

LA SIGNATURE MARRAKECH



**Welcome to
Dar Karilaan**

Dear Guests,

We are delighted to have you as our guests and to share the riad with you.
We wish you a pleasant stay.

Manal, our responsible of the riad and Aida, our General Manager of our riads, will take care of you with discretion, preparing breakfast daily, will carry out the cleaning and will be available for your needs (eg. Change of towels, linens) respecting your privacy. Manal is the soul of the house, speaks fluent French, English and Arabic. She will greet you on arrival giving all the information about the house and the nearby areas.

She's available at Dar Karilaan from 8.00 a.m. to 17.00. You can contact her in case of needs at **+212 620.198.847** also with whatsapp (we ask you to contact her in the evening hours only in case of emergency).

Aida our general manager who takes car and supervises all riads, can be present in case of need.

Paolo and I will be available via email

or whats app **+39 3281928471** (kindly consider that we live in Tanzania and we have a different time zone, we are 2 hours ahead of Morocco).

KEYS

We remind you to keep always with you the keys of the riad. In case of large groups, ask for extra keys, it's available for our guests.

SAFETY

For your safety, we ask to close the main door, (don't leave the key in the lock or the staff will be not able to enter) and the door on the second floor, in the terrace, when you leave the riad during the day and in the night. We recommend closing the rooms from the inside during the night. Keep your value in the safety boxes. We ask you to turn off lights and electrical equipment when you are not in the room or in the house (a/c, light in the rooms and patio, pool) In case of black out, at the entrance, behind the large silver decorative plate, you can find the electric panel, opening it you will see two buttons: one red and one black. Push the black and the power will be back.

The medina is very populous, and people are kind, some others will approach you to show you the way to the Jema El Fna square (and each time indicate the opposite direction) or to help you find your way to home, in exchange of money. To avoid bad episodes, kindly pay attention to the local people, because if you accept, they will ask you for money, usually improper amounts. These people do not work with us and we will not be responsible for money requested by strangers. Ask the shopkeepers for directions if you need it. To navigate in the medina, it is useful to use the gps, online there are several apps that work offline (Hip Marrakech) or Google maps.

CHECK IN/CHECK OUT - EARLY BREAKFAST/DEPARTURE

Check-in is available from 3.00 pm to 9.00 pm. If you will arrive before 3 pm. you can leave your luggage in the riad at no extra cost until check in time. In case you arrive after 9.00 pm, please inform us in order to organize your arrival with our staff (our transfer is suggested will be easy to meet our staff easily).

Check out is at 10.00 am. If your flight is in the evening, you can leave your luggage in the riad, in agreement with our manager until the time of your departure.

We ask you to inform us 24 hours before, in case you have an early check out so the staff can make you find breakfast.

CHECK IN/CHECK OUT - EARLY BREAKFAST/DEPARTURE

Check-in is available from 3.00 pm to 9.00 pm. If you will arrive before 3 pm, you can leave your luggage in the riad at no extra cost until check in time. In case you arrive after 9.00 pm, please inform us in order to organize your arrival with our staff (our transfer is suggested will be easy to meet our staff easily).

Check out is at 10.00 am. If your flight is in the evening, you can leave your luggage in the riad, in agreement with our manager until the time of your departure.

We ask you to inform us 24 hours before, in case you have an early check out so the staff can make you find breakfast.

EXTRAS /TOURS/TRANSFERS

Transfers, tours, dinners, massages and any extras need to be paid direct to Manal, the day before the check out in case of departures before h 8.00 am, in Euro cash or Moroccan Dirhams. Credit cards not accepted.

SPACE & SERVICES

The riad is rented in exclusive use, and you will enjoy the privacy living an authentic experience in a traditional Moroccan house. The riad is in part served. The service includes breakfast, (served from h 8.30 until h 10.30 am) selection of tea, coffee, milk, fresh orange juice, croissants or pancakes, fresh bread, jam, butter, fruit salad, eggs, sausage, cheese and yogurt).

Daily set-up of the rooms and public areas is also included. The linen is provided every 3 days.

Please remember the riads is a private vacation home and not guesthouse or hotel, and is not allowed to access and use the private store. In case you need toilet paper or towels, please contact our staff. We pay attention that everything is working well, in case of malfunction or something damaged, kindly notify us and we can take care as soon as possible.

KITCHEN & ROOMS

In the kitchen there is a fridge where we keep the groceries for your breakfast or any dinners ingredients, on request. We count on your kind respect, especially if traveling with children, that nothing is used and if this happens, which is paid for or replaced. Kitchen will be at your disposal in case you would like to cook. Each room is equipped with linen, towels, complimentary toiletries, hairdryer, air conditioning.

RESTRICTIONS

We kindly remind you that only the guests declared at the time of booking will be allowed into the house and that documents will be required at the time of check in. We ask you to notify us of any changes in the number of guests, or any visits from strangers, which will be agreed in advance and for which there is an additional cost. and in accordance with local laws, is strictly forbidden entry to the riad for Moroccan men and women if not legally married. It is forbidden to bring any type of narcotic substance into the riad. For respect of the neighbors and the local culture, we kindly ask you to avoid topless, loud music and shouting and party. While linens and bath towels are included, we suggest you bring your beach towels. We do not permit towels or linens to be taken out from the property. We remind you also that hair color, some types of make-up or ointments as well as henna tattoos, irreparably stain sheets and towels. In case of damage you will be charged from the safe deposit.

SMOKING AREA

Smoking is allowed only on the patio, on the veranda and on the terrace. It is forbidden to smoke in all rooms, bathrooms, in the kitchen and in the living room.

WASHING MACHINE & PRIVATE STORAGE SPACE

We prefer that our guests do not use the washing machine. You can ask Manal who will take your linen to the laundry and you can pay the invoice to her directly.

FIREPLACE

In the living room we have an electric fireplace (unfortunately in the phase of renovation it was not possible to create a real fireplace) the switch is located behind the heater, just open the gate and turn it on and off from behind. Please turn it off when not in use.

ANIMALS

Any kind of domestic animals are not allowed in the house (including cats, dogs, turtles, iguanas, reptiles, snakes or any other species from the local market).

COMMUNICATION

For any doubt, question, demand or communication issue during your stay, please contact us directly via e-mail at etniqueltd@gmail.com. We will be online and reachable at any time in-between in maximum delay of a few hours.

Cristina whats app +39 328 19 28 471.

Paolo whats app +39 366 9735 632.

Manal on site, phone and whats app: +212 620 198 847.

Aida on site, phone and whats app: +212 615 660 284.

SERVICES ON DEMAND

We organize Airport shuttle to/from the airport at the cost of:

- € 20 for group up to 4 people
- € 25 for group of 5 to 7 people
- € 35 for 8 to 10 people

Traditional Moroccan lunch/dinner on request 24 hours in advance, at a cost of euro 25 or mad 275 dirhams per person (dinner includes starter, main course, dessert or fruit, bread and water), excluding alcoholic drinks (Being a holiday home, we do not have a license for alcohol and it is not possible to sell it, you can bring alcohol or buy it and we will be happy to show you where to find it.).

USEFUL NUMBERS:

URGENCES

Police : 190
Pompiers : 150
Gendarmerie Royale : 177

ASSISTANCE

Ambulance / Pompiers : 150
Maroc Assistance : 05 22 30 30 30
Mondial assistance : 05 22 31 31 50
Institut Pasteur : 05 22 26 20 62
SOS Médecins Maroc : 05 22 98 98 98

ANTIPOISON

Centre Antipoison : 05 37 68 64 64 / 08 01 00 01 80

CORRUPTION

Lutte contre la corruption : 08 00 100 76 76

IN CASE OF OF COVID-19 Symptoms:

+212 801 004 747

TAXI VERT:+212-524409494

Very useful service in case you need a taxi. Just indicate the meeting point. you do not have to negotiate, the meter in these taxis is switched on. Kindly keep in mind the small taxi can carry max. 3 persons.

OUR FAVORITE RESTAURANTS:

PEPENERO Restaurant (Moroccan and Italian cuisine , they have alcol and wines),

NARANJ Restaurant (Lebanese, Moroccan cuisine) Delicious!!! No alcol

LA SALAMA Restaurant and bar, they offer Happy Hour with a beautiful terrace with view on the main square and sunset.

KOSYBAR Restaurant with Mediterranean, Japanese and Moroccan cuisine with a splendid view on the cocogne nests

LA TANJIA Restaurant with Moroccan and vegetarian cuisine, with belly dancing shows.

DAR ZELLIJ Traditional Moroccan cuisine

DAR MOHA From famous Moroccan chef Moha (they sell wines and spirits)

LE JARDIN Moroccan and fusion menu

CAFE ARABE Moroccan and international (they sell wines and spirits)

KABANA: a beautiful trendy restaurant and bar with Koutoubia view.

A JUMP IN GUELIZ:

BAROMETRE: one of the best restaurant in Marrakech.

COMPTOIR DARNA: Moroccan restaurant that offers belly dancing shows, deejays sets.

GRAND CAFE' DE LA POSTE: Elegant bar-restaurant with excellent food and also perfect for an aperitif.

RESTAURANT- LE 68 BAR A' VIN MARRAKECH. French cuisine, pleasantly informal surroundings, excellent wine selections.

SPA & HAMMAMS:

HAMMAM DE LA ROSE (reservation is required)

RIAD & SPA ELISA (reservation is required).

MAISON ARABE (Reservation is required).

WIFI

NETWORK NAME: COLOMBO

PASSWORD: Y7ht&#@QHgZ6