



Dear Guests,

Starting April 20, 2026, we will begin renovation work on the front office area, which is expected to last **until June 30, 2026.** Throughout the construction period, we will ensure that your stay remains as pleasant and hassle-free as possible. Nevertheless, we would like to inform you that there may be **changes to our usual procedures** and periods of **increased noise** during the construction phase.

Overnight Guests

Please use the **resort reception desk** for check-in (roundabout, 2nd exit). The reception desk is staffed daily from **6:00 AM to 10:00 PM** and is available to assist with questions, arrivals, and any concerns. **Late arrivals** after 10:00 PM will be handled by our colleagues at the day ticket offices.

Self-check-in kiosks are available as usual: three kiosks in the main hall and two kiosks at the resort reception. This allows for quick and flexible check-in at any time, even without personal contact.

Day Visitors

Day visitors may enter through the day ticket offices at the **main entrance** as usual.

Thank you for your understanding during this renovation phase. We look forward to welcoming you during this time and are always happy to answer any questions you may have!

Your Tropical Islands Team