

ALL SERVICES IN COMPLIANCE WITH COVID 19 REGULATIONS

Dear Guest!

Thank you for choosing ANTHEMUS SEA Beach Hotel & Spa as your holiday destination. Please find – in alphabetical order – information about the hotel and its services, which will help you make your stay more comfortable and enjoyable.

AIR CONDITIONING – HEATING

All rooms have an individual Air Conditioning and Heating system. Please make sure that your balcony doors are closed properly, otherwise the device will not work.

AMPHITHEATRE

Occasionally there are animation shows in our Amphitheatre, depending on the weather conditions as well as on the season.

ANIMATION

There is an Animation Team for the entertainment of our guests. You can find their detailed programme on the info board in the reception area and at the beach bar.

BEACH BAR

The Beach Bar “**Ammos**” is open from **08:30** to **00:30** and provides a great variety of refreshments, beverages and snacks, as well as a marvelous view to the sea.

BEACH & POOL TOWELS

In your room you will find coloured towels to be used on the beach and pools. Due to hygienic reasons you are not allowed to use the white towels outside of your room. We kindly ask you to think first about the serious burden to the environment that is caused by the washing of the towels and we advise you to reuse the towels by drying them on the drying rack – not on the hand rail – of your balcony or veranda! Please address your chambermaid in case you need the towels to be changed.

BEACH VOLLEYBALL

There is a professional beach volleyball court free of charge next to the tennis court. The number of players is limited.

BIKES

For bicycle rental please contact our Reception/Guest Relation Team. Please note that it is not allowed to use the bicycles inside the hotel area, except the parking area.

BIOLOGICAL SEWAGE SYSTEM

The hotel has a biological sewage system. Therefore, we kindly ask you not to flush any toilet paper down the toilet, but to throw it into the bin.

BIRTHDAYS – ANNIVERSARIES

If you have any special wishes, please inform the Maître d’ Hotel or Guest Relation Team at least one day in advance.

BREAKFAST

Buffet style breakfast, served from **07:30** until **10:30** in the main restaurant.

BUS SERVICE

The hotel bus goes daily to the village of Neos Marmaras and once a week to Nikiti. Please make a reservation at the reception one day in advance.

The timetable for the public buses can be found on the info boards in the lobby area.

CAR RENTAL

A car rental company has an office 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 the Guest Relation Team or Reception.

CONTACTS

The Hotel's phone number is: **+30 2375072001**

Please dial **9** to make an external call, **800** for the front desk and **the room number** to make a call to another room.

Web site: **www.anthemussea.gr**

Email address: **info@anthemussea.gr**

CONTINENTAL EARLY BREAKFAST is served from **05:00** until **07:30**.

CONVENTION CENTRE

The ORPHEAS Convention Centre 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.

COVID 19

As a consequence of Covid 19, there are some changes in the functioning of all hotel departments. Please get informed about those mandatory changes by each department accordingly.

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 bank is in Neos Marmaras (7km).

DINE AROUND

Dine around option is available only in the Tavern "Yialos" with 3 daily choices of Set menu free of charge, or with a special discount on the A la carte menu prices. A prior reservation with our Guest Relation Team is necessary.

DINNER

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

DOCTOR

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

DO NOT DISTURB

If you do not wish 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 (restaurants and lounges) during and after the dinner time.

ELECTRICITY SUPPLY

The electricity supply operates at 220 Volt. Please insert your keycard into the box for electricity.

ELEVATOR

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

There is a regular elevator disinfection, and in addition the buttons are sanitized every 2 hours. Hand sanitizers are available outside elevators.

ENTRANCE

The main entrance of the hotel is via the reception lobby and it is not allowed for visitors to access the facilities.

EXCURSIONS

In order to check about the excursions and short trips, please contact the Guest Relation Team or read the info board about the excursions.

FIRE

The hotel is fully equipped and prepared to deal with emergencies. Please ensure that you consult the fire notices in your bedroom, which inform you about the emergency procedures. Never use the elevators in case of fire.

FIRST AID

In case of an emergency please contact the front desk or dial **800**. On the beach and at the swimming pools there are the Hotel Lifeguards as well as the necessary equipment available.

FLOWERS

You can order flowers at the Reception or at the Guest Relation Team. Please, take into account that the delivery takes one day.

FOOD & BEVERAGES

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

All Food & Beverage departments have digital menus.

INFLATABLE MATTRESSES

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

INTERNET

High speed Internet connection is available everywhere in the hotel via **WIFI / WLAN** and in most rooms also via **LAN** (with cable). Just scan your computer or smart phone for **ANTHEMUS HOT SPOT** in order to connect to our network; this service is free of charge. Please note that the IP and DNS have to be obtained automatically. In the reception area we also have a business corner with 2 computers and printers which can be used free of charge.

LAUNDRY

Please fill in the laundry form provided and put the clothes with the form into the special paper bag. 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

If you have lost a personal item, please contact the front desk. The hotel takes no responsibility for missing valuables from the rooms or public areas.

LUNCH

Lunch is served in our A la Carte tavern "**Yialos**" and on the beach.

MAIN BAR & ROOF GARDEN

The Main bar and Roof Garden restaurant "**Horizon**" are located in the reception building. All kinds of beverages and selected cocktails, as well as the specialties from our menu list, are served 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 for the restaurant 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 trained animators keep the children (aged 4 until 12) amused with handcrafting, painting and other entertainment. You can find more information at the info board in the reception lobby or beach bar. The mini club operates in full compliance with Covid 19 regulations.

MINI MARKET

Mini Market is right next to the Amphitheatre and offers a great selection of gifts and souvenirs, books, newspapers and magazines, games, tobacco goods. The consumption of food and beverages bought in the Mini Market is not allowed in the other food departments.

PARKING

You may park your car on the parking lot. 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 in it. The hotel takes no responsibility for any damages and losses.

PETS

It is not allowed to keep pets of any size in the whole area of the hotel.

In the hotel's common areas there may be found some stray animals (cats and dogs), which don't have any medical care. Please don't feed or touch them because you could be infected with skin or other diseases. 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. Please be aware that parents are responsible for the safe use of the playground by their children. It is prohibited to use the area after 21:00.

POST

If you receive any mail, it will be sent to your room. If you want to send a letter or a card, you can buy stamps and post cards in the mini market and post your mail at the reception.

PREMISES WITH GYM EQUIPMENT

The premises with gym equipment is located inside 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 children under 16 years, the entrance and the use of gym equipment is not allowed. The Gym operates in full compliance with Covid 19 regulations.

QUESTIONNAIRE

Please fill in the questionnaire provided by our Guest Relations upon departure and drop it into a specific box at the front desk, or 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 should be made in your room, please contact the front desk **(800)**. Any minor damage will be fixed within the same day. We appreciate your understanding if for a more complex technical problem there might be a delay in the repair.

Pay attention that while the repairs are being carried out, your presence is not necessary.

ROOM SERVICE

Room Service is available, based on then 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. In order to operate it, place your key card on the sensor. The hotel takes no responsibility for missing valuables from the room or any other area.

In case of any additional instruction or repair concerning the safety box by our technicians, 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 forbidden in all closed areas and in your rooms.

SPA & HEALTH CLUB

The LOTUS Oriental SPA & Health Club is accessible through the large corridor. It offers a relax zone and several treatment rooms. The operating hours are daily from **08:30** to **18:00**. Please contact our SPA Reception (**860**) for appointments and any further information. The guests who have consummated even a minimum quantity of alcohol will not be allowed to the Spa area. The children under 16 years are not allowed in the Spa area. The Spa operates in full compliance with Covid 19 regulations.

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** or leave your items on the sunbeds unattended **longer than 2 hours**, otherwise the hotel has the right to collect and store them at the beach bar.

Regular disinfection of all sunbeds takes place every evening, so please try not to change the sunbeds during the day.

SWIMMING POOLS

All 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.

TAXI

You can order a taxi at the front desk.

TELEVISION

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

TENNIS

You will find our tennis court next to the parking lot. Please contact the reception (0) for reservations. The use is free of charge.

TIME OF REST

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

TOWELS

Can you imagine how many towels are unnecessarily washed every day and the great amount of washing powder needed, which thereby pollutes our environment? It is up to you to choose: towels thrown into the bath tub means: "PLEASE CHANGE". Towels hung on the towel rail means: "I'LL USE IT AGAIN – FOR THE SAKE OF OUR ENVIRONMENT". Please notice that it is not allowed to use these towels outside of your room. The guests will be charged for any damage or loss of the towels.

WAKE UP CALLS

Please contact the front desk (**dial 800**) if you need a wakeup call.

WATER

Although the water from the tap is drinkable we advise you to drink only bottled water.

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