

FAQ

LAGO RESORT MENORCA

- **DOES THE HOTEL HAVE PRIVATE PARKING?**

Yes, uncovered parking spaces are available at a cost of 4€ per day.

- **DOES THE HOTEL HAVE WI-FI?**

Yes, the hotel has FREE WI-FI service available throughout the entire hotel.

- **WHAT ARE THE HOURS FOR BREAKFAST, LUNCH, AND DINNER?**

Breakfast is served from (8:30 to 10:30) at the hotel buffet. If you would rather enjoy breakfast at Restaurante Fiesta, breakfast is served from (10:30 to 12:00)*subject to a seasonal timetable.

If you have purchased half or full board, please note that lunch a la carte at Beach Club and dinner will be served in our Hotel Restaurant.

Hours for lunch service is from 12:00h to 17:00h.

Hours for dinner service is from 19:00h to 22:00h.

- **DO ALL SUITES HAVE A COFFE MACHINE**

Just the "cool" suites have Nespresso coffee machines. Pods are available for purchase at the reception desk. Other suites are equipped with a kettle.

- **ARE TOWELS FOR THE POOL AND/OR BEACH PROVIDED?**

Yes, towels are available at the Beach Club. We care about the environment; if you would like to change your towel, there is a 1.50€ surcharge.

- **IS RECEPTION AVAILABLE 24 HOURS A DAY?**

Reception is available 24 hours a day to meet your needs at any time. The Minimarket is also open 24 hours a day.

- **IS DAILY CLEANING SERVICE AVAILABLE?**

Daily cleaning is available for our customers.

- **WHAT TIME IS CHECK-IN AND CHECK-OUT?**

Check-in is at 15:00h; we cannot guarantee your keys before this time on the day of your arrival, although we will do everything possible to have them ready when you arrive. Check-out is at 12:00h.

- **IS THERE A COURTESY ROOM?**

No, but the hotel does have a room where you may leave your luggage next to the reception desk.

- **ECOTASA, TOURISTIC TAX**

We would like to inform you that the Balearic Parliament has introduced a new touristic tax applicable to stays in touristic accommodations located in the Balearic Island. The tax goes into effect on the 1st of July, 2016 (Law 2/2016 on the Taxation of Touristic Accommodation of the Balearic Islands). The tax is 4.40 € per person, per day / part of the day, and it depends of the type and category of accommodation. The money collected from this tax is to fund sustainable tourism, to fund projects that boost the preservation of the environment (natural, country life, agriculture and sea life), off-season tourism, historical sites, landmarks and cultural heritage, research and development, education and employment. The projects are to be selected by a Committee for Sustainable Tourism Promotion consisting of representatives of the Balearic Government, Island Councils, City Councils, economic and social stakeholders and other organizations. The Committee is to draw up an annual plan and set the key annual goals according to specific territorial balance criteria.

