

## **Dear Guest,**

The management and staff warmly welcome you to Kavala and especially to the Anasa Luxury Resort.

Our desire is to make your visit both enjoyable and memorable, and we are delighted to have you as our guest.

This directory includes useful information which may be helpful during your stay. Please take a few minutes to glance through it so that you will not miss any of our facilities and services.

Our staff is at your disposal for any extra information or clarification you may need.

We wish you a pleasant stay with us and we look forward to welcoming you again and again.

The Management and Staff.

## **DIRECTORY OF SERVICES**

### **Adaptors**

Available at the reception. A small deposit is required.

### **Air-Conditioning**

All rooms are fully air-conditioned. Individual controls enable you to regulate the temperature. The air-conditioning operates with the room key and automatically switches off when the balcony doors are open.

### **Airline Reservations**

Our reception will be pleased to assist you with reservations or reconfirmations as well as timetable inquiries.

### **Airport**

Kavala International Airport is only 55 minutes from the hotel.

### **Anniversaries**

For anniversaries or special events please contact the reception. We will be happy to advise you on floral arrangements, cakes, parties etc.

### **Breakfast**

Early breakfast service is available. Please ask for more information at the reception.

### **Breakfast/ lunch Baskets**

Lunch baskets can be prepared for your excursion. Please inform the reception before 18:00 hrs on the previous evening.

### **Bus Service**

A public bus stops near the hotel entrance. For more information please contact the reception.

### **Car Rental**

Our reception staff will be pleased to assist you with the necessary arrangements.

### **Check-out Time**

12 noon is the check-out time. Late check-out is possible only by prior arrangement with the front

desk, depending on hotel occupancy, at an extra charge.

### **Comments**

Your comments are very important to us. Please take a few moments of your time to complete the guest questionnaire and drop it in the comments box at the reception.

### **Complaints**

They occur in the best of places. Should you have any problem of any kind, we would like to be given the opportunity to solve it. Please call the Duty Manager through the operator or the reception.

### **Express Check-out**

The procedure of express checkout is available at the hotel.

### **Fire**

Should you discover a fire:

- . Do not panic.
- . Call the reception (tel: 100) and report it.
- . Leave your room and close the door.
- . Alert floor room maid.
- . Use the nearest emergency exit.
- . Do not use the lift.

### **First Aid**

In case of an accident please contact the reception or any member of the staff.

### **Flowers**

Local florists undertake delivery wide and abroad. Should you require such a service please contact the reception.

### **Gifts**

If you need any help choosing and buying appropriate gifts, please feel free to contact the reception.

### **Hair Dryers**

All rooms are equipped with an electric hair dryer.

### **Housekeeping**

For any special items, such as blankets, extra pillows, towels, hangers or iron, please contact the reception.

### **Banks**

Banks are open daily from 08:00 hrs to 14:00 hrs except Saturdays, Sundays and public holidays.

### **Banquets, Meetings and Parties**

For celebrations, weddings, family parties, and banquets our Food & Beverage Manager will be delighted to arrange all details. Our banquet rooms are offered at special rates to our hotel guests.

### **Beach Flags**

White Flag: Calm sea. Safe swimming conditions.

Yellow Flag: Slightly rough sea. Swimming permitted however with great caution.

Red Flag: Rough sea. Swimming is strictly forbidden.

**Breakfast**

Buffet breakfast is served at the Restaurant from 08:00- 11:15 hrs.

**Credit Cards and Cheques**

All major credit cards are accepted. Personal cheques are **NOT** accepted.

**Doctor and Dentist**

Should you require the services of a doctor or a dentist, please advise the reception.

**Dress Policy**

Casual but smart dress is required in all indoor public areas of the hotel after 19:00 hrs. Please refrain from wearing shorts and slippers in the dining-room.

**Electricity I Voltage**

The hotel's electricity supply is 220-240V.

**Emergency Exits**

Emergency exits are marked on the map fixed on your room door. In case of an emergency do not panic. Contact the reception by dialing 100.

**Engineer**

If anything in your room is not in good working condition, please report it to the reception.

**Excursions and Cruises**

For information and reservations please contact the reception.

**Gym**

At Anasa Resort you can exercise all day based on your needs.

**Internet connection**

The guests are able to stay connected in every space of the hotel.

**Keys**

Please keep your room key whenever you leave the hotel premises. The room keys are specially designed to operate all lights and air-conditioning in your room.

**Laundry - Dry Cleaning - Ironing**

Laundry list and bag are available in your room. For more information and charge fees see the laundry, dry-cleaning and ironing list and contact with the reception.

**Luggage transfer service**

The hotel provides the service of luggage transfer at the reception or the room.

**Lost and Found**

Contact the housekeeper or the reception for lost items. Every effort will be made to recover them.

**Luggage Room**

If you wish to store your luggage, please contact the reception.

**Mail and Messages**

Incoming mail and messages are kept in the pigeonholes at the reception.

**Mini Bar**

All rooms are equipped with a mini fridge. Bottle of water is provided. Should you wish to fill up your mini fridge with various spirits and refreshments please contact the reception.

**Parking**

Free parking is available after the entrance of the hotel.

**Pets**

Pets are not allowed in the hotel.

**Pharmacy**

The nearest pharmacy is located at Nea Peramos.  
For opening hours please contact the reception.

**Photocopies**

May be arranged through the reception at a small charge.

**Pillows (Cocomat)**

The resort provides two types of pillows at the guests during their holidays. Anatomical and hypoallergenic for the best quality of sleep.

**Pool Towels**

Towels are provided from the reception between 09:00 hours until 18:00 hours.  
You can exchange your towel every 2 days from the reception by signing your card.

**Towels**

Please ask the reception for extra clean towels until 20:00.

**Reception**

The reception is open for 24hrs.

**Room service for breakfast**

Please inform the reception from the previous afternoon if you would like to be served your breakfast at your room, at an extra charge.

**Room service**

Available for 12hrs per day. From 08:00 up to 20:00 every day of the week.

**Spa Treatments**

Please ask more information at the reception or through the TV services.

**Technology**

Laptop or tablet is provided at the reception area only. Please contact with the reception for further information.

**Vip Transit Service**

Our reception will be pleased to assist you with information on your request.

## **ILLNESS & INJURY**

### **Accidents**

Accident reporting is important to ensure that all health and safety requirements are fully met at all times to enable the hotel to investigate all accidents. All guests are required to report any accidents they have or witness to the hotel manager or reception. They are also required to cooperate fully in the completion of the Accident Report and the hotel's investigation. Failure to report an accident or complete the requisite information may result in your not being able to advance any claims in the event that an accident is caused by any fault on the part of its hotel or employees.

### **Illness**

It is important for the health, safety and comfort of all guests that the hotel is aware of any vital or bacterial illness amongst its guests causing symptoms of vomiting, diarrhoea, nausea, abdominal cramps, and headache. If you have any of these symptoms, you must report them to enable the hotel to undergo a full investigation. All guests in such circumstances will be asked to complete illness reports and provide food histories. Your full cooperation in this respect is essential. All guests are required to report any Gastro Intestinal illness to the hotel manager or reception even if they are self-medicating.

### **Safe Deposit Boxes**

All rooms are equipped with a safe deposit box. Please contact the reception for the procedure. The hotel may not be held responsible for loss, damage or theft of valuables left in the room.

### **Sunbeds & Parasols**

Available free of charge for hotel guests around the swimming pool area and the beach.

### **Swimming Pool**

For safety reasons swimming at night is not allowed.

### **Taxi**

Please contact the reception.

### **Television**

All rooms are equipped with satellite colour TV. 77 channels are available to entertain the guests. The TV provides online the menus and services of the hotel and our guests are able to order through it or check their bill during their staying at the resort.

### **Wake-Up Calls**

Should you require a wake-up call please contact the reception.

### **Water**

Tap water is not drinkable. As

## **TELEPHONE DIRECTORY**

Operator Assistance/ reception: 100

Room to Room: Room Number

Local Call: 0+ City Code + Number

International Call: 0 + 00 + Country Code + City Code + Number

## **Telephone Charges**

All your telephone calls will be charged automatically to your bill at the rate of €0,12 per unit including all taxes.

### **City Codes**

Athens	210
Thessaloniki	2310
	22
Kavala	2510

The Management of the hotel reserves the right to alter or cancel any of the above mentioned services without any prior notice.