



Dear Customers,

The management and staff of **GIANNOULIS SANTA MARINA PEARL Hotel**, welcomes you and wishes you a pleasant stay!

#### USEFUL INFORMATION & SERVICES

- Outdoor parking space within the plot/field
- Charging station for electric vehicles
- Reception open for 24 hours
- Express check out service (Express check out service)
- Central Safe
- Luggage transfer service
- Free Internet Access in the whole hotel (public areas, rooms, catering, entertainment, etc. )
- Luggage storage service in a separate area
- Shared computer(s) for customers and printing, faxing facilities, copying and scanning
- Business Center with PC for printing, faxing, copying and scanning
- Satellite TV
- Internet access in the rooms
- Ability to provide laptop or tablet
- Possibility of adding a cot
- Pillow Option / Pillow selection in the rooms
- Postal service
- Breakfast can be served in the rooms
- Duration of breakfast over 3 hours

- Room service (Room service) for 24 hours
- Early breakfast service (early breakfast service)
- Providing food or breakfast to customers in special packages, if requested
- Recreation room - games room
- Activities - entertainment (animation)
- Library Discrete space for reading
- Dry cleaning - washing - ironing service
- Provision of daily newspapers and magazines
- Organised customer complaint management system
- Second cleaning service (turndown) in the evening as an additional room check (change of towels, removal of bed cover, emptying of waste basket)



- Change of towels on request
- Drink or Welcome Gift on arrival in the rooms
- Espresso coffee machine in the rooms
- Provision for special dietary needs & desires (such as gluten-free products, children's menu, healthy food, personalized menu on request, etc. )
- Air conditioning: autonomous control from the small panel on the wall. Please turn it on after making sure that the balcony door is completely closed and the key card is placed in the special box at the entrance of the room. There is no extra charge.
- Credit Cards we accept: Visa, AMEX, Mastercard, Maestro, Dinners. The hotel has approved POS card acceptance terminals.
- Entertainment:/Entertainment: 3 times a week we organize free of charge evenings with Saxophone, 2 nights with live music (Greek-Disco).
- Swimming at the Beach: when the sea is rough and there is a red flag, swimming is prohibited. After each meal, wait 4 hours before swimming.
- Beach & Pool Sunbeds & Towels: the beach and pool sunbeds

are provided free of charge.

Beach towels and pool towels are provided in the guest rooms.

- Car rental : Please contact the Reception.
- Coffee & Tea : Available equipment is provided in the room and refreshed daily, along with a kettle. The espresso capsules are charged & there are instructions for use on the machine espresso.
- Internet Service : Tablet or Laptop available - Consult reception.
- Porter / Luggage transfer / Security : Please contact the reception at if you have luggage to carry. (24/07) . Available storage space near Reception ( Free)
- Doctor: service available on call. Please contact Reception, (provide for a charge. )
- Excursions: please contact the Reception for availability.
- Cleanliness - Hygiene : Daily cleaning of public areas & daily cleaning of public areas room cleaning with frequency of changing bed linen and bath towels every day.
- Iron & Ironing Service : Please contact the Reception
- Baby cot/crib : Available . Please update your booking for need to use before your arrival.
- Pharmacy: 0,5 km. from our hotel. Please ask at the Reception for instructions.
- Mail service: mailing available at the Reception ( provided stamp at the shop within the premises).
- Power supply: 220 Volt
- Departure time from the room: 11:00 noon.



- Overnight use: may be granted subject to availability. After in consultation with the Reception. Please contact the Reception one day in advance of your departure (extra charge).
- Safe: Available in the wardrobe in the room. Please contact the

Reception for its activation.

- Hotel pool: open daily from 10:00-19:00. The pool is not heated and containing fresh water.

- Taxi Service: please contact the Reception.

- Call service: to call an external line press '9'. Unit charge 0,11€.

For an internal line, call directly the number of the room or department you are calling interesting.

- Useful Internal Phone Numbers: reception '0', Main Restaurant '820', Room Service '200'

## RESTAURANTS & BARS

- 24/07 Room Service. Catalogue available in the room.

- Room service / breakfast: available / Beyond the application, orderable by phone (extra charge 5 euros)

- Morning Buffet: open from 07:20-10:30 daily. Customers who wish to to enjoy breakfast earlier than 07:20, please contact the Reception a day earlier. If you wish to receive a package, please contact Reception a day early.

- Mini Bar : Available in each room (extra charge)

- Lunch Buffet: open from 13:00-15:00 daily. In case of desire to receive a package, please contact the reception a day in advance.

- Evening Buffet: open from 19:00-21:30 daily.

- Provision of food - breakfast: to customers in special packages, on request