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GODINA
VRHUNSKE
USLUGE

HOTEL
FONTANA
VRNJAČKA BANJA

Welcome
Everything You Need for a
Comfortable Stay

Dvoja Fontana želja





HOTEL
FONTANA
VRNJAČKA BANJA

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HOTEL
FONTANA
VRNJAČKA BANJA

1. Welcome

Welcome to Hotel Fontana!

Our dedicated staff is here to ensure you have a pleasant stay—whether you're visiting for relaxation, business, or quality time with family.

This compendium contains all the essential information about our services and house rules.

Sincerely,

Your Hotel Fontana Team

2. General Information About Your Stay

Check-in and Check-out: Check-in is available from 2:00 PM, and check-out must be completed by 10:00 AM at the latest. Rooms may only be used by guests who are registered at the hotel reception, with a valid form of identification (ID card or passport): If you wish to extend your stay, please contact the reception. Extensions are subject to availability and are charged according to the official price list.

Key Card: Upon check-in, guests receive a magnetic key card. Please carry the card holder with you in order to charge any extra services to your room account. Upon check-out, the key card must be returned to the reception. In case of loss, a fee of RSD 1,000 per card will be charged.

Payment: All payments are made in Serbian dinars according to the official middle exchange rate of the National Bank of Serbia. Payment can be made via bank transfer, by credit/debit card (Visa/Master/Maestro/Dina), or in cash. Payment terms are defined at the time of reservation, when the guest receives a pro forma invoice with the total amount due, payment instructions, and information about additional services. The hotel reserves the right to request a payment guarantee upon check-in.

House Rules

- We kindly ask our guests to respect quiet hours from 10:00 PM to 7:00 AM and from 2:00 PM to 5:00 PM.
- Guests must be appropriately dressed and wear proper footwear when in public hotel areas. Swimwear, sleepwear, and other inappropriate clothing are not allowed.
- Bringing food and beverages into the hotel or ordering food delivery is strictly prohibited.
- Any form of inappropriate behavior or noise (such as loud music, shouting, etc.) is not permitted.
- The hotel reserves the right to refuse service to individuals who disrupt the peace or violate house rules. In such cases, the guest will be charged in full for both used and reserved services, regardless of early departure.
- Bringing pets (see Section 9 for more details), flammable materials, or using personal laundry equipment, irons, cookers, or heaters in rooms is strictly prohibited.
- Access to staff-only areas is not permitted.
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Guests and Visitors: Visitors are allowed until 6:00 PM and must be registered at the reception with valid identification.

Stays beyond 6:00 PM are subject to additional charges in accordance with the current accommodation price list available at the hotel reception.

Security: Guests are required to lock their rooms and safeguard their personal belongings. The hotel bears no responsibility for lost items unless they were stored in the in-room safe.

Smoking Policy: Smoking is strictly prohibited in all hotel rooms. A deep cleaning fee of €100 (charged in dinar equivalent) will apply in case of violation.

Early Departure/Reservation Cancellation: If you need to shorten your stay, please inform the reception at least 24 hours in advance by calling extension 900 or 901. Cancellation terms are subject to the hotel's cancellation policy, which you can read [here](#).

Extra Services: All additional services not included in your reservation—such as minibar charges, wellness services, dining, or other extras—are charged separately upon check-out. Guests are required to sign for all additional services charged to the room account at the time of use.

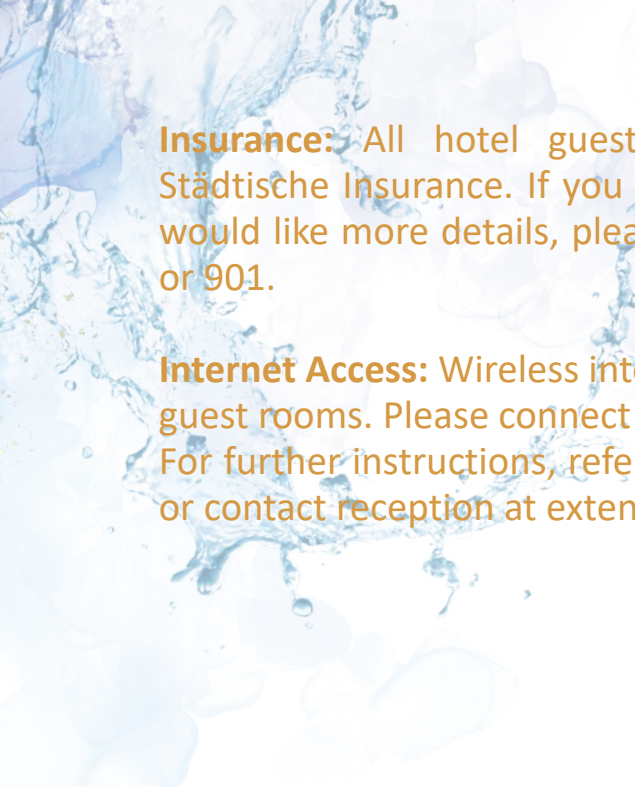
Extended Stay / Late Check-Out: If you wish to extend your stay or check out later than the scheduled time, please notify the reception at least 24 hours in advance. Extensions are subject to availability and charged according to the official price list displayed at the reception.

Parking: The hotel offers on-site parking. Parking reservations are mandatory and subject to availability. The daily parking rate is RSD 800. Parking is free for stays longer than five nights, but a reservation is still required. Charging for electric vehicles is RSD 2,000 per day. The hotel is not liable for the safety of vehicles or any damage that may occur.

Hotel Inventory: All inventory in guest rooms and public hotel areas must be left in the same condition as upon arrival. The hotel reserves the right to charge for any damaged or missing items based on the official inventory price list. On the day of departure, guests are required to allow hotel staff to inspect the accommodation unit prior to check-out.

Guest Feedback: If you have any comments, suggestions, or feedback, we kindly ask that you leave them on the feedback form available on the desk in your room or in the Guest Book located at the hotel reception. Your input helps us improve our services to ensure mutual satisfaction.

Tourist Tax: The tourist tax is determined by the local municipality of Vrnjačka Banja and is charged at RSD 160 per person per day for adults. Children up to the age of 7 are exempt, while children and guests aged 7 to 15 are charged RSD 80 per day.



Insurance: All hotel guests are insured in cooperation with Wiener Städtische Insurance. If you do not wish to be included in the insurance or would like more details, please contact the reception desk at extension 900 or 901.

Internet Access: Wireless internet is available throughout the hotel and in all guest rooms. Please connect to the hotel's Wi-Fi network and log in. For further instructions, refer to the guide located on the desk in your room or contact reception at extension 900 or 901.



3. Accommodation

In-Room Amenities: All rooms are equipped with LCD TVs, a minibar, a safe, a hairdryer, wireless internet, air conditioning, and a telephone.

Housekeeping: Rooms are cleaned daily. If you would like your room to be cleaned at a specific time, please contact the reception by dialing extension 900 or 901.

Bedding, Towels, and Bathrobes: Bed linen and bathrobes are changed every three days. Towels are changed daily if left on the bathroom floor. If you need extra towels or bathrobes, please contact the reception (extension 900 or 901).

In-Room Minibar: Minibar items are checked daily and charged to your room according to the minibar price list displayed in each room. A bottle opener is available in the minibar. The minibar is also restocked daily.

Heating and Cooling: Each room has individually controlled heating and cooling. The system will automatically switch off when a window is opened.

Hairdryer: The hairdryer is located in the bathroom. To use it, the switch near the bathroom entrance must be turned on.

Safe: Each room has a safe located in the wardrobe. Instructions for use are inside the safe. The hotel is not responsible for lost or damaged personal belongings. Upon check-out, guests are required to ensure the safe is emptied and that all personal documents and valuables have been taken.

Door Sign Controls: Pressing the DND (“Do Not Disturb”) button will prevent staff from entering your room. The Make Up My Room button indicates that your room should be cleaned as a priority.

TV Channels: All rooms are equipped with cable television. A detailed list of available channels is provided in the TV guide next to the television.

Electricity: Power voltage: 220V. Bathroom outlets support 110V/220V.

Adapters: If you require an adapter, please contact reception at extension 900 or 901.

Room Maintenance: If any maintenance is required in your room, please notify reception by dialing extension 900 or 901.

4. Reception services

Reception: Available 24 hours a day. Contact: extension 900 or 901.

Wake-Up Service: Wake-up calls are available upon request. Please contact the reception at extension 900 or 901.

Luggage Assistance: Our staff is available to assist with carrying, storing, and retrieving your luggage. Please contact the reception at extension 900 or 901.

Tourist Information: For recommendations and information about Vrnjačka Banja, including cafés, restaurants, excursions, theater or cinema events, please contact the reception. Please contact the reception at extension 900 or 901.

Car Rental & Taxi Service: Transportation arrangements, including taxi and car rental, are available through the hotel reception. Please contact the reception at extension 900 or 901.

Reservations: For future bookings at Hotel Fontana or for restaurant reservations, please contact the reception at extension 900 or 901.

Lost & Found: For inquiries regarding lost items, please contact reception at extension 900 or 901.

5. Dining & restaurants

Lobby Bar and Terrace Hours (during the warmer season)
07:00 AM – 11:00 PM

Buffet Restaurant Hours:

Breakfast: 7:00 AM – 11:00 AM

Lunch (for pre-booked groups): 1:00 PM – 3:00 PM

Dinner: 6:00 PM – 9:00 PM

Room Service: Available from 07:00 AM to 11:00 PM. Room service is subject to a fixed charge of RSD 800, regardless of the order amount.

Restaurant Etiquette

- Please respect other guests and hotel staff.
- Proper attire is required. It is not permitted to enter the restaurant in swimwear, sleepwear, undershirts, bathrobes, or any other inappropriate clothing.
- Please take care of hotel property. In case of damage, the hotel reserves the right to charge for the incurred cost.
- Maintain order when serving yourself at the buffet.
- Food, beverages, and restaurant inventory may not be taken outside the dining areas.
- Pets are not allowed in the restaurants.
- Smoking is not allowed in the buffet restaurant.
- If you need any assistance, please feel free to speak with our restaurant staff.

Lunch Pack: If you would like a packed lunch for the next day, please place your request by 8:00 PM the previous evening. Contact: reception, extension 900 or 901.

Table Reservations: Please contact the reception at extension 900 or 901.

À la Carte Menu: You can view our full à la carte selection [[HERE](#)].

Drink Menu: Our complete beverage list is available [[HERE](#)].

Wine List: Discover our wine selection [[HERE](#)].

Special Dietary Requirements: If you follow a special diet or wish to inquire about menu details, please contact the reception at extension 900 or 901.

Banquets, Conferences & Events: The hotel offers four multifunctional halls suitable for a variety of needs. For more information, please contact the reception at extension 900 or 901.

6. Wellness & SPA

Opening Hours: 09.00h - 22.00h. Contact: 036 200 069.

Time Slots:

Adults: 09:00 AM – 10:00 PM

Children under 12 (accompanied by an adult): 09:00 AM – 12:00 PM and 4:00 PM – 8:00 PM

The hotel reserves the right to adjust the schedule based on organizational or technical needs.

Facilities:

- Recreational and hydromassage pool
- Children's pool
- Jacuzzi
- Saunas: Finnish, Russian, and Infrared
- Turkish bath (steam room)
- Experience shower
- Relax room
- Salt room
- Ice fountain
- Tepidarium loungers
- Massage rooms

Note: The SPA zone (saunas and relax area) is only available to guests aged 16 and above. Guests aged 16–18 must be accompanied by an adult.

Wellness & SPA Etiquette

- **Towels & Slippers:** Slippers and towels are provided at the wellness reception. Bathrobes are to be brought from your hotel room.
- **Personal Belongings:** We recommend not bringing valuables to the wellness center. The hotel is not responsible for guests' personal items.
- **Scheduled Treatments:** Please respect the appointment times. We recommend arriving at least 5 minutes prior to your treatment.
- **Health Conditions:** It is essential to inform the wellness staff of any medical conditions when booking or filling out the treatment questionnaire. This helps avoid any unwanted effects and allows us to recommend the most suitable treatment. Guests with fungal infections or other skin conditions are kindly asked not to use the water facilities to prevent the spread of infections.
- **Noise Policy:** Please respect the house rules and maintain a quiet atmosphere. Loud talking or playing music is not allowed.
- **Showering:** Showering before entering the pool is mandatory.
- **Loungers & Benches:** Please always use the provided towel when sitting on loungers, heated benches, or inside saunas. Do not sit directly on the surface.
- **Food and Beverages:** Bringing outside food and drinks into the Wellness Center is strictly prohibited. For beverage service, please contact the wellness staff.

- **Phone Etiquette:** We kindly ask guests to avoid bringing mobile devices into the Wellness Center. If you do bring a phone, please ensure it is on silent mode and keep conversations discreet. Wellness staff reserves the right to ask guests to turn off mobile phones if they disturb the peace and comfort of other visitors.
- **Smoking:** Cigarettes, cigars, and electronic cigarettes are strictly prohibited throughout the entire Wellness & SPA center.
- **Pools:** Recreational and hydromassage pools are intended for guests aged 7 and above. The children's pool is designed for children up to 7 years of age. Children under 3 must wear special swim diapers at all times.
- **Exit Procedure:** After using the wellness facilities, guests are required to return all borrowed items (towels, slippers, wristbands, bathrobes) in undamaged condition to the wellness reception. In the event of loss or damage, the hotel reserves the right to charge for the items according to the price list provided upon check-in at the wellness reception.
- **Payments:** All wellness services must be paid exclusively at the wellness reception, either in cash, by credit/debit card (Visa, Master, Maestro, Dina), or by charging the room account.
- **Liability & Insurance:** The Wellness Center assumes no responsibility for injuries, illness, burns, or death. Guests are advised to obtain personal insurance for coverage in case of injury.
- **Important Notice:** The hotel reserves the right to close parts of or the entire Wellness Center due to repairs, renovations, weather conditions, private events, or other operational needs.
- **Service Interruption:** In case the guest voluntarily discontinues the use of services, the hotel is not obligated to provide any compensation or refund.

Massages & Treatments Three massage rooms are available.

All facial and body treatments must be booked exclusively at the Wellness & SPA reception or by calling: +381 36 200 069

7. Additional services

Laundry Service: To request laundry or ironing service, please fill out the form located in the wardrobe and place your clothes in the designated laundry bag provided. Contact the reception at extension 900 or 901, and our staff will collect your items. Service will be completed within 48 hours from the time of collection.

Photocopying: For photocopying services, please contact the reception at extension 900 or 901.

Baby Cot: A baby cot can be provided upon request at no additional charge. For more information, please contact the reception at extension 900 or 901.

Daily Newspapers: Morning newspapers are available at the hotel lobby bar.

Sewing Kit: A sewing kit is located in the desk drawer. If you need an additional kit, please contact the reception at extension 900 or 901.

Shaving Kit: Available upon request. Please contact the reception at extension 900 or 901.

Dental Kit: Available upon request. Please contact the reception at extension 900 or 901.

Shoe Cleaning: A shoe cleaning machine is located on the ground floor. A shoe sponge is also available in your bedside table drawer. If you require an additional sponge, contact the reception at extension 900 or 901.

Hair Salon: To book an appointment, please contact the reception at extension 900 or 901.

Bicycle Rental: Bicycles are available for rent at the reception, either by the hour or for the entire day. For more details, please call extension 900 or 901.

Fitness Room: A fully equipped fitness room with modern machines and accessories is available to all guests. For more information, please contact the reception at extension 900 or 901.

Children's Playroom: The playroom features a ball pit, large maze, slide, zip line, basketball hoops, carousel, and PlayStation. For information on opening hours, please contact the reception at extension 900 or 901.

Playroom Rules:

- Children who are not independent or have developmental difficulties must be accompanied by a parent or legal guardian at all times.
- Children under the age of 3 may stay in the playroom only when accompanied by a parent or guardian.
- Bringing food and drinks into the playroom is not allowed.
- The entire playroom is a non-smoking area.
- Both children and parents may enter the playroom only in socks or clean footwear.
- The maze is not intended for children over the age of 7.
- Guests are kindly asked to take care of their personal belongings. The playroom is not responsible for any lost items.
- The playroom animator coordinates activities with the children but is not responsible for their behavior or for any injuries that may occur.
- The playroom staff reserves the right to remove any child from the premises if their behavior endangers the safety of other children.
- Jewelry must be removed before entering the maze to prevent potential injuries.
- All users are required to treat the playroom equipment and property with care. Any damage caused will be charged to the user.

8. Safety and security

Staff Entry into Guest Rooms: Hotel staff are not permitted to enter guest rooms without prior notice and permission from the guest, nor are they allowed to touch or use any of the guest's personal belongings. Staff may only enter a room without the guest's presence in the following situations:

- when housekeeping services are scheduled,
- if there is a justified concern that the room or guest property is at risk,
- or if there is a strong suspicion of a serious violation of house rules.

DND ("Do Not Disturb") Sign: Guests may activate the "Do Not Disturb" (DND) sign at their door. This setting may remain active for a maximum of 24 hours, after which, for safety and security reasons, the hotel reserves the right to enter the room to check its condition.

Room Doors: Entrance doors to guest rooms must remain closed at all times, in accordance with the hotel's fire safety system.

Smoking Policy: All hotel rooms are non-smoking. The use of cigarettes, cigars, or electronic cigarettes is strictly prohibited. Violation of the smoking policy will result in a deep cleaning fee of €100 (charged in dinar equivalent at the middle exchange rate of the National Bank of Serbia on the day of payment) per day.

Fire Safety: In the event of a fire, the alarm system will be activated. During evacuation, please follow the marked emergency exit signs and use the stairs. Use of the elevator is strictly prohibited.

9. Pets

Pet-Friendly Hotel: Pets are allowed in designated pet-friendly rooms only. For more details, please contact the reception at extension 900 or 901.

Pet Policy:

- Only pets weighing up to 7 kg (15 lbs) are allowed.
- A daily fee of RSD 2,000 per pet applies.
- Only dogs and cats are permitted.
- Pets may only be brought into rooms specifically designated as pet-friendly, and only if announced in advance during reservation.
- Pets are allowed to move freely without a leash or carrier only inside the guest room.
- While moving from the reception to the guest room, pets must be on a leash, in a carrier, or held in arms.
- Guests are responsible for providing their own pet carrier.
- Pets are not allowed in the buffet restaurant, Wellness & SPA center, children's playroom, or the hotel lobby bar.
- If a pet causes any damage, the owner is liable for full compensation.
- In cases of aggressive behavior, disturbances, or destruction caused by the pet, the hotel reserves the right to ask the guest to leave.
- Rooms with pets will be cleaned daily only if the pet is either in the owner's presence or safely inside a carrier.
- If not, the room will not be cleaned due to staff safety and the risk of the pet escaping when the door is opened.

10. Inventory price list

Hotel Inventory: Please check the condition of the room inventory upon arrival. If you notice any missing or damaged items, report them immediately to the reception. Later claims will not be accepted. Any damage or loss of hotel inventory will be charged according to the official inventory price list.

Vrata ulazna	Door	93.928,00 din
Vrata kupatilska	Bathroom door	68.440,00 din
Vrata za sobe u apartmanima	Doors in rooms in apartments	68.440,00 din
Uzglavlje kreveta dimenzija 262x280	Headboard dimensions 262x280	70.800,00 din
Krevet i dušek dimenzije 90x200	Bed and mattresses size 90x200	98.648,00 din
Krevet i dušek dimenzije 140x200	Bed and mattresses size 140x200	143.960,00 din
Krevet i dušek dimenzije 160x200	Bed and mattresses size 160x200	169.920,00 din
Jorgan 140x200	Duvet 140x200	5.366,00 din
Jorgan 200x200	Duvet 200x200	7.439,00 din
Jorganska navlaka 180x200	Duvet cover 180x200	9.393,00 din
Jorganska navlaka 200x200	Duvet cover 200x200	10.927,00 din
Donji čaršav 170x280	Bed sheet 170x280	4.578,00 din
Donj čaršav 220x280	Bed sheet 220x280	5.777,00 din
Donji čaršav 260x280	Bed sheet 260x280	6.773,00 din
Jastuk 35x70	Pillow 35x70	1.572,00 din
Jastuk 50x70	Pillow 50x70	2.129,00 din
Navlaka za jastuk 35x70	Pillowcase 35x70	717,00 din
Navlaka za jastuk 50x70	Pillowcase 50x70	991,00 din
Uložak iznad dušeka 160x200	Cartridge over mattress 160x200	4.956,00 din
Uložak iznad dušeka 180x200	Cartridge over mattress 180x200	5.192,00 din

Peškir 50x100	Towel 50x100	1.170,00 din
Peškir 70x140	Towel 70x140	2.736,00 din
Peškir stopa 50x70	Floor mate 50x70	1.402,00 din
Noćni ormarić	Night stand	23.128,00 din
Lampa iznad kreveta	Lamp above the bed	6.632,00 din
Lampa iznad sobnog pisaćeg stola	Lamp above the writing table	14.196,00 din
Plafonska svjetiljka u kupatilu	Ceiling lamp in the bathroom	11.466,00 din
Svjetiljka u kupatilu iznad ogledala	Lamp in the bathroom above the mirror	5.040,00 din
Plafonska svjetiljka u sobi	Ceiling lamp in the room	5.540,00 din
Sto za sminkanje/ pisanje	Makeup/ writing table	46.728,00 din
Stolice za sminkanje	Make up chairs	20.296,00 din
Ogledalo iznad pisaćeg stola	Mirror above the writing table	24.072,00 din
Ogledalo za kupatilo	The mirror for the bathroom	4.484,00 din
Kozmetičko ogledalo	Cosmetic mirror	8.968,00 din
Ogledalo za celu figuru	Mirror for the whole figure	35.872,00 din
Ogledalo sa čivilukom	Mirror with hanger	59.944,00 din
Pribor za pisanje	Writing accessories	4.720,00 din
Obloga za televizor	TV cover	33.040,00 din
Stolica	Chair	20.296,00 din
Kante za smeće otvorene za sobe	Open bins for rooms	8.496,00 din
Ogledalo za celu figuru	Mirror for the whole figure	35.872,00 din
Staljak za kofere	Stand for suitcases	30.680,00 din
Zavesa	Curtain	20.000,00 din
Draper	Drapery	25.000,00 din
Bešumni minibar	A silent minibar	70.800,00 din
Sef	Safe	35.400,00 din

Stoper za svaka vrata	Stopper for every door	5.000,00 din
Ormar veći	Wardrobe	238.832,00 din
Ormar manji	Wardrobe	214.760,00 din
Ofingeri	Ofingers	280,00 din
WC šolja	Toilet seats	41.092,00 din
WC četka	Toilet brush	4.012,00 din
Lavabo	Sink	15.576,00 din
Tuš kabina	Shower cabin	48.144,00 din
Tuš ručice	hand shower	10.511,00 din
Baterija za slavinu u lavabou	The battery for the tap in the sink	25.080,00 din
Nosač za tuš bateriju	Shower holder for the battery	12.744,00 din
Baterije za tuševe	Batteries for showers	31.484,00 din
Čaša za lavabo	Glass for sink	3.115,00 din
Držać za čašu	Glass holder	3.776,00 din
Držać za toalet papir	A toilet paper holder	3.289,00 din
Držać peškira	Towel holder	5.333,00 din
Držać alka za bade mantil	Holder support ring bathrobe	3.587,00 din
Kante za smeće sa poklopcem za	Garbage can with a lid for bathr	4.531,00 din
Fen za kosu	Hairdryer	13.216,00 din
Telefon	Phone	19.838,00 din
Umetnička slika	Artistic painting	8.024,00 din

11. WiFi Internet Access

Instructions

1. Select the WiFi network: **HOTEL FONTANA**

2. Most mobile devices will automatically detect the hotspot and display a login screen.

If the login screen does not appear automatically, open any browser on your device and type in any web address, for example, blic.rs or alo.rs. The browser will then automatically redirect you to our login page.

3. Once the login page appears, choose one of the available login options for our WiFi network.

Click on your preferred method (Login via Facebook, Twitter, Google, or Email).

- If you choose a social network, sign in using your existing account for that platform.
- Please accept our app permissions for that network and, if you wish, like/follow our profile or share it with your friends. (Thank you — your support helps us spread the word!)
- If you choose Email login, please select your gender, enter your first and last name, and your valid email address.
- If you do not have a social network or email account, there is an option at the bottom of the login page to access the internet using a password.
- Click on “Access the Internet by entering a password” and type in the password provided.
- You can obtain the access password at the reception desk.
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Enjoy your stay and have a pleasant browsing experience!



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