

Dear Guests,

The management and the staff of SANTA MARINA PLAZA, welcomes you and wishes you a pleasant stay!

### USEFUL INFORMATION & SERVICES

- **A/C in the room:** Individually controlled by a control on the wall inside the room. Please turn it on after you have secured that the balcony/terrace door is **completely closed**, and the card key is inserted on the special slot in the entrance of the room.
- **Acceptable Credit Cards:** Visa, AMEX, Mastercard, Maestro, Dinners.
- **Entertainment:** Once per week we organize free of charge for all the guests DJ Night, Saxophone Night & Live music with professional singers.
- **Beach Swimming:** Please follow the flag indications, when you see the red flag waving, do not swim. Swim 4hours after your lunch.
- **Beach & Pool sun beds and towels:** Sun beds on the beach and at the pool area are provided free of charge. Beach and pool towels are provided in the rooms and if it needs, we change them in daily basis. Please contact the reception for arrangements.
- **Business centre with PC printing, taxing, photocopying, and scanning facilities.**
- **Car rental:** Available at Reception. Check for availability and prices.
- **Coffee & Tea making facilities:** Available in the room refilled daily, along with boiler.
- **Conference & Business center facilities:** Available, please contact the reception for arrangements.
- **Choice of pillows:** Available, please contact the reception about the type of the pillow. There is a choice between feather pillows, anatomical and hypoallergenic pillows.
- **Charging station for electric vehicles.**
- **Central safe.**
- **Change of towels on request (beyond the mandatory)**
- **Cleanliness – Hygiene: Daily cleaning on common areas, daily cleaning of rooms, frequency of changing bed linen every 2 days ,frequency of changing bathrooms linen daily.**
- **Internet Corner:** Available, please contact the reception for arrangements.
- **Internet access in rooms.**
- **Groom / Bell Boy Service:** Available 24 hours per day, please contact the reception.
- **Doctor:** Available upon telephone request. Please contact the reception. There is an extra charge.
- **Excursions-Activities-:** Please contact Reception for quotes.
- **Fitness Room / Jacuzzi (for 2 persons).** Please contact the reception for booking the Jacuzzi. The extra cost is 10,00 € per Room for 1h.
- **Flowers order:** Please contact the reception for your order (extra charge).
- **Housekeeping:** Daily Housekeeping service. Bath and bed linens changed every two days. If you wish daily change of linens, please contact Reception.
- **In-room ironing facilities:** Available upon request at Reception.
- **Internet corner for guests with printing, taxing photocopying and scanning facilities.**
- **Dry cleaning – washing – ironing service - Laundry Service:** Available pricelist and clothes bag in the wardrobe of your room. Please complete the laundry list, place it along with the clothes to the special bag and hand it over to the reception. The clothes will be returned to your room after the laundry service (extra charge).
- **Luggages:** Please contact Reception for luggage's that need to be picked up.
- **Luggage storage service in discrete area.**
- **Library (discrete area for reading).**
- **Massage/Spa Service:** Available massage services outdoor under gazebo in the beach area. Please contact the reception for arrangements (extra charge). Also available Spa Services in our sister hotel Cavo Spada in Kolymbari.
- **Outdoor parking space within the plot / field.**
- **Organized customer complaint system.**
- **Pharmacy (drug store):** 0, 50 km away from the hotel. Please ask for directions at the reception.
- **Post Office Service:** Available at Reception (stamps are not provided).
- **Power Supply:** 220 Volt.
- **Providing food or breakfast to guests in special packages if requested.**

- **Provision of daily newspapers and magazines.**
- **Reception:** Operates 24 hrs.
- **Room Check-out Time:** 11:00 noon.
- **Day Use Services:** Can be arranged, subject to availability (extra charge). Advice the Reception one day before your departure.
- **Safety box:** Available in the closet of each room. Please contact the reception for activation. Extra charge € 3,00 per day.
- **Swimming Pool:** Daily operation from 10:00 to 19:00. The pool is non-heated and contains fresh water.
- **Taxi:** Please contact the reception for arrangements (extra charge).
- **Telephone:** If you wish to make an external call dial "9", wait for the tone and continue with the telephone number. Unit charge is 0,11€. For internal use just call the number of the room or the department directly.
- **TV in Bars:** Various satellite and local channels available. Please ask the reception.
- **TV in Room:** Various satellite and local channels available (see channel list available).
- **Useful Internal phone-lines:** Front Desk '0', Main Bar '513', Pool Bar '514'.
- **Wake up call service:** Please contact Reception to arrange the time of your wake-up call.
- **Wi-Fi Internet:** Available Wi-Fi on the whole property. Password available at the reception.

### **DINING & BAR FACILITIES**

- **24hrs Room Service:** Advice R.S. Menu available in the room. With an extra charge.
- **Room Service – Breakfast:** Available, please contact the reception as to make your order, the extra charge for the room service is 5,00 €.
- **Change Dinner buffet to dinner A' la Carte:** It is possible to exchange Dinner buffet to Dinner a la carte daily. Our guests with Bed and Breakfast basis pay catalogue prices. Our guests with Half Board Dinner basis the dinner is free but there is a minimum consumption for the drinks 12,00 € per Person.
- **Early Breakfast:** If your plans for the day start before Breakfast time, you can ask for a light early breakfast at your convenient time. Please contact the reception to arrange it (voucher needed). **Late Dinner:** If you skip dinner, you can ask to replace it with a cold snack.
- **Mini Bar:** Available in the room (pricelist available).
- **The Breakfast buffet** is served from 07:00 until 10:30 at the main restaurant of our hotel located in the main building.
- **The Dinner buffet** is served from 19:00 until 21:30 at the main restaurant of our hotel located in the main building.
- **The Dinner A' la Carte (Azzuro)** is served on the Beach of our hotel from 19:00 until 22:00-last order (reservation is required).
- **The Main Bar** operates at the Main Lobby from 10:00 until 00:00.
- **The Pool Bar** operates at the pool area of our hotel from 10:00 until 00:00. **The Lunch A' la Carte (Sea Line)** is served at the Pool Bar of our hotel from 13:00 until 16:00 at the pool area near the beach.
- **Meal Baskets:** Providing food or breakfast to customers in special packaging upon request. For example, the extra charge for a lunch basket is 12,00 € per Person.
- **Towels:** If you would like to change towels, please throw them in the floor or your bathroom and the maids will change them automatically.