

A to Z - SAMPLEHOTEL DIRECTORY

A

ACCOUNTS

All accounts are digitally archived. Information can be acquired any time from our Reception.

ADAPTORS

Available at the Reception.

AIR CONDITIONING

All public places and rooms are air conditioned. Independent controls on the wall help you adjust the temperature. Please make sure the balcony door is closed before activating the air conditioning unit.

ANNIVERSARY - BIRTHDAY

For anniversaries and birthdays, please contact our Reception (1 day before), in order to be informed about the available celebration options.

AIRPORT

See "Distances"

B

BABY COT

Available on request. Please contact our Reception.

BABY SITTING

We provide babysitting service on request.

BANKS

The nearest banks are located in 500-700m . Their working hours are daily between 08:00-14:00, excluding weekends.

BREAKFAST

Breakfast is served in the hotel's breakfast area, between 07:00-10:30

BREAKFAST (OUTSIDE SERVING HOURS)

In case you need to have your breakfast earlier than the serving hours or in lunch boxes to take away, please contact Reception. You can also order your Breakfast to be served in your room, please contact Reception on the night before

BUS

There is a public bus stop, 600m away from the hotel, at the left. Bus timetables are available at the Reception.

C

CAR RENTAL

For information and reservations, please contact our reception desk.

CHECK IN AND CHECK OUT TIME

Check in time is 14:00, and check out time is 12:00 at noon. Later check-out is possible only by arranging it through our Reception (until 18:00 of the previous day), always according to the occupancy and availability of the hotel, at an extra charge.

CLEANING SERVICE

Rooms are being completely cleaned one time per day, while your towels are changed daily. For any other special items like blankets, extra pillows, towels or hangers, please contact Reception.

COMMENTS - FEEDBACK

Your feedback is important to us, in order to maintain our high standards of service. Please take a few minutes of your time and complete the Questionnaire upon departure.

COMPLAINTS

Complaints take place even in the best places. In case you wish to express any comment related to our standards of services, please address to our Reception. Alternatively, you have the possibility to submit your comments directly to the management, through completing the "Customer Complaint Form".

CREDIT CARDS AND CHEQUES

All credit cards are accepted. Personal cheques are not accepted.

D

DISTANCES

The airport of Kastoria (Argos Orestiko) region is located about 12,7km away from the hotel (about 30 mins ride on car).

We are located at the center of Kastoria

DOCTOR AND DENTIST

In case you need doctor or dentist services, please contact our reception desk.

E

ELECTRICITY / VOLTAGE

The electric current ranges between 200-240 V.

EXCURSIONS

For information and reservations, please contact our reception desk.

EXPRESS CHECKOUT SERVICE

If you wish to have express checkout service, please contact our Reception Desk, where you can find the relevant form.

F

FIRST AID

In case of accident, please inform our Reception.

FIRE (IN CASE OF)

For your own security, in case of fire we have taken all necessary measures, and all our staff are trained to help you in case of danger.

Fire Safety Instructions

In every room there are instructions on what to do in case of fire.

Do not smoke in the room and in internal public areas, and always use the ashtray when you are at your balcony.

In case of difficulty in walking, please notify the Reception.

If you discover a fire:

Notify the Reception immediately and remain calm.

Activate the alarm by breaking the glass in the nearest alarm call point.

Evacuate the room by closing all the back doors.

Do not stop / delay to collect personal belongings.

Alert the maid or any other member of the staff.

If you smell smoke, stay low (smoke rises up)

Use the nearest exit point.

Do not enter the room until you are notified that it is safe.

If you have to stay in the room, seal the door with wet towels, open and remain near the window until someone is there to assist you.

FRIDGE

All rooms are equipped with a mini fridge.

H

HAIR DRYERS

All bathrooms in the room are equipped with a hairdryer.

I

INTERNET

Free Wi-Fi is available at the hotel's public areas and rooms, with no additional charge.

IRON

In case you need an iron, please contact Reception.

K

KEY CARDS

Key cards provided are designed to activate the lighting and air conditioning in your room.

L

LAUNDRY SERVICE

Please ask our Reception regarding laundry services (extra charges apply).

LUGGAGE ROOM

There is a luggage room available. Please contact Reception.

LUGGAGE STORAGE

If you decide to store your luggage, please contact Reception.

LUNCH BOXES

There is the possibility to have a box, where you can take your breakfast or lunch with you.

M

MAIL AND MESSAGES

Incoming mail and messages are kept at the Reception.

MAINTENANCE

If something in your room does not function as it should, please contact our Reception staff, for our Maintenance staff to take action.

MISSING ITEMS

Please contact the reception in case you lose something. Our Staff will make their best to assist you.

P

PARKING SPACE

Free parking space for one open space and four covert parking spaces.

PHARMACY

The nearest pharmacy is located 50m away. For its operating hours, please contact Reception.

PHOTOCOPYING-FAX SERVICES

In case you need fax or photocopying service, please contact our Reception Desk.

PETS

Pets are not allowed in the hotel. The management has the right to kindly ask for the pets to be taken away from the property, in case they disturb the rest of our guests.

PILLOW SELECTION

Please inform our Reception in case you wish to have a pillow of different type.

PUBLIC ROOM

Please contact our reception desk.

R

RECEPTION

Our experienced Reception staff are at your disposal for 16h for information, reservations, observations, fax, personal messages

RESERVATIONS

Reservations are made through our Reception.

ROOM SERVICE

Our hotel provides room service between 08:00 – 20:00, please contact reception.

RESTAURANTS

Reception will inform you for available restaurants according to your preferences.

S

SECURITY

The hotel is surveillance by our 16h Reception Desk.

Please ensure that the door is locked, when you leave the room.

If someone knocks at your door, please make sure to identify his identity.

Keep the doors and balcony doors locked when your room is not secured or when you are sleeping.

Make sure that you have not left any valuable items in your parked vehicle.

Please do not leave valuable items (purses, bags, phones, laptops) unattended in the hotel's public areas.

SAFE BOXES

There is a central safe box at the reception. The hotel has no responsibility for any possible lost, damage or theft of any belonging from your room

SMOKING

According to the Greek Law since 01 September 2010, smoking in internal public places is prohibited.

T

TAXI

Please contact Reception for reservations.

TELEPHONE

Direct call is possible from your room, with prior communication with Reception. All telephone calls are charged automatically to your account, and the charge is per minute, depending on the country.

For Reception, dial "100".

To call another room, please dial "10" + the number of the room.

To dial an external line, you will have to activate your line first through our Reception.

TRANSFER

Transfer Service is available for your arrival and departure (extra charge). Please contact Reception.

TV

All rooms are equipped with a color LCD satellite TV.

W

WAKE UP CALLS

In case you need a wakeup call, please contact our Reception.

WAKE UP SERVICE

Please inform the reception the time that you wish to have the wake up service, 12 hours before.

WATER

Tap water is **drinkable**.

The Management of the hotel has the right to change or cancel any of the above mentioned services, without any further notice.