

Park Plaza Belvedere Medulin

**Bistro
„LUNGOMARE“**

*Felovnik
Menu*

Salate

Salads

Salata od cherry rajčica, 12,00 €
mozzarella i svježeg bosiljka

Cherry tomatoes, Mozzarella cheese and
fresh basil salad

Sadrži proizvode od mlijeka / Contains milk products

Cezar salata sa piletinom 13,00 €
i krutonima na mediteranskom povrću

Caesar salad with chicken and croutons
on Mediterranean vegetables

*Sadrži mlijeko, gorušicu, jaja, ribu i pšenicu / Contains milk,
mustard, eggs, fish and wheat*

Mediteranska salata 12,00 €
sa slanim ovčjim sirom

Mediterranean salad with salted sheep
cheese

Sadrži mlijeko / Contains milk

Glavna jela

Main dishes

Pržene lignje s prilogom 17,00 €

Fried calamari with side dish

Sadrži pšenicu i mekušce / Contains wheat and molluscs

Lignje na žaru s prilogom 17,00 €

Grilled calamari with side dish

Sadrži mekušce / Contains molluscs

Filet orade sa blitvom 16,00 €
i kuhanim krumpirom

Sea bream fillet with mangold
and boiled potatoes

Sadrži ribu / contains fish

Ćevapčići s prilogom 12,00 €

Ćevapčići - hashed meat dumplings
with side dish

Pileći file na žaru s prilogom 12,50 €

Grilled chicken breast with side dish

Pohana pureća prsa 13,50 €
sa prženim krumpirom

Turkey steak Wiener style
with French fries

Sadrži pšenicu / Contains wheat

PRILOZI UZ TOPLA JELA

Prženi krumpir, kolutovi luka, povrće
na žaru, Blitva, lisnata salata

SIDE DISHES OF YOUR CHOICE WITH MAIN COURSE

French fries, onion rings, grilled
vegetables, Swiss chard, leaf salad

PRILOZI / SIDE DISHES 5,50 €

Prženi krumpir, kolutovi luka,
povrće na žaru, blitva

French fries, onion rings, grilled
vegetables, Swiss chard

Izbor sezonskih salata 6,00 €

Zelena, Rajčica, Krastavci

Selection of seasonal salad

Lettuce, Tomato, Cucumber

UMACI / SAUCES

Majoneza / Mayonnaise 1,00 €

Sadrži jaja i gorušicu / Contains eggs and mustard

Kečap / Ketchup 1,00 €

*Sadrži pšenicu, gorušicu i celer
Contains wheat, mustard and celery*

Senf / Mustard 1,00 €

*Sadrži gorušicu
Contains mustard products*

Tartar / Tartar 1,00 €

*Sadrži sulfite, mlijeko, pšenicu, jaja i gorušicu
Contains sulphites, milk, wheat, eggs and mustard*

Pizza i tjestenine

Pizza & pastas

Pizza Margarita 9,00 €

Umak od rajčice, sir, maslina

Pizza Margherita

Tomato sauce, cheese, olive

*Sadrži pšenicu i proizvode od mlijeka / Contains wheat
and milk products*

Pizza Capricciosa 9,90 €

Umak od rajčice, sir, šunka,
šampinjoni i maslina

Pizza Capricciosa

Tomato sauce, cheese, ham, button mushrooms and olives

*Sadrži pšenicu i proizvode od mlijeka / Contains wheat
and milk products*

Pizza četiri sira 11,00 €

Umak od rajčice, gouda, gorgonzola,
mozzarella, parmezan, maslina

Pizza with 4 cheese

Tomato sauce, gouda, mozzarella, gorgonzola, parmesan
cheese, olives

*Sadrži pšenicu i proizvode od mlijeka / Contains wheat
and milk products*

Pizza vegetariana 10,00 €

Umak od rajčice, šampinjoni, sir, tikvica,
paprika, patlidžan, svježa rajčica, kukuruz, masline

Vegetarian pizza

Tomato sauce, mushrooms, cheese, zucchini,
peppers, eggplant, fresh tomatoes, corn, olives

*Sadrži pšenicu i proizvode od mlijeka / Contains wheat
and milk products*

Pizza Istriana 12,00 €

Umak od rajčice, sir, pršut, rikola

Pizza Istriana

Tomato sauce, cheese, arugula and prosciutto

*Sadrži pšenicu i proizvode od mlijeka / Contains wheat
and milk products*

Pizza Mexicana 11,00 €

Umak od rajčice, sir, kulen, paprika, luk, kukukuruz i ljuti feferoni

Pizza Mexicana

Tomato sauce, cheese, "kulen"-paprika flavored salami onion, corn and chili peppers

Sadrži pšenicu i proizvode od mlijeka / Contains wheat and milk products

Pizza Tuna 11,00 €

Umak od rajčice, sir, tuna, luk i maslina

Pizza Tuna

Tomato sauce, cheese, tuna, onion and olive

Sadrži pšenicu i proizvode od mlijeka,ribu / Contains wheat and milk products, fish

Pizza Lungomare 14,00 €

Umak od rajčice, pršut, gljive, paprika, panceta, sir i vrhnje

Pizza Lungomare

Tomato sauce, prosciutto, mushrooms, peppers, bacon, cheese and sour cream

Sadrži pšenicu i proizvode od mlijeka / Contains wheat and milk products

Pizza Cezar 13,00 €

Umak od rajčice, sir, rikola, piletina i umak cezar

Pizza Caesar

Tomato sauce, cheese, rucola, chicken and caesar sauce

Sadrži pšenicu i proizvode od mlijeka / Contains wheat and milk products

DODACI PO IZBORU OPTIONAL TOPINGS

Istarski pršut (50 g) 4,00 €

Istrian Prosciutto (50 g)

Bresaola (50 g) 5,00 €

Air-dried beef Bresaola (50 g)

Kulen (50 g) 3,00 €

Kulen

spicy dry-cured pork sausage (50 g)

Šunka (50 g) 3,00 €

Ham (50 g)

| | |
|--|--------|
| Konzervirana tunjevina (150 g) Caned Tuna (150 g) <i>Sadrži ribu / contains fish</i> | 3,00 € |
| Mozzarella (50 g) Mozzarella (50 g) <i>Sadrži proizvode od mlijeka / Contains milk products</i> | 4,00 € |
| Masline (30 g) Olives (30 g) | 1,50 € |
| Rikola (30 g) Arugula (30 g) | 2,00 € |
| Panceta (50 g) Dry – cured bacon (50 g) | 3,00 € |
| Gorgonzola (50 g) Gorgonzola cheese (50 g) <i>Sadrži proizvode od mlijeka / Contains milk products</i> | 2,00 € |
| Kukuruz (50 g) Corn (30 g) | 2,00 € |
| Spaghetti Bolognese <i>Sadrži pšenicu i sulfite Contains wheat and sulphites</i> | 9,00 € |
| Spaghetti Napoliten <i>Sadrži pšenicu / Contains wheat</i> | 8,00 € |

Brza hrana

Quick snacks

Hamburger classic,
krumpirići 11,00 €

Hamburger classic, potatoes

Sadrži pšenicu / Contain wheat

Cheeseburger classic,
krumpirići 12,00 €

Cheeseburger classic, potatoes

*Sadrži pšenicu i proizvode od mlijeka / Contains wheat
and milk products*

Pileći medaljoni - 6 kom
krumpirići 7,50 €

Chicken nuggets - 6 pcs
potatoes

Pileći medaljoni - 12 kom
krumpirići 12,00 €

Chicken nuggets - 12 pcs
potatoes

Chickenburger,
krumpirići 11,50 €

Chickenburger, potatoes

Sadrži pšenicu / Contain wheat

Deserti

Dessert

Dnevni kolač 5,00 €

Daily cake

Sadrži pšenicu i proizvode od mlijeka / Contains wheat and milk products

Pladanj rezanog 6,00 €
sezonskog voća

Lubenica, dinja i ananas

Sliced fruit plate

Watermelon, melon and pineapple

*Za alergene molimo pitati osoblje
For more informations about allergens,
please ask our staff*

Park Plaza Belvedere Medulin

**Bistro
„LUNGOMARE“**

*Cjenik pića
Beverage List*

Kokteli

Cocktails

Sparkling cocktails

Sarti Rosa Spritz 9,20 €
Sarti Rosa, pjenušac, mineralna voda
Sarti Rosa, sparkling wine, mineral water

Aperol Spritz 9,20 €
Aperol, pjenušac, mineralna voda, kriška naranče
Aperol, sparkling wine, mineral water, orange slice

Hugo Spritz 9,20 €
Liker od bazge, pjenušac, sok od limete, pupoljak mente
Elderflower liqueur, sparkling wine, fresh lime juice, mint sprig

Limonce Spritz 9,20 €
Limonce, pjenušac, mineralna voda
Limonce, sparkling wine, mineral water

Lime cocktails

Caipirinha 10,90 €
Cachaca, smeđi šećer, limeta
Cachaca, brown sugar, lime

Mojito 10,90 €
Rum, šećerni sirup, sok od limete, mineralna voda, listiće mente
Rum, sugar cane syrup, fresh lime juice, mineral water, mint leaves

Cuba Libre 10,90 €
Tamni rum, Pepsi Cola, limeta
Dark rum, Pepsi Cola, lime

Long drinks

Strawberry Daiquiri (frozen) 10,90 €

Rum, pire od jagode, sok od limete, voće
Rum, strawberry fruit pure, fresh lime juice, fruit

Sex on the beach 10,90 €

Vodka, liker od breskve, sok od naranče, sok od brusnice
Vodka, peach liqueur, orange juice, cranberry juice

Mai-Tai 10,90 €

Bijeli rum, tamni rum, liker od marelice,
sirup od badema, sok od naranče, sok od ananasa
*White rum, dark rum, apricot liqueur, almond syrup
orange juice, pineapple juice*

Pina Colada 10,90 €

Svijetli rum, tamni rum, pire od kokosa, vrhnje,
sok od ananasa
White rum, dark rum, coconut pure, cream, pineapple juice

Virgin cocktails

Raspberry & 7,70 €

Mint Lemonade

Pire od maline, sweet & sour mix, Mojito sirup,
soda limeta & kiwano
*Raspberry pure, sweet&sour mix, Mojito syrup,
lime&kiwano soda*

Virgin Mojito 7,70 €

Sok od limete, listići mente, razni voćni pirei, mineralna voda
*Fresh lime juice, mint leaves, different kind fruit flavours,
mineral water*

Milk shakes

Milkshake 6,00 €

Jagoda, banana, breskva, mango, kokos, passion fruit
Strawberry, banana, peach, mango, coconut, passion fruit

Nama najbliži vinogradi

The closest vineyards to us

| | | |
|------------------------------|--------|---------|
| Medea Malvazija | 0,75 l | 28,00 € |
| <i>Vinarija Medea, Istra</i> | 0,15 l | 6,00 € |
| Medea Rosé | 0,75 l | 28,00 € |
| <i>Vinarija Medea, Istra</i> | 0,15 l | 6,00 € |
| Medea Merlot | 0,75 l | 28,00 € |
| <i>Vinarija Medea, Istra</i> | 0,15 l | 6,00 € |

Pjenušci

Sparkling wines

| | | |
|------------------------------|--------|---------|
| Medea Brut | 0,75 l | 31,00 € |
| <i>Vinarija Medea, Istra</i> | 0,10 l | 4,90 € |

Vermuti

Vermouths

| | | |
|----------------|--------|--------|
| Martini Bianco | 0,10 l | 4,50 € |
| Martini Rosso | 0,10 l | 4,50 € |
| Martini Dry | 0,10 l | 4,50 € |

Biteri

Bitters

| | | |
|---------------------|--------|--------|
| Campari | 0,04 l | 5,20 € |
| Cynar | 0,04 l | 5,20 € |
| Jägermeister | 0,04 l | 5,40 € |
| Pelinkovac Antique | 0,04 l | 5,40 € |
| <i>Herb liqueur</i> | | |

***Specijalna ponuda vrhunskih
hrvatskih destilata
Special high quality croatian
destillates offer***

| | | |
|---|--------|--------|
| Šljivovica premium selection <i>Plum brandy</i> | 0,04 l | 5,70 € |
| Korlat Loza Barrique <i>Grape brandy Barrique</i> | 0,04 l | 5,70 € |
| Korlat Medica s propolisom <i>Honey brandy with propolis</i> | 0,04 l | 5,70 € |
| Korlat Travarica sa smiljem <i>Herb brandy with immortelle</i> | 0,04 l | 5,70 € |
| Biska Rossi <i>Mistletoe brandy</i> | 0,04 l | 4,50 € |
| Teranino Rossi <i>Teran wine liqueur</i> | 0,04 l | 4,50 € |
| Vilijamovka <i>Pear brandy</i> | 0,04 l | 5,70 € |

Cognac

| | | |
|--------------|--------|--------|
| Martell V.S. | 0,04 l | 6,60 € |
|--------------|--------|--------|

Brandy

| | | |
|-------------------|--------|--------|
| Prima Brand Black | 0,04 l | 5,40 € |
|-------------------|--------|--------|

Whisky & Whiskey

Scotch Blended

| | | |
|-------------------------------|--------|--------|
| Johnnie Walker Black Label | 0,04 l | 7,60 € |
|-------------------------------|--------|--------|

Irish whiskey

| | | |
|---------|--------|--------|
| Jameson | 0,04 l | 6,50 € |
|---------|--------|--------|

Tennessee whiskey

| | | |
|---------------|--------|--------|
| Jack Daniel's | 0,04 l | 5,70 € |
|---------------|--------|--------|

Bourbon

| | | |
|---------|--------|--------|
| Bulleit | 0,04 l | 8,40 € |
|---------|--------|--------|

Gin

Classic

| | | |
|---------------|--------|--------|
| Tanqueray Dry | 0,04 l | 6,30 € |
|---------------|--------|--------|

| | | |
|-----------------|--------|--------|
| Bombay Sapphire | 0,04 l | 6,30 € |
|-----------------|--------|--------|

| | | |
|------------------|--------|--------|
| Tanqueray N° Ten | 0,04 l | 9,30 € |
|------------------|--------|--------|

Contemporary

| | | |
|------------|--------|--------|
| Hendrick`s | 0,04 l | 9,30 € |
|------------|--------|--------|

| | | |
|------|--------|--------|
| Mare | 0,04 l | 9,70 € |
|------|--------|--------|

Orange

| | | |
|-------------------|--------|--------|
| Tanqueray Sevilla | 0,04 l | 6,70 € |
|-------------------|--------|--------|

Rum

| | | |
|-------------------------------|--------|---------|
| Bacardi | 0,04 l | 5,20 € |
| Captain Morgan Spiced Gold | 0,04 l | 5,20 € |
| Captain Morgan Black | 0,04 l | 5,20 € |
| Zacapa 23 y.o. | 0,04 l | 13,90 € |
| Botran 8 y.o. | 0,04 l | 6,30 € |

Tequila

| | | |
|----------------------------------|--------|---------|
| Jose Cuervo Especial Reposado | 0,04 l | 5,20 € |
| Jose Cuervo Especial Silver | 0,04 l | 5,20 € |
| Don Julio Blanco | 0,04 l | 12,20 € |

Vodka

| | | |
|--------------------|--------|--------|
| Ketel One | 0,04 l | 9,00 € |
| Smirnoff Red Label | 0,04 l | 5,70 € |

Likeri

Liqueurs

| | | |
|------------------------------------|--------|--------|
| Limoncello Pallini | 0,04 l | 4,50 € |
| Averna | 0,04 l | 4,50 € |
| Amaretto Disaronno | 0,04 l | 4,50 € |
| Sambuca Romana | 0,04 l | 4,80 € |
| Baileys | 0,04 l | 4,80 € |
| Tia Maria | 0,04 l | 4,80 € |
| Malibu | 0,04 l | 4,80 € |
| Bajadera Hazelnut Almond Nougat | 0,04 l | 4,50 € |

Pivo

Beer

| | | |
|--|--------|--------|
| Točeno pivo <i>Draught beer</i> | 0,30 l | 3,20 € |
| Točeno pivo <i>Draught beer</i> | 0,50 l | 4,90 € |
| Pan | 0,35 l | 3,60 € |
| Pan Tamni <i>Dark beer</i> | 0,50 l | 4,90 € |
| Pan bezalkoholni <i>Pan non alcoholic</i> | 0,50 l | 4,90 € |
| Radler <i>Beer with fruit flavour</i> | 0,50 l | 4,90 € |
| Erdinger | 0,50 l | 5,20 € |
| Carlsberg | 0,33 l | 4,40 € |
| Tuborg Green | 0,33 l | 4,40 € |
| Budweiser | 0,33 l | 4,40 € |

HRVATSKA CRAFT PIVA CROATIAN CRAFT BEERS

San Servolo

| | | |
|------------------------------------|--------|--------|
| Svijetlo pivo <i>Light beer</i> | 0,33 l | 5,50 € |
| Crveno pivo <i>Red beer</i> | 0,33 l | 5,50 € |

Cider

| | | |
|----------------|--------|--------|
| Somersby apple | 0,33 l | 5,00 € |
| Somersby pear | 0,33 l | 5,00 € |

Voćni sokovi *Fruit juices*

| | | |
|---|--------|--------|
| Pago <i>razni okusi / different flavours</i> | 0,20 l | 4,20 € |
|---|--------|--------|

Svježe cijedeni sokovi *Freshly squeezed juices*

| | | |
|----------------------|--------|--------|
| Naranča Orange | 0,20 l | 5,20 € |
| Limunada Lemonade | 0,20 l | 4,00 € |

Homemade lemonades & Ice tea

Pineapple lemonade 4,80 €
Sok od limuna, pire od ananasa, rashlađena voda
Lemon juice, pineapple pure, chilled water

Pear lemonade 4,80 €
Sok od limuna, pire od kruške, rashlađena voda
Lemon juice, pear pure, chilled water

Ice tea 3,60 €
Breskva, rashlađena voda, limun
Peach, chilled water, lemon

Gazirana pića *Sparkling-soft beverages*

Pepsi Cola 0,25 l 3,90 €

Pepsi Cola zero sugar 0,25 l 3,90 €

7 UP 0,25 l 3,90 €

Mirinda 0,25 l 3,90 €

Inka Bitter Lemon 0,25 l 3,90 €

Iso Twist 0,50 l 4,20 €

PREMIUM TONICS

Franklin & Sons Ltd

Tonic Water 0,20 l 4,60 €

Ginger Ale 0,20 l 4,60 €

Pinky Grapefruit 0,20 l 4,60 €

Energetski napitci
Energy drinks

| | | |
|----------|--------|--------|
| Red Bull | 0,25 l | 4,80 € |
|----------|--------|--------|

Gazirana voda
Sparkling water

| | | |
|---------|--------|--------|
| Jamnica | 0,33 l | 2,60 € |
|---------|--------|--------|

| | | |
|---------|--------|--------|
| Jamnica | 0,75 l | 4,40 € |
|---------|--------|--------|

| | | |
|--|--------|--------|
| Sensation razni okusi / <i>different flavours</i> | 0,33 l | 2,60 € |
|--|--------|--------|

Prirodna negazirana voda
Natural spring water

| | | |
|------|--------|--------|
| Jana | 0,33 l | 2,60 € |
|------|--------|--------|

| | | |
|------|--------|--------|
| Jana | 0,75 l | 4,40 € |
|------|--------|--------|

Topli napitci

Hot beverages

| | | |
|--------------------------------------|--------|--------|
| Espresso | | 2,30 € |
| Espresso | | 2,30 € |
| - bez kofeina / <i>decaffeinated</i> | | |
| Macchiato / Cappuccino | | 2,40 € |
| - mali / <i>small</i> | | |
| Macchiato / Cappuccino | | 2,60 € |
| - veliki / <i>large</i> | | |
| Macchiato / Cappuccino | | 2,40 € |
| - mali bez kofeina | | |
| - <i>small decaffeinated</i> | | |
| Macchiato / Cappuccino | | 2,60 € |
| - veliki bez kofeina | | |
| - <i>large decaffeinated</i> | | |
| Kava sa šlagom | | 2,80 € |
| <i>Coffee with whipped cream</i> | | |
| Bijela kava / <i>White coffee</i> | | 2,80 € |
| Bijela kava bez kofeina | | 2,80 € |
| <i>White coffee - decaffeinated</i> | | |
| Franck café classic | | 3,10 € |
| Franck café cappuccino | | 3,10 € |
| Kakao / <i>Cocoa</i> | | 3,10 € |
| Mlijeko / <i>Milk</i> | 0,20 l | 2,00 € |
| Čaj / <i>Tea</i> | | 2,60 € |
| Ledena kava / <i>Ice coffee</i> | | 6,00 € |

Specijalni topli napitci

Special hot beverages

Aromatizirane kave / Flavoured coffees

| | |
|--|---------------|
| Corretto Grappa | 5,10 € |
| <i>Espresso kava, Grappa</i> | |
| <i>Espresso coffee, Grape brandy</i> | |
| | |
| Irish coffee | 6,30 € |
| <i>Whisky, espresso kava, šećer, šlag</i> | |
| <i>Whisky, espresso coffee, sugar, whipped cream</i> | |

ALERGENI / ALLERGENS

KOKTELI / COCKTAILS

Sarti Rosa Spritz

Sadrži sulfite / contains sulphites

Aperol Spritz

Sadrži sulfite / contains sulphites

Hugo Spritz

Sadrži sulfite / contains sulphites

Mai Tai

Sadrži sulfite / contains sulphites

Sex on the beach

Sadrži sulfite / contains sulphites

Pina Colada

Sadrži mlijeko i sulfite, i proizvode od soje / contains milk and sulphites and soya products

Milk Shakes

Sadrži mlijeko / contains milk

VINA / WINES

Sva vina iz ponude sadrže sulfite

All wines from the price list contain sulphites

APERITIVI / APERITIVES

Martini Bianco

Sadrži sulfite / contains sulphites

Martini Rosso

Sadrži sulfite / contains sulphites

Martini Dry

Sadrži sulfite / contains sulphites

LIKERI / LIQUEUR

Baileys

Sadrži proizvode od mlijeka / contains milk products

Bajadera

Sadrži proizvode od mlijeka i orašastih plodova

Contains milk and nuts products

PIVO / BEER

Sva piva iz ponude sadrže proizvode od ječma / all beers from the price list contain barley products

Erdinger

Sadrži proizvode od pšenice i ječma

Contains wheat and barley product

TOPLI NAPITCI / HOT BEVERAGES

Macchiato - Cappuccino

Sadrži mlijeko / contains milk

*Macchiato - Cappuccino bez kofeina
/decaffeinated*

Sadrži mlijeko / contains milk

*Kava sa šlagom / Coffee with whipped
cream*

*Sadrži proizvod od mlijeka / contains milk
products*

Bijela kava / White coffee

Sadrži mlijeko / contains milk

*Bijela kava bez kofeina / Decaffeinated
white coffee*

Sadrži mlijeko / contains milk

Franck café cappuccino

*Sadrži proizvode od mlijeka / contains milk
products*

Topla čokolada/ Hot Chocolate

*Sadrži mlijeko i proizvode od soje / contains milk
and soya products*

Kakao / Cocoa

*Sadrži mlijeko i proizvode od soje / contains milk
and soya products*

Mlijeko / Milk

Sadrži mlijeko / contains milk products

PDV JE UKLJUČEN U CIJENU.
ZA SVE PRIMJEDBE MOLIMO OBRATITI
SE RECEPCIJI HOTELA.

VAT IS INCLUDED IN THE PRICE.
FOR ANY COMMENTS, PLEASE CONTACT
THE HOTEL RECEPTION.

OBAVIJEST O NAČINU PODNOŠENJA PISANIH PRIGOVORA POTROŠAČA

Sukladno odredbi članka 10. st. 10. Zakona o ugostiteljskoj djelatnosti (Narodne novine br.85/15) obavještavamo potrošače da prigovor na kvalitetu naših usluga mogu podnijeti u pisanom obliku na:

- recepciju
- adresu : **Arena Hospitality Group d.d., Uprava, Smareglina 3, HR-52100 Pula**
- e-mail : **uprava@arenahospitalitygroup.com**
- fax : **+385 (0)52 215 263**

Odgovor na Vaš prigovor dobit ćete u pisanom obliku najkasnije 15 dana od dana primitka prigovora. Molimo u prigovoru naznačiti ime i prezime gosta i adresu za dostavu odgovora.

NOTICE OF FILING WRITTEN CUSTOMER COMPLAINTS

Pursuant to the command of Article 10 Paragraph 10 of the Hospitality and Catering Industry Act ("Narodne novine" Official Gazette No. 85/15), we inform our clients that complaints regarding the quality of our services shall be submitted in writing to:

- reception
- our address : **Arena Hospitality Group d.d., Uprava, Smareglina 3, HR-52100 Pula**
- e-mail : **uprava@arenahospitalitygroup.com**
- fax : **+385 (0)52 215 263**

You will receive a response to your complaint in writing within 15 days of receipt of the complaint.

Please indicate the full guest name and address for submitting the response.