

LA SIGNATURE  
MARRAKECH



**Welcome to  
Riad Ethnique**

Dear Guests,

It's a pleasure to share our home with you.

We Invite our guests to read the informations about the riad and the neighborhood.

## **STAFF**

Our responsible, and our housekeeper, 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.

Aida, the responsible, speaks French, English and Arabic.

She will greet you on arrival giving all the information about the house and the nearby areas.

You can contact her in case of needs at **+212 615 660 284** also with whatsapp (we ask you to contact her in the evening hours only in case of emergency).

Our housekeeper, friendly and always helpful, speaks French, she will keep in perfect order the riad. She's available at riad Ethnique from h 8.00 a.m. to h 14.00.

Paolo and I will be available via email **lasignaturemarrakech@gmail.com** or

**whats app +39 328 19 28 471** (kindly consider that we live in Tanzania and we have a different time zone, we are 3 hours ahead of Morocco).

## **KEYS**

We remind you to keep always with you the keys of the riad.

The staff lives outside Marrakech and the connections in the evening are almost impossible.

In case of large groups, ask them for extra keys, they are available to our guests.

Remember to return the keys at the departure.

## **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 and in the night.

For your safe, please always close the main door and the terrace door every night. We recommend closing the rooms from the inside during the night.

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, the electric panel is on the stairs, at the height of the kitchen window. Opening it, you will find 2 button, one red and one black. Press the black button to reactivate power.

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 them.

To navigate in the medina, it is useful to use the gps, online there are several apps that work offline (Maps.me).

## **EARLY BREAKFAST/DEPARTURE**

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

## **EXTRAS /TOURS/TRANSFERS**

Transfers, tours, dinners, massages and any extras need to be paid direct in riad, 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 on site.

## **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, cheese and yogurt).

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

Please kindly remember that our riads are private homes and not guesthouse or hotel, and that 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 remind you that persons not declared at time of booking are not authorized and that in accordance with local laws is strictly forbidden entry to the riad for Moroccan men and women if not legally married.

Additional guests, not declared at the time of booking are NOT allowed in the house, not even for short visits and in case they show up at home, every extra person will have to pay the daily cost provided by altering the booking with Airbnb.

For the 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 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 safe deposit.

## **SMOKING AREA**

Smoking is allowed only on the patio, on the veranda and on the terrace. It is forbidden to smoke in the rooms, in the kitchen and in the living room. Euro 100 as penalty will be charged to the transgressors.

## **WASHING MACHINE & PRIVATE STORAGE SPACE**

We do not permit to use wash machine to the guests.

The storage and laundry space are private areas, as well as all wardrobes and lockers not situated in your rooms. Access is not allowed.

If you need the laundry, just ask to Aida, who she will take your linen to the laundry and you can pay the invoice directly to her.

## **FIREPLACE**

There are chimneys in the house, which come to action mainly from December until February. We supply wood for your free use.

## **ANIMALS**

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

## **COMMUNICATION**

For any doubt, question, demand or communication issue with during your stay, please contact us directly via e-mail at [etniqueltd@gmail.com](mailto: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 1928 471**

**Paolo whats app +39 366 9735 632**

**Aida 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 dinner on request 24 hours in advance, at a cost of euro 25 per person (dinner includes starter, main, dessert or fruit, water), excluding alcoholic drinks.

## **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 SUGGESTIONS**

### **RESTAURANTS:**

I LIMONI Italian and Moroccan food  
El FENN Fancy rooftop for cocktails and dinner  
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 very cool location perfect for lunch, Happy Hour or dinner.

### **RESTAURANTS IN GUELIZ:**

LE BAROMETRE COMPTOIR  
DARNA  
GRAN CAFE' DE LA POSTE

### **SPA & HAMMAMS:**

HAMMAM DE LA ROSE (reservation is required)

### **WIFI PASSWORD:**

medina2016 (small letters)