



## **SERVICE DIRECTORY**

Welcome to Ionia Suites hotel in Rethymnon,

It is such a pleasure to have you here! Whether you are spending one night, one week or one month here Ionia Suites is an excellent choice.

This directory is designed to provide you information concerning our services and facilities. We hope it will be helpful to you during your stay.

For additional information please do not hesitate to call us.

We hope you enjoy your stay.

Kind Regards,

The Staff & Management

## IMPORTANT INFORMATION FOR YOUR ROOM

### **Room Key – Electricity card**

To activate room's electricity, there is a card attached to your keychain which should be placed in the box next to the door. Please look after your room key like the key of your house. Do not leave the key in the room. Return the key to the reception when you leave the hotel. If your key is lost or stolen report it immediately to the reception. When you leave the room, make sure that the windows and doors are properly locked. On departure please leave your key at the reception.

### **Air-Conditioning**

All rooms have individual air-conditioning. If you use the air-conditioner to cool the room temperature, we kindly ask you to first ensure that all doors and windows are tightly closed otherwise it will not work. The air conditioner can be started a few minutes after inserting the electricity card.

### **TV**

Each room is equipped with satellite TV. For clarifications or information on the operation and selection of channels, please contact the reception.

### **Safe Box**

All our rooms are equipped with an in-room safe box. You will find it in your wardrobe and you can use it free of charge. For valuables and money we advise you to use the safety deposit box. Always keep the key with you.

### **Phone / Fax**

If you want to use the phone, ask reception in order to activate the phone line. The Fax service is at your disposal in the reception.

### **"Do Not Disturb" Card**

Please hang "do not disturb" card outside the door of your room if you do not want to be disturbed. To avoid telephone disturbance please inform reception.

### **Drinking water**

The tap water is drinkable. However, bottled water is available in your room fridge.

### **Bathrobes & Slippers**

We can provide you with bathrobes & slippers. If you wish to receive these, please contact Reception for further details.

### **Iron - Ironing board**

An Iron and ironing board are available in your room. For more information contact the reception.

### **Wake-Up Calls**

Please contact reception.

### **Children's chairs- Baby cots**

If you need high chairs suitable for children or a baby cot please contact reception.

### **In-room kitchen**

All of our apartments have a fully equipped kitchen. If there is anything missing; please contact either Housekeeping or Reception. If you need an explanation how to use the equipment please contact Reception.

### **Housekeeping**

Our Housekeeping team is at your service. Should you require an extra towel/an extra pillow please let us know. For extra cleaning service of your Suite please also contact the Housekeeping team.

### **Laundry Service/Dry-cleaning**

A Laundry and Dry-cleaning Service is available every day. Please leave your laundry on the bed in the laundry bag for Housekeeping to collect and you will receive your freshly cleaned laundry by 6 pm the following day. Laundry bags as well as the price lists are in your main wardrobe.

## **IMPORTANT INFORMATION FOR THE HOTEL**

### **Reception**

The reception team is at your disposal for any information in order to make your stay more enjoyable. Reception Service is available throughout the day. For reception dial 100 or 9.

### **Terrace Swimming Pool**

Opening times: From sunrise to sunset. Fresh large bath towels are available at reception with a deposit of 10,00 Euros per towel. Parents are required to be present while children are in the pool area. All guests are asked to follow the posted rules.

### **Café**

The hotel has a café available from 07:00- 16:00 & 19:00-23:00 where you can have snacks and an enjoyable coffee or drink. Room Service is available during the opening hours of the cafe.

### **Room Service**

Room service is available from 07:00- 16:00 & 19:00-23:00. Please contact the reception.

### **Computer**

On the ground floor there is a communal computer that you can use it free of charge. For more information please contact the reception.

### **Departure time**

We request that you leave the room at 12:00. On the day of check out deliver your key room to

### **Internet access-WIFI**

Our hotel offers you free internet access in all public areas and in the rooms.

### **Breakfast**

Buffet breakfast is available from 7:00am to 10:30am in the room next to reception on the ground floor. For the breakfast package or for breakfast room service or early breakfast service please contact the reception.

reception when departing. Our guests who wish to delay the time of their departure, need to contact the reception the day before asking for availability.

### **Car parking**

The hotel's parking is at your disposal free of charge. Please leave your car keys at the reception.

### **Pets**

The hotel does not allow pets.

### **Free luggage service**

### **Express Check in**

### **Express Check Out**

### **Our hotel cooperates with specialized professionals who can provide:**

1. Transfer to and from the airport or the port of the island.
2. Event excursions and tours to archaeological sights, museums or tourist attractions.
3. Sailing Excursions.
4. Baby sitting
5. Beauty services, manicure-pedicure, massage, yoga and hairdressing services.

## **GENERAL INFORMATION**

### **Buses**

The Bus station is 20 meters from the hotel. Please purchase your tickets from the nearest kiosk before boarding. For more information and details on timetables please contact our reception.

### **Mail / Courier**

For letters and cards you want to send, there is a special mail box five minutes' walk from the hotel or you can add the stamp and deliver them to the reception to be posted for you. For forms or packages you wish to send via express transfer service please contact the reception.

### **Banks**

The nearest banks are located a 5 minute walk from our hotel. Piraeus Bank, Alpha Bank and National Bank of Greece are the closest. For more details and instructions please contact reception. They are open from Monday to Friday 09: 00-14: 00. Outside the buildings there are special operating ATMs (ATMs).

### **Doctor/ Medical Service/ Pharmacy**

If you require medical help please contact Reception. The nearest pharmacy is one minute away. Please ask Reception for opening times and further assistance.

## **FOR YOUR SAFETY**

### **Elevator**

In case of failure of the lift - do not panic. Press the risk button inside the elevator and our technician will immediately take care to restore its function. For safety reasons, children under 12 years old must be accompanied by an adult.

### **Safety Directions / Fire**

In case of fire please inform the reception and immediately leave the building using the stairs, NOT the ELEVATOR. There are fire extinguishers in the corridors of each floor. Fire detection system operates in all communal areas and corridors.

### **Lost items**

If you have found or lost something please contact the reception.

### **Complaints / Suggestions**

Please contact the reception if you have any suggestions, complaints or concerns relating to the operation of the hotel.