

ENGLISH

Updated: november 2024

Hotel
NAUDI
BOUTIQUE

DIRECTORY OF SERVICES

Hotel NAUDI

BOUTIQUE

The Hotel Naudi is the very essence of Grup Naudi.

A warm, friendly, traditional hotel with excellent service run by the Naudi family for more than 60 years.

Over the years, a stop at the Hotel Naudi has become a must, whether before or after a session on the slopes, to have a good lunch or just to have a coffee and enjoy the fantastic views from the terrace.

In December 2018, the third generation of the Naudi family completely refurbished the establishment to create what is now an Adults Only Boutique Hotel in the heart of Soldeu. The hotel also serves excellent cuisine, guaranteed to please even the most demanding palate.

A hotel where you can really feel at home.

WELCOME!



Please do not hesitate to ask at reception for any doubts or queries you may have during your stay.

USEFUL TELEPHONE NUMBERS

Reception: 550

Internal calls: To phone from room to room, just dial the number of the desired room (107, 302, etc.).

To phone the suites: Oli: 501, Mia: 502, Marc: 503.

External calls cannot be made from the guest rooms.

PARKING

Free external parking

The hotel provides customers with free exterior parking. Places are limited.

Please note that we do **NOT** reserve parking spaces. During busy seasons there may be no parking spaces available.

However, there are outdoor parking areas near the hotel and less than 100 metres away is a covered car park with 400 spaces (the "Aparcament Avet" car park, open only during the winter season).

There is also the possibility of parking in the "blue zone" near the hotel. Parking in this zone is free of charge from 8 pm to 8 am the next day.

Finally, we inform all our guests that the hotel is not responsible for any personal belongings left in vehicles, nor for any damage that may occur to said vehicles.

TIMES

RECEPTION

Times: 24 hours, seven days a week (from December to April)

Summer season: from 8 am to 11 pm (June to November)

Hotel services:

Wake-up call
Tourist information
Sale of Grandvalira ski passes
Restaurant bookings
Reservations of treatments/massages
Reservations of activities
Customised events

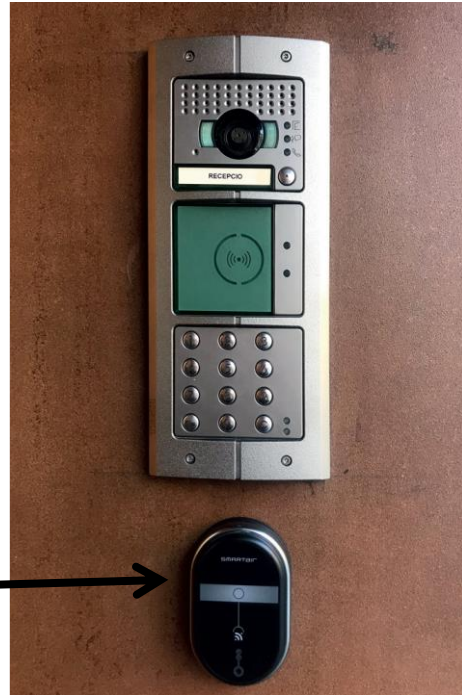
IMPORTANT:

After 11 pm, entrance to the hotel is through the main reception door at no. 36, Carretera General 2.

Guests must use their room card to gain access to the premises.

You can enter the hotel by holding your card close to the automatic opening system in the lower part of the main door.

(To open door, hold room card near panel)



MEALS

BREAKFAST

Times: from 8 to 10.30 am

Breakfast is à la carte and is served in the dining room on Floor -1, which can be accessed by the lift or the stairs in the cafeteria on Floor 0.

NOTE: We inform you that from 8 to 9 am the number of guests is usually lower than between 9 and 10.30 am, when there is a higher volume of guests and the service may be delayed more than desired.

If checking out before breakfast begins, guests can request a picnic service before 10 pm on the day before their departure. Please inform our reception team if you wish to use this service and the picnic will be delivered to reception on the day of departure at the time you request.

Breakfast Room Service: service is available exclusively in the suites (Oli, Mia and Marc) at no additional charge. Guests who would like to receive this service are advised to inform our reception team before 10 pm the previous day, indicating their choices from our breakfast menu.

RESTAURANT

Lunch: from 1 to 4 pm

Dinner: from 8 to 10.30 pm (from 7 to 10.30 pm during winter season)

As capacity is limited, guests are advised to reserve a table at our restaurant in advance.

CAFETERIA

Opening hours: from 8 am to 11 pm

Please note the following:

- You are kindly requested to inform our staff of any food intolerances or allergies.
- We remind you that guests are NOT permitted to bring or consume food from outside the hotel in rooms. The establishment reserves the right to apply all appropriate measures to any guest who fails to comply with this rule.
- Room Service is available only for the suites.

WI-FI

The hotel provides free wi-fi connection for guests throughout their stay.

Our reception team will inform you about the network and the password to access this service at check-in.

HEATING SYSTEM IN ROOMS

All rooms are equipped with individual heating facilities regulated by a smart system.

- 1- **OFF:** To turn heating off
- 2- **ON:** To turn heating on
- 3- **Decrease temperature** (min. 18o)
- 4- **Increase temperature** (max. 24o; if higher temperatures are required, please enquire at reception)
- 5- **Indicator that heating system is working**



When the temperature in the room reaches that indicated on the thermostat, the radiator will turn off. It will start up again when the temperature falls below the temperature indicated on the display screen.

Please contact our reception team if you have any doubts about its correct working.

SKI LOCKERS

All our guests have access to a ski storage service at the foot of the Soldeu cable car at no extra charge for the duration of their stay at Hotel Naudi Boutique. This service is available exclusively during the winter season.

Important: Access to the establishment (common areas, rooms, restaurant, etc.) is not permitted with ski boots, skis, snowboards, skis and so on. For further information, please contact our reception team, who will tell you the exact location of the ski lockers.

The establishment reserves the right to apply all appropriate measures to any guest who fails to comply with this rule.

LAUNDRY

In the wardrobe is a special laundry bag for any articles of clothing you wish us to wash. You should write your room number on the bag, and we will deliver the clean clothing within 24 or 48 hours. See our laundry service rates at the form you will find in your room.

NOTE: If you wish to have a board and iron in your room, please ask our reception team and it will be delivered to you as soon as possible.

WELLNESS

The hotel has a treatment room on the 5th floor where different types of massages/ treatments are offered. There is an additional charge for this service, which is also subject to availability. We advise guests to reserve the service as far in advance as possible, preferably on the day of arrival, so that we can provide it on the day and time that you request.

Please see the list of available treatments at www.hotelnaudi.com or, if you prefer, you can request information at reception.

ADDITIONAL USEFUL INFORMATION

LATE CHECK OUT:

Late check out is available for all guests who require this service. Please note, however, that the service is subject to availability, depending on the occupancy of the establishment, and that there is an additional charge. Please ask reception staff whether the service is available before 12 noon on the morning of your departure.

- Late check out rates:

Up to 2 pm: + 50% of the room rate for the last night

Up to 8 pm: + 100% of the room rate for the last night

- Minors:

Accommodation at the Hotel Naudi Boutique is reserved exclusively for adults (18 years or over).

- Pets (except guide dogs) are not allowed inside the establishment. Pets are only allowed on the restaurant terrace.

- The hotel is a smoke-free establishment. Accordingly, smoking (tobacco, electronic cigarettes, shisha and so on) is NOT permitted. Guests who wish to smoke can do so on the hotel terrace. The hotel reserves the right to penalise any guests who fail to comply with this rule with a surcharge on their stay and to exercise the right to refuse admission.

- All rooms are provided with a safe deposit box free of charge. Guests are advised to use it. The hotel is not liable for any valuables not placed in the safe in your room. If you have any doubts about how the safe works, please contact our reception team.

- To ensure a good night's sleep, your room is provided with two pillows of different thicknesses so that you can choose the one that best suits you.

- Complaint forms are available to guests at reception.

- The establishment reserves the right of admission.

- In order to guarantee our guests' safety, video surveillance cameras are installed in the hotel common areas.

- People not staying at the hotel are not permitted in guest rooms. The hotel reserves the right to refuse admission in the case of failure to comply with this rule.

THANK YOU VERY MUCH!