

Dear Guest!

Thank you for choosing ANTHEMUS SEA Beach Hotel & Spa as your holiday destination. We are delighted to have you with us and want to ensure that your stay is as comfortable and enjoyable as possible. To assist you in making the most of your time here, we have compiled some useful information about the hotel and its services. Please find this information listed below in alphabetical order.

### **AIR CONDITIONING – HEATING**

All rooms have an individual Air Conditioning and Heating system. To ensure the effective functioning of these systems, please make sure that your balcony doors and windows are securely closed.

### **AMPHITHEATRE**

Occasionally, we host exciting animation shows in our Amphitheatre, offering guests a delightful entertainment experience. The scheduling of these shows may vary depending on weather conditions and the season.

### **ANIMATION**

Our dedicated Animation Team is committed to ensuring the entertainment and enjoyment of our guests throughout their stay. You can access their detailed program, on the information board located at the reception lobby and at the beach bar.

### **BEACH BAR**

The Beach Bar “**Ammos**” is open from **08:30** to **00:30**. Enjoy the marvelous view to the sea while tasting our wide variety of refreshments, beverages and snacks.

### **BEACH & POOL TOWELS**

In your room you will find coloured towels, specially provided for use on the beach and by the pools. Due to hygiene reasons we kindly request not to use the white towels outside of your room. Please consider the environmental impact caused by often washing of the towels and think about reusing the towels by drying them on the drying rack – not on the hand rail – of your balcony or veranda. In case you need the towels to be changed please address your chambermaid.

### **BEACH VOLLEYBALL**

There is a professional beach volleyball court next to the tennis court, free of charge.

### **BIKES**

For bicycle rental please contact our Reception **(800)** or Guest Relation Team **(845)**. Please note that bicycles are not permitted within the hotel area, except in the parking lot.

### **BIOLOGICAL SEWAGE SYSTEM**

The hotel has a biological sewage system. We kindly ask you not to flush any toilet paper down the toilet, but instead to dispose it in the provided bin.

### **BIRTHDAYS – ANNIVERSARIES**

If you have any special wishes, please inform our Guest Relation Team **(845)** at least one day in advance.

## **BREAKFAST**

Buffet style breakfast is served from **07:30** until **10:30** in the main restaurant “**Elia**”.

## **BUS SERVICE**

The hotel bus goes daily to the village of Neos Marmaras and once a week to Nikiti. To secure your seat, please make a reservation at the reception at least one day in advance. The timetable for the public buses can be found on the information boards in the lobby area.

## **CAR RENTAL**

A car rental company office is located one floor below the Reception. For any further information please contact the Reception.

## **CHECK IN –CHECK OUT**

Check in time on the day of your arrival is from **15:00** o'clock.

Check out time on the day of your departure is by **11:00** o'clock.

If you need a **Day use** (always subject to availability), please contact the Reception. The rate for a day use until **18:00** o'clock is, depending on the season, from **€50, –.** to **€150, –.**

## **CIGARETTES**

You can buy cigarettes and tobacco goods in the hotel's Mini Market.

## **COMPLAINTS**

For any complaint or suggestion, please contact our Guest Relation Team or Reception.

## **CONTACTS**

The Hotel's phone number is: **+30 23750 72001**

To make an external call, please contact the Reception (**800**). For Guest Relation call **845** and **the room number** to make a call to another room.

Web site: **[www.anthemussea.gr](http://www.anthemussea.gr)**

Email address: **[info@anthemussea.gr](mailto:info@anthemussea.gr)**

**CONTINENTAL EARLY BREAKFAST** is served upon request in our Main restaurant “**Elia**” from **05:00** until **07:30**. Please contact the Reception at least one day in advance to arrange for the service.

## **CONVENTION CENTRE**

The Convention Centre “**Orpheas**” is accessible through the long corridor (entrance opposite SPA). A total of 2 halls allow any configuration and have state-of-the-art audio-visual equipment.

## **CREDIT CARDS**

We accept the major Credit Cards in all departments.

## **CURRENCY EXCHANGE**

You can exchange foreign currency daily at the front desk with the present-day rates. The commission is **3%**. The nearest ATM is in Neos Marmaras (7km) and the nearest bank in Nikiti (12km).

## **DINE AROUND**

Dine around option is available in the Tavern “**Yialos**” with 3 daily choices of Set menu free of charge, or with a special discount to the A la carte menu prices in the Restaurant “**Horizon**” as well as in the Tavern “**Yialos**”. A prior reservation with our Guest Relation Team is necessary.

## **DINNER**

Buffet style dinner is served from **19:00** until **22:00** in the main restaurant “**Elia**”. Gentlemen are kindly requested to wear long trousers and closed shoes during dinner time.

## **DOCTOR**

The hotel doctor has his **private practice** within the hotel. It is located one floor beneath the reception. The doctor holds daily visiting hours in the hotel and is available 24h a day upon request. All bills must be settled directly with the doctor.

## **DO NOT DISTURB**

If you prefer not to be disturbed, please press “**Do Not Disturb**” sign with a simple touch on the panel located inside your room next to the door.

## **DRESS CODE**

The hotel management kindly asks the gentlemen to wear long trousers and closed shoes in all indoor areas during dinner time.

## **ELECTRICITY SUPPLY**

The electricity supply operates at 220 Volts. To activate it, please insert your keycard into the card slot.

## **ELEVATOR**

Children under 14 years old are not permitted to use the elevator without attendance. In case of an emergency, please remain calm and use the phone provided in the elevator by dialing **800** for the Reception.

## **ENTRANCE**

The main entrance of the hotel is through the reception lobby. The external visitors are not allowed to access the hotel facilities.

## **EXCURSIONS**

In order to arrange excursions and short trips, please contact the Guest Relation Team or check out the information board in the Reception lobby for other options.

## **FIRE**

The hotel is fully equipped and prepared to deal with emergencies. Please ensure that you have consulted the instructions in your room regarding the emergency procedures. In case of fire, never use the elevators.

## **FIRST AID**

In case of an emergency please contact the Reception by dialing **800**. At the swimming pools there are Hotel Lifeguards along with the necessary equipment to ensure the safety of all guests.

## **FLOWERS**

You can order flowers at the Reception or with our Guest Relation Team. Please make sure that you place your order at least one day in advance for a timely delivery.

## **FOOD & BEVERAGES**

The hotel applies the HACCP system for food safety and hygiene assurance. Inside the bars, restaurants, on the beach and swimming pools it is not allowed to consume any food or beverages brought from outside the hotel.

All Food & Beverage departments have digital menus available for guests' convenience.

## **INFLATABLE MATTRESSES**

For safety reasons it is not allowed to use inflatable mattresses in the swimming pools.

## **INTERNET**

High speed Internet connection is available throughout the hotel via **WIFI / WLAN**, and in most rooms also via **LAN** (with cable). This service is provided free of charge.

Simply scan the QR code using your smart phone in order to connect to our network. Alternatively, you can use the password below to connect your tablets or laptops.

In the reception area we have a business corner with 2 computers and printers available for use free of charge.



QR Scan Me to connect to WiFi

password: **AnSeaHt2019!@#\$**

## **LAUNDRY**

Please fill in the laundry form provided in your room and put the clothes along with the form into the special paper bag. Please make sure that you give it for washing by **09:30** in the morning in order to have it ready on the same day. Otherwise, it will be delivered on the following day.

## **LOST & FOUND**

Please take care of your valuables at any time. In case of missing a personal item, contact the Reception (**800**). The hotel takes no responsibility for any loss of your personal belongings.

## **LUNCH**

Lunch is served in our A la Carte tavern “**Yialos**” and at the Beach bar “**Ammos**”.

## **MAIN BAR & ROOF GARDEN**

The Main bar and Roof Garden restaurant “**Horizon**” are situated in the reception building. You can enjoy a wide variety of beverages, selected cocktails, and the specialties from our menu list, in an elegant atmosphere accompanied by live piano music.

Opening hours: **18:00 - 00:30**. The Roof-Garden Restaurant is accessible through the Main Bar. A prior reservation with our Guest Relation is necessary.

## **MESSAGES**

All the message you receive will be delivered to your room.

## **MINI BAR**

Mini bar is available upon request, with an extra charge.

## **MINI CLUB**

Mini Club is right next to the children’s playground. During specific hours in the morning and in the afternoon, our dedicated team of trained animators ensures endless amusement of our young guests aged 4 to 12 through engaging activities such as handcrafting, painting and more. You can find a more detailed program on the information board in the reception lobby or beach bar.

## **MINI MARKET**

Mini Market, located in our Shopping area, right next to the Amphitheatre, offers a great selection of gifts, souvenirs, books, newspapers, magazines, games and tobacco goods. Please note that the consumption of food and beverages purchased in the Mini Market is not allowed in other food and beverage departments.

## **PARKING**

You may park your car in our solar car port. Please ensure that you do not obstruct any other vehicle and leave enough space for the buses to turn. Keep your car always locked and do not leave any valuable things inside. The hotel takes no responsibility for any damages or losses while parked in the parking lot.

## **PETS**

Pets are not permitted in the entire hotel area.

If you encounter any stray animal (cats or dogs) inside the hotel area, please avoid feeding or touching them because they may not have received proper medical care. Please note that the hotel takes no responsibility for possible diseases or skin infections caused by these animals.

## **PLAYGROUND**

An outdoor playground provides pleasant surroundings for children age 4 until 12. Parents are responsible for the safe use of the playground by their children. It is prohibited to use the area after 21:00.

## **POST**

Any mail or letters addressed to you will be delivered to your room. If you want to send a letter or a postcard, please find stamps and post cards at the mini market and post them at the Reception.

## **PREMISES WITH GYM EQUIPMENT**

The premises with gym equipment is situated within the Spa area and is open daily from **08:30** to **18:00**. The use of the gym is free of charge. Please, be aware of the limited capacity of the gym area. For safety reasons, children under 16 years are not allowed to enter or use the gym equipment.

## **QUESTIONNAIRE**

Please take some time to give your short evaluation of your stay at our hotel. You will receive a questionnaire by our Guest Relations upon departure to be filled in. You may also fill in "**Evaluate Us**" form on our site. Your comments and suggestions will help us improve our services.

## **REFRIGERATOR**

Each room is equipped with a small refrigerator and its usage is free of charge.

## **REPAIRS**

If any repairs are required in your room, please contact the Reception (**800**). Any minor damage will be promptly fixed within the same day. We appreciate your understanding in case of a delay for a more complex technical issue.

Your presence is not necessary during the repair process,

## **ROOM SERVICE**

Room Service is available, and you can place order using our Digital Room Service Menu. For orders, please dial **846 or 800**.

## **SAFETY DEPOSIT BOX**

The use of the safety deposit box in your room is free of charge. To operate it, just place your key card on the sensor. Please note that the hotel does not accept responsibility for missing valuables from the room or any other area.

In case any additional instruction or repair of the safety box by our technicians is needed, your presence is obligatory.

## **SHOPPING AREA**

In order for your stay to be more enjoyable, you may visit our shopping area with several shops: a mini market, a clothes boutique for men and women, a photo- equipment shop, a jewelry shop.

## **SMOKING**

Smoking is strictly prohibited in all indoor areas, including the hotel rooms.

## **SPA & HEALTH CLUB**

The Spa & Health Club can be accessed through the spacious corridor, offering a relax zone and several treatment rooms. Operating hours are daily from **08:30 to 18:00** daily. For appointments or inquiries, please contact our Spa Reception **(860)**. The children under 16 years are not allowed in the Spa area.

**Important note:** Guests must refrain from consuming alcohol before or during any treatment in the Spa area.

## **SUN BEDS & UMBRELLAS**

Sun beds and umbrellas on the beach and in the pool area are free of charge. Please do not occupy the sun beds on the beach and on the swimming pools with your towels and personal items **before 08:00**, and do not leave your items on the sunbeds unattended **longer than 30 minutes**, otherwise the hotel has the right to collect and store them at the beach bar.

## **SWIMMING POOLS**

Our fresh water pools with crystal clean water are filtered and disinfected by UV lamps. It is allowed to use the pools only during the shift of our lifeguards from **10:00** until **19:00**. Never leave your children to swim unattended. Diving is prohibited.

The outdoor pool and children's pool at the beach bar are heated up to 27°C during April, May, September and October.

The children under 16 years may use the indoor pool only during the specific hours, always accompanied by an adult.

## **TAXI**

You can order a taxi at the Reception **(800)**.

## **TELEVISION**

Every room is equipped with a TV, and the TV channel list is enclosed in the folder. Please set the TV volume on the level that does not disturb the guests in the nearby rooms.

## **TENNIS**

You will find our tennis court next to the parking lot. The use of the tennis court is free of charge for all our guests. Rackets and balls can be obtained from the Reception.

For reservations, please contact the Reception **(800)**.

## **TIME OF REST**

Please respect the general resting hours from **15:00 to 17:30** and from **23:00 to 07:00**

**TOWELS**

To minimize unnecessary washing and reduce environmental impact, we offer a choice regarding towel usage. If you need fresh towels, please place them in the bathtub or on the floor, indicating "PLEASE CHANGE." Alternatively, if you intend to reuse your towels, please hang them on the towel rail, signaling "I'LL USE THEM AGAIN." It is important to note that these towels are for use within your room only. Any damage or loss of towels will incur charges to the guest. Thank you for your cooperation in our sustainability efforts.

**WAKE UP CALLS**

Please contact the Reception **(800)** if you need a wakeup call.

**WATER**

Although the tap water is drinkable, we recommend consuming only bottled water.

**During the season the hotel deserves the right to make necessary adjustments to the above timetables based on the external circumstances.**