per Week

Rumble Truck	(1 Week)	20.00€ (50€ Deposit Required)
Cot (Linen Provided)	(1 Week)	14.00€
Highchair	(1 Week)	7.00€
Pushchair	(1 Week)	7.00€
Beach Parasol	(1 Week)	5.00€

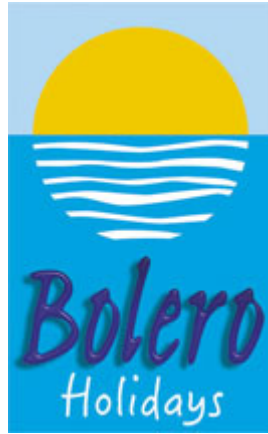
### Price Per Fortnight

Rumble Truck	(2 Weeks)	40.00€ (50€ Deposit Required)
Cot (Linen Provided)	(2 Weeks)	28.00€
Highchair	(2 Weeks)	14.00€
Pushchair	(2 Weeks)	14.00€
Beach Parasol	(2 Weeks)	10.00€

### Prices Per Pack

Beach Towels	(Per Pack '2')	10.00€
Double Linen	(Per Pack)	35.00€
Single Linen	(Per Pack)	23.00€

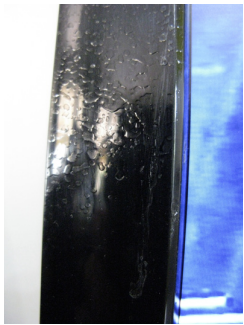




## Very Important Information

Please refrain from using the following products inside your mobile home. They are known to contain chemicals that can damage equipment in the mobile home, including the Flatscreen TV, seat covers and vinyl flooring. Any damage made by these products will need to be paid for. Please take care. Also, can you please refrain from using scouring pads on the gas cooker top and also the stainless steel sink. These scourers will scratch the surface.

- \* Mosquito Repellant
- \* Sun Lotion (oil & cream)
- \* Hairspray



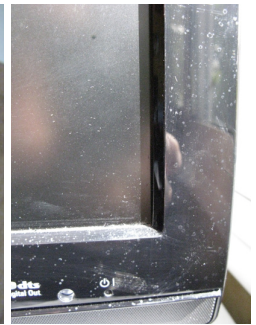
Mosquito Repellent Damage on TV unit.



Mosquito Repellent Stain on Flooring



Sun Lotion (Oil) Stain on Flooring



Hairspray Damage on TV unit.

## Departure Day & Breakages / Cleaning Deposit

First of all, we hope that you have enjoyed your stay with Bolero Holidays.

To check out, please remember that the day before you are scheduled to leave Union Lido, it is necessary for you to visit the Union Lido Check Out Office during its opening hours of 08.00 to 13.00 and 15.00 to 19.00 to tell them that you will be leaving the following day. When you do this you will be given an invoice for the tourist tax of which you must pay. In addition, you will need to pay for the use of any additional facilities such as W10 leisure building. During the high season months of July and August, a dedicated tour operator desk will be in operation at the Union Lido check out office, to assist with your check out.

On your departure day, we ask that you vacate your Bolero accommodation between 08.00 and 10.00. Please visit the Bolero reception to begin your check-out. Normal check-out is possible from 08.00 till 10.00 but if you wish to check-out before 08.00, please inform our staff so they can be available earlier.

During check-out, a Bolero courier will check your accommodation to confirm no damage has occurred, all equipment is in place and the accommodation is left in a clean and tidy condition. Once this is complete, your relevant deposit will be returned. If you are departing Union Lido by car, it is important that you leave Union Lido by 10.00 on your day of departure. For those who do not have a car (and have a flight booked that day), you will be allowed to stay on Union Lido after 10.00 and make use of the holiday facilities, but not the mobile home.

As you are leaving the site, please stop at the Union Lido exit gate office to show them your receipt, and they will take your Union Lido passes and bracelets from you.

**We hope you enjoyed your stay with Bolero and Union Lido. If you wish to make an early reservation for next year, please visit our Bolero reception office to enquire about availability and how to make a reservation.**

**Have a safe journey home and we look forward to seeing you again!**