



Dear Guests,

The management and the staff at Giannoulis Santa Marina Beach Resort, 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, Mastercard, Maestro, Dinners.
- Entertainment: 3 times per week, we organize free of charge for all the guests Saxophone & Disco night and Greek night & barbeque (with charge) .
- 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 room / Change of towels daily.
- Car rental: Available at Reception. Check for availability and prices.
- Outdoor parking space within the plot / field.
- Charging station for electric vehicles.
- Coffee & Tea making facilities: Available in the room refilled daily, along with boiler. Only espresso capsules are chargeable.
- Internet Corner: Available, tablet or laptop please contact our Reception.
- Groom / Bell Boy Service / Luggage room: Available, please contact the reception.(24/07) Luggage room available next to reception ( Free).
- Doctor: Available upon telephone request. Please contact the reception. There is an extra charge.
- Excursions-Activities-: Please contact Reception for quotes.
- Fitness Room (70 cm2), with new technology fitness machines and equipments: Stationary rowing machine, Lat pulldown machine, benches, dumbbells, Treadmill,
- Stationary bike. Operating daily from 08:00-21:00.
- Mini Club : Daily operating from 09:30-17:30 apart from Saturdays
- Baby Sitting service : Please contact Reception ( available with a prior reservation in advance/ 12 euro charge per hour )
- Flowers order: Please contact the reception for your order (extra charge).
- Housekeeping: Cleanliness – Hygiene: Daily cleaning on common areas, daily cleaning of rooms, frequency of changing bed linen every day. Second cleaning service (turndown) in the evening as an additional room check. Change of towels on request.
- 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.
- In-room ironing facilities: Available upon request at Reception.
- Laundry/Dry Cleaning/Ironing (with charge): 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).
- Baby Cot : Upon reservation request baby cot can be placed in room
- 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 provided in our Mini Market).
- Provision of daily newspapers and magazines.
- Library ( Discrete area for reading)
- Power Supply: 220 Volt.
- Reception: Operates 24 hrs.
- Room Check out Time: 11:00 a.m.
- 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.
- Central Safe : Please contact Reception.
- Wake up call service: Please contact Reception to arrange your wake up-call.
- Swimming Pool: Daily operation from 10:00 to 18:00. 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 Restaurant “172”, Room service “172”.
- Organized customer complaint system

- Wi-Fi Internet: Available Wi-Fi on the whole property. Password available at the reception.
- Business Center with PC, Printing, Fax, Photocopying & Scanning facilities / Tablet or Laptop are available
- Internet corner for our guests, with PC, Printing, Fax, Photocopying & scanning facilities.

#### *RESTAURANT & 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(app is available) , the extra charge for the room service is 5,00 €.
- 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 07:20 until 10:30.
- The Lunch buffet is served from 12:30 until 14:30.
- The Dinner buffet is served from 19:00 until 21:30.
- The Main Bar operates at the Main Lobby from 17:00 until 01:00.
- The Pool Bar operates at the pool area of our hotel from 10:00 until 18:00.
- Snacks are served in our beach from 11:00-12:00 and 16:30-17:30.
- Providing food or breakfast to guests in special packages if requested.