

Dear Guest!

Thank you for choosing ANTHEMUS SEA Beach Hotel & Spa as your holiday destination.

We are delighted to welcome you and are committed to making your stay as comfortable and enjoyable as possible. To help you make the most of your time with us, we have compiled some useful information about the hotel and its services, which you will find listed below in alphabetical order.

### **AIR CONDITIONING – HEATING**

All rooms are equipped with individually controlled air conditioning and heating systems. For optimal performance, please ensure that balcony doors and windows are kept securely closed while the system is in use.

### **AMPHITHEATRE**

We occasionally host exciting animation shows in our amphitheatre, offering guests an enjoyable entertainment experience. Please note that the schedule may vary depending on weather conditions and the season.

### **ANIMATION**

Our dedicated Animation Team is committed to ensuring our guests' entertainment and enjoyment throughout their stay. A detailed program is available on the information boards located in the reception lobby and at the beach bar.

### **APP “EXCLUSIVI”**

Your personal hotel companion app, allowing you to easily book hotel activities, order room and beach service, and access curated local experiences and recommendations during your stay.

### **BEACH BAR**

The Beach Bar “Ammos” operates daily from **08:30 to 00:30**. Relax and take in the beautiful sea view while enjoying a variety of refreshing drinks, beverages, and snacks.

### **BEACH & POOL TOWELS**

Coloured towels are provided in your room for use at the beach and pools. Beach towels are refreshed daily. For hygiene reasons, we kindly ask that white towels are not used outside your room. We also appreciate your support in reducing environmental impact by reusing towels where possible. Towels can be dried on the drying rack provided on your balcony or veranda (please avoid placing them on the handrail). If you would like your towels to be replaced, please contact your chambermaid.

### **BEACH VOLLEYBALL**

A professional beach volleyball court is available next to the tennis court and can be used free of charge.

### **BIKES**

For bicycle rental, please contact our Guest Relations Team (dial **873**). Please note that bicycles may only be used in the parking area and outside the hotel premises.

## **BIOLOGICAL SEWAGE SYSTEM**

The hotel uses a biological sewage system. We kindly ask you to dispose of toilet paper in the provided bin rather than flushing it down the toilet.

## **BIRTHDAYS – ANNIVERSARIES**

If you are celebrating a special occasion, please inform our Guest Relations Team (dial **873**) at least one day in advance so we can assist you accordingly.

## **BREAKFAST**

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

## **BUS SERVICE**

The hotel bus operates 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. Timetables for public buses are available on the information boards in the lobby area.

## **CAR RENTAL**

A car rental office is located one floor below the Reception. For further information, please contact the Reception (dial **800**).

## **CHECK IN –CHECK OUT**

Check-in time on your arrival day is **from 15:00**.

Check-out time on your departure day is **until 11:00**.

## **CIGARETTES**

Cigarettes and tobacco products are available for purchase at the hotel’s Mini Market.

## **CLEAN THE ROOM**

All the rooms are daily serviced. Should you need an extra service, please press the button “**CLEAN**” on the panel located inside your room next to the door.

## **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 (dial **800**). For Guest Relation dial **873**. To make a call to another room, just dial the room number.

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

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

## **CONTINENTAL EARLY BREAKFAST**

Available upon request and served 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 via the long corridor (entrance opposite the SPA). It features two flexible halls that can be arranged in various configurations and are equipped with state-of-the-art audio-visual technology.

## **CREDIT CARDS**

Major credit cards are accepted in all hotel departments.

## **CURRENCY EXCHANGE**

Foreign currency exchange is available daily at the Front Desk at the current exchange rates, with a 3% commission applied. The nearest ATM is located in Neos Marmaras (7 km), while the closest bank can be found in Nikiti (12 km).

## **DAY USE**

If you require a day use or late check-out (subject to availability), please contact the Reception (dial **800**). The day-use rate until 18:00 ranges, depending on the season, from **€80 to €200**.

## **DINE AROUND**

Dine around option is available at Tavern "Yialos" and Restaurant "Horizon," where guests can enjoy a special discount on the à la carte menu. A prior reservation is required.

## **DINNER**

Buffet-style dinner is served from 19:00 to 22:00 in the main restaurant "Elia." A dress code applies.

## **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 the button "**D.N.D.**" on the panel located inside your room next to the door.

## **DRESS CODE**

Gentlemen are kindly requested to wear long trousers and closed-toe shoes during dinner. Flip-flops and sandals are kindly avoided during dinner service.

## **E-BIKES**

Please note that e-bikes may be used only in the parking area and outside the hotel premises.

## **ELECTRICITY SUPPLY**

The electricity supply operates at 220 volts and is activated by inserting your keycard into the card slot.

## **ELEVATOR**

Children under 14 years of age may use the elevator only when accompanied by an adult. In case of emergency, please remain calm and use the elevator phone to contact Reception by dialing **800**.

## **ENTRANCE**

The hotel's main entrance is located through the reception lobby and is reserved exclusively for hotel guests.

## **'EVALUATE US'**

Please take some time to give your short evaluation of your stay at our hotel upon departure and complete "**Evaluate Us**" form on our site. Your comments and suggestions will help us improve our services.

## **E-VEHICLES CHARGING STATION**

The designated area is reserved exclusively for charging electric vehicles, free of charge. To ensure proper use and availability for all our guests, we kindly ask you to notify the Reception when you intend to charge your EV. Vehicles should be collected promptly once the charging has been completed.

## **EXCURSIONS**

To arrange excursions and short trips, please contact the Guest Relations Team (dial **873**) or refer to the information board in the Reception lobby for additional options.

## **FIRE**

The hotel is fully equipped and prepared to handle emergencies. Please ensure that you have reviewed the emergency procedures provided in your room. In the event of a fire, elevators should not be used.

## **FIRST AID**

In case of emergency, please contact Reception by dialing **800**. Lifeguards are on duty at the swimming pools, supported by the necessary equipment to ensure the safety of all guests.

## **FLOWERS**

Flowers can be ordered at Reception or through our Guest Relations Team. Please ensure that orders are placed at least one day in advance to guarantee timely delivery.

## **FOOD & BEVERAGES**

The hotel applies the HACCP system to ensure the highest standards of food safety and hygiene. In all bars, restaurants, as well as at the beach and swimming pools, only food and beverages provided by the hotel are allowed. All Food & Beverage outlets offer digital menus for guests' convenience.

## **INFLATABLE MATTRESSES**

For safety reasons, guests are kindly requested to refrain from using inflatable mattresses in the swimming pools.

## **INTERNET**

High-speed internet access is available throughout the hotel via Wi-Fi/WLAN, and in most rooms via LAN (cable connection). This service is provided free of charge. To connect, simply scan the QR code with your smartphone. Alternatively, the password below can be used to connect tablets or laptops. A business corner with two computers and printers is available in the reception area for guests' complimentary use.



QR Scan Me to connect to WiFi

password: **AnSeaHt2019!@#**

## **LAUNDRY**

Please complete the laundry form provided in your room and place it together with your items in the designated paper bag. For same-day service, kindly ensure it is submitted by **09:30** in the morning; otherwise, it will be returned the following day.

## **LOST & FOUND OR DAMAGED ITEMS**

Please take care of your valuables at all times. In case of any missing or damaged personal items, please contact Reception (dial **800**). The hotel cannot assume responsibility for loss or damage of personal belongings.

## **LUNCH**

Lunch is served at 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 located in the reception building. Guests may enjoy a selection of beverages, signature cocktails, and menu specialties in an elegant setting with live piano music. Opening hours vary depending on season and weather conditions. The Roof Garden Restaurant is accessible via the Main Bar, and a prior reservation is required.

## **MESSAGES**

All messages received will be delivered directly to your room.

## **MINI BAR**

Mini bar service is available upon request and at an additional charge.

## **MINI CLUB**

The Mini Club is located next to the children’s playground. It operates during specific hours in the morning and in the afternoon, offering supervised activities for children aged 4 to 12, including crafts, painting, and more. A detailed program is available on the information boards in the reception lobby and at the beach bar.

## **MINI MARKET**

The Mini Market, located in the Shopping Area next to the Amphitheatre, offers a wide selection of gifts, souvenirs, books, newspapers, magazines, games, and tobacco products. Kindly note that food and beverages purchased at the Mini Market are for personal consumption outside the hotel’s food and beverage outlets.

## **PARKING**

You may park your car in our solar carport. Please ensure that no other vehicles are obstructed and that sufficient space is left for buses to manoeuvre safely. We kindly ask that vehicles are kept locked at all times and that no valuables are left inside. The hotel cannot assume responsibility for any loss or damage occurring in the parking area.

## **PETS**

Pets are not accommodated within the hotel premises. Should you come across any stray animals (such as cats or dogs) on the hotel grounds, we kindly ask to avoid any contact, as they may not have received proper medical care. The hotel cannot accept responsibility for any health-related issues resulting from contact with these animals.

## **PLAYGROUND**

An outdoor playground offers a pleasant environment for children aged 4 to 12. Parents are responsible for ensuring safe use of the facilities by their children. The playground remains open until **21:00**.

## **POST**

Any mail or letters addressed to you will be delivered directly to your room. If you wish to send a letter or postcard, stamps and postcards are available at the Mini Market, and items can be posted via Reception.

## **PREMISES WITH GYM EQUIPMENT**

The gym area is located within the Spa and is open daily from **08:30** to **19:30**. Use of the gym is complimentary. For safety reasons, access is restricted to guests aged 16 and above.

## **REFRIGERATOR**

Each room is equipped with a small refrigerator, operating at average maintenance temperature.

## **REPAIRS**

If any repairs are required in your room, please contact Reception (dial 800). Minor issues are addressed promptly, usually within the same day. For more complex technical matters, additional time may be required. Your presence is not required during the repair process.

## **ROOM SERVICE**

Room Service is available and can be ordered via our Digital Room Service Menu or through the "Exclusivi" app.

## **SAFETY DEPOSIT BOX**

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

If additional instructions or technical assistance for the safety box are required, your presence will be needed during the process.

## **SHOPPING AREA**

To enhance your experience and enjoy your stay even more, we invite you to explore our Shopping Area, which features a Mini Market, a boutique for men's and women's clothing, a photo equipment shop, and a jewellery shop.

## **SMOKING**

Smoking is allowed only in designated outdoor areas.

## **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 **10:00** to **19:30** daily. For appointments or inquiries, please contact our Spa Reception (dial **860**). For safety reasons, access is restricted to guests aged 16 and above.

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

## **SUNBEDS & UMBRELLAS**

Sunbeds and umbrellas at the beach and pool areas are available free of charge. We kindly ask that sunbeds are not reserved with towels or personal items before 08:00, and are not left unattended for more than 30 minutes. For safety and availability reasons, our beach staff may collect and store any unattended items.

## **SWIMMING POOLS**

Our freshwater pools are filtered and disinfected using UV technology. Pools are available for use daily from **10:00** to **19:00**, during lifeguard duty hours. Children must be supervised at all times. Please avoid diving or jumping. The outdoor pool and children's pool at the Beach Bar are heated to 27°C during April, May, September, and October. The

indoor pool may be used by guests under 16 years of age during designated hours only, and always under adult supervision.

### **TAXI**

To arrange a taxi, please contact Reception by dialing **800**.

### **TELEVISION**

Each room is equipped with a TV, and the channel list provided. Please keep the volume at a level that does not disturb other guests in nearby rooms.

### **TENNIS**

The tennis court is located next to the parking area and is available free of charge for all guests. Rackets and balls can be obtained from Reception.

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

### **TIME OF REST**

Kindly observe the quiet hours from **14:00 to 17:00** and from **23:00 to 07:00**.

### **TOWELS**

To help reduce unnecessary washing and support our environmental efforts, we kindly invite you to choose how your towels are handled. If you would like fresh towels, please place them in the bathtub or on the floor with the indication "PLEASE CHANGE." If you prefer to reuse them, please hang them on the towel rail, indicating "I'LL USE THEM AGAIN". Please note that towels are intended for in-room use only. Any loss or damage may be subject to a charge.

Thank you for supporting our sustainability initiatives.

### **WAKE UP CALLS**

If you require a wake-up call, please contact Reception by dialing **800**.

### **WATER**

Although tap water is safe to drink, we recommend the use of bottled water.

**During the season, the hotel reserves the right to make necessary adjustments to the above timetables and services**