

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)



Torcello 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

Pillows	Hairdryer	Mattress protector
Coathangers	Laundry Basket	

Kitchen / Living Area

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

Bathroom

Showermat	Toilet brush
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Outside

Patio table	Chairs (6)	Sunlounger
Ashtray	Clothes Airer	



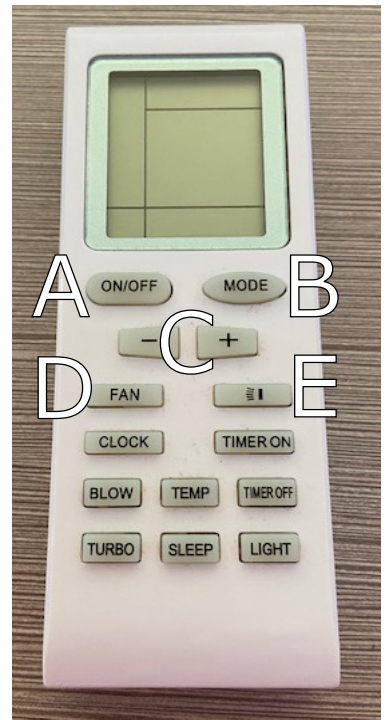
Helpful Operating Instructions

Torcello Mobile Home – Air-Conditioning Controls

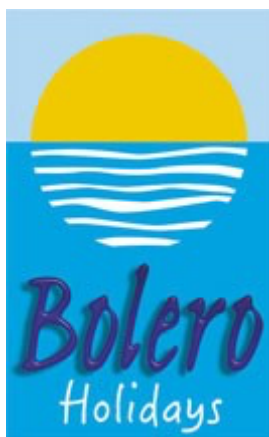
Keep doors and windows closed.

- 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.



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

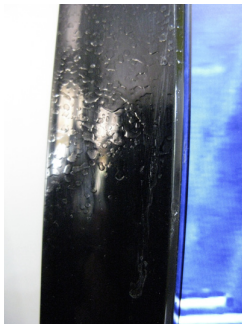
Beach Towels	(Per Pack '2')	10.00€
Double Linen	(Per Pack)	35.00€
Single Linen	(Per Pack)	23.00€



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 Repellent
- * Sun Lotion (oil & cream)
- * Hairspray



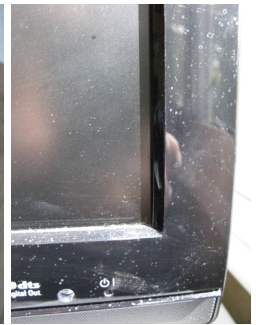
Mosquito Repellent Damage on TV unit.



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!