

Privilege

EXCLUSIVE ROOMS AND SERVICES

Privilege. The Concept.

It is all about "YOU". Ocean by H10 Hotels introduces the **Privilege** concept to satisfy increasing client's requests for better and upgraded facilities and services.

Guests will have the option to stay at the **Privilege Section**, enjoying upgraded Junior Suites, amenities and services.

Clients staying at the **Privilege Section** will enjoy the following services and amenities:

- **Check-in & check-out Privilege.**

Private and designated areas for both arrival and departure services.

Privilege guests will be identified with special bracelets.

Luggage to be identified with special tags and delivered to the guests *Privilege Jr. Suites*.

- **Jr. Suites Privilege.**

Every accommodation at the Privilege Section is an elegant and spacious Junior Suite featuring sophisticated décor, fill with luxury amenities with a private terrace overlooking the azure ocean, lush tropical gardens or lovely pools.

Privilege Jr. Suite including the following amenities:

Privilege welcome gift upon arrival.

Jacuzzis in all rooms.

Privilege Bedding Package, all beds equipped with pillow top and special linens.

Pillow menu.

Large 32" LCD or plasma TV.

DVD player and movies (available on demand from the Concierge Privilege).

Alarm Clock with iPod Player.

Iron and board.

Deluxe Privilege Toiletries.

Bath Scale.

Upgraded Mini-Bar refreshed daily with Premium drinks.

Privilege beach towels upon arrival.

Daily turn-down service.

Free in-room internet access.

- **Dining Privilege.**

Reservations with priority seating in all "a la carte" restaurants.

7 am to 11 pm free a la carte room service.

Privilege Breakfast in Bed. Served as part of the room service.

Daily *Privilege "Cook to order" Breakfast*, served a la carte in a private designated area only available for *Privilege Guests*.

1 Lobster dinner per stay (free).

- **Concierge Privilege.**

Personalized Concierge Privilege from the moment of the arrival until the clients' departure. The Concierge will make sure everything is as expected during the clients stay as well as taking care of reservations.

- **Lounge Privilege.**

Air conditioned private lounge only available for *Privilege* guests.

Privilege Lounge access; the following services are available:

Drinks, wine selection, menu of coffees and teas available all day long as well as a Hors D'oeuvres & snacks.

WIFI and PC's with free internet access for *Privilege* guests.

Library and DVD selection for adults and kids.

Daily newspapers.

Personalized Concierge service.

Premium drinks (as well available at the bars).

- **Beach Privilege.**

Private beach section with upgraded chaise lounges.

Private waiter service.

- **Kids Privilege.**

At Ocean we do not forget Kids and we have prepared some services and amenities special for them:

Daisy's Kids Kit provided upon arrival.

Special drinks and meals for kids available at our *Privilege Lounge*.

Bathing gowns for kids in your room.

Books and DVD's for kids available at the *Privilege Lounge*.

As part of the *Ocean by H10 Hotels* hospitality, all clients staying at Honeymoon Suites (available only at Ocean Blue & Sand) and Master Suites & Royal Master Suites (available only at Ocean Coral & Turquesa) will have access to all **Privilege** services at no extra cost.

(*) Privilege Jr. Suites and Privilege Services available at Ocean Blue & Sand and Ocean Coral & Turquesa