

**VIP SERVICES includes:**

- // Daily cleaning.
- // Daily fresh fruit and water.
- // Towels and bathrobes.
- // Free wifi-3G USB internet.
- // Free storage for sport material.

**IMPORTANT:** Dakhla Attitude Hotel towels can not be used at the sport center, beach or cable park area. Smoking is not allowed in the rooms.

**DAKHLA ATTITUDE HOTEL OFFERS A FULL BOARD SERVICE, IT IS NOT ALL INCLUSIVE.**

**WATER**

Water is provided for free during breakfast, lunch and dinner. We have a set up a reverse osmosis treatment plant in the hotel to provide perfectly clean and drinkable water. We do NOT offer plastic water bottles because we are committed to help Dakhla on its fight against plastic pollution (1.5 liter plastic bottles are for sale at the bar for 2€ / 22 MAD). Remember VIP SERVICES includes fresh water in your bungalow.

**IMPORTANT:** Restaurant crystal bottles can NOT be taken to the rooms. Tap water in your room is NOT recommended to drink.

**INTERNET**

Wifi internet is for free at Dakhla Attitude Hotel. Please be aware it is a satellite connection that sometimes works slow... but remember, we are in the desert! Wifi hotspots are available at the reception, restaurant and Pink Flamingo Bar. 3G connection is available through USB stick. The cost of this service is 7,5€ / 82 MAD per week and it has to be requested at the reception of the hotel. 3G connection works all over the Dragon Camp, restaurant, Pink Flamingo Bar and surroundings.

**CREDITS ACCOUNTS**

To make your stay easier we have opened a credit account on your arrival. All what you consume at our bars, restaurant & extras (surf shop, extra activities, spa, etc) goes to this account which has to be paid before departure. Wherever you order something you will get a ticket with your name and room number that needs to be signed. On your departure day a detailed report is available only if requested

Credit accounts will be closed at 18:00 pm with your check out. If you add anything from the shop, spa or the bar you can pay cash.

**IMPORTANT:** If any customer uses another name or room number for his own consumption, his credit account will be closed and an immediate payment of the account will be requested.

## RECEPTION

Official reception hours are from 9am till 9pm. Our reception staff lives at the camp so feel free to contact us at any time outside of reception hours. Over nights our security staff is always available.

**ANY ISSUE NOT LISTED OR FOR ANYTHING WE CAN HELP, PLEASE REFER TO RECEPTION ANY TIME.**

## ELECTRICITY

Dakhla Attitude Hotel generates its electricity by 2 big gasoline groups. We have a big project on going to make Dakhla Attitude a green place.

**IMPORTANT:** Electricity is shut down every night from 2am till 4am. This means there is NOT electricity in all the camp. If you have any special needs please contact the reception.

## FOOD & BEVERAGE

For security reasons food and beverage brought from town or abroad can NOT be brought into the hotel, special emphasis on this for alcoholic beverages. If you decide to bring your own alcoholic bottles a bottle fee of 50€ / 550 MAD will be charged. Please be aware that at no circumstance this can be consumed at the bars or restaurants of Dakhla Attitude Hotel.

If you have any special need or request please refer to the reception at any time.

**IMPORTANT:** Not following this indication may lead to ask for early departure.

## LAUNDRY

Laundry service is available for customers in Dakhla Attitude Hotel. Please ask for a specific bag at the reception. Clothes will take 2 days to be delivered clean, price per bag 10€ / 110 MAD.

## DEPARTURE DAY

All good things come to the end....The morning before your departure you will receive a file in your room where the check out process is explained.

## SPORT MATERIAL

Kite, windsurf or surf material cannot be stored in the room. A storage room is designed next to the sport center.

**RIHFLY DAKHLA SPORT CENTER IS OPEN EVERY DAY FROM 9:00AM TILL 19:00PM.**

## EMERGENCIES & FIRST AID

First aid material for immediate response to accidents happening on our premise is available at the Reception free of charge. The material needed for following days like band aids, betadine, etc, is for sale in your SURF SHOP.

In case of emergencies there is a hospital in Dakhla. If anything happens, you need to have your passport ready and some money to pay the services.

For extreme emergencies Dakhla Attitude Hotel will provide a free transport or make use of local ambulance service (extra).

**FOR EMERGENCIES OUTSIDE RECEPTION TIME CALL: +212 661.408.008—+212 667.045.854**