

HOTEL DIRECTORY

Dear Guests,

We are glad to welcome you to IONI Hotel in Paralia Katerinis. In this directory, you will find helpful information about our hotel services. If you need any more help or information, please don't hesitate to contact the Reception. Our friendly staff is committed to making your stay at Hotel IONI an unforgettable experience.

On behalf of the Management and the Staff, We wish you a pleasant stay!

HOTELPLAN

GROUND FLOOR Reception, Bar, Breakfast restaurant, internet corner and TV area.

1ST FLOOR ROOMS 101, 102, 103, 104, 105, 106, 107, 108

2ND FLOOR ROOMS 201, 202, 203, 204, 205, 206, 207, 208

3RD FLOOR ROOMS 301, 302, 303, 304, 305, 306, 307, 308

RECEPTION 24-Hours

Our hotel has 24-hour reception availability, with 24-hour internal or external telephone access.

Wake-up service and 24-hour phone access.

To call from room to room, dial the room number you wish to speak to.

Dial 9 to get an external line; followed by the number you want to call.

CHECK-IN TIME

Check-in time is from 14:00. Sometimes, your check-in time can be earlier, depending on the room situation. Please get in touch with Reception.

DOUBLE ROOM

Room with two single beds or one double bed, bathroom with shower cabin, furnished balcony with view to the Sea and Central Square or the Garden. Some rooms accommodate 3rd person (child) with an extra bed.	Central Air Condition
	TV LCD - Satellite TV
	Refrigerator
	Wireless Internet
	Direct Telephone Line
	Hair Dryer
	Safe Box
	Amenities
Room Service - Upon Request	

TRIPLE ROOM

Room with three single beds or one double and one single bed, bathroom with shower cabin, furnished balcony with view to the Sea and Central Square or the Garden.	Central Air Condition
	TV LCD - Satellite TV
	Refrigerator
	Wireless Internet
	Direct Telephone Line
	Hair Dryer
	Safe Box
	Amenities
Room Service - Upon Request	

BREAKFAST BUFFET

Breakfast is from 07:00 - 10:15. Breakfast is available in the room. We can also provide Breakfast in special packs upon request in case of early departure. Please contact with Front Desk one day before.

DINNER

Our hotel provides HB (dinner) supplements in a collaborative Hotel or nearby restaurant.

IMPORTANT NOTICE: Carrying food or drinks out of the breakfast hall is not allowed. We kindly request that you enter the breakfast hall following the appropriate dress rules.

ROOM SERVICE

Room service: 08:00 - 20:00 12 hours.

HOUSEKEEPING

Our Housekeeping staff is at your disposal. All the rooms are cleaned and made up every day until 15:00. We change the towels once per two days and the bed linen once per three days. Please let us know if you need extra towels, pillows, or ironing board. If you need additional cleaning services, please contact with Front Desk.

NON-SMOKING ROOMS

All our rooms are NON-SMOKING. In case you would like to smoke, use the ashtray on the balcony table.

HOTELTOWELS

Guests are kindly requested NOT to carry the white bathroom towels to the beach. We must inform you that you will have to pay the equivalent if you lose them.

AIR-CONDITION & HEATER

All rooms are equipped with central air conditioning. Use the wall control to adjust the a/c operation. Don't hesitate to contact Reception if you need help or have questions about the system.

IMPORTANT NOTICE: You must put your specific key - card in the pocket next to the entrance door to activate all the electrical supply in your room (except the refrigerator).

DO NOT DISTURB SIGN

Please hang the provided "Do NOT Disturb" sign outside your door if necessary. If you wish your room to be cleaned, you must remove this card, but not later than 14:00. If you do not want to receive any telephone calls, don't hesitate to contact Reception.

IMPORTANT NOTICE: Please turn off the lights and the air conditioning before you leave the room and leave your key at Reception. Leaving the key in the electric pocket as you are not in the room is not allowed.

TV CHANNELS

1	DEUTCHE WELLE	10	EPSILON HD	19	MEGA
2	BBC WORLD NEWS	11	MTV HD	20	TV 100
3	TV5 EUROPE	12	ERT HD	21	ATLAS TV
4	NIKELODEON	13	ERT 1	22	VERGINA
5	RIK	14	ERT 2	23	DION TV
6	ALPHA HD	15	ERT 3	24	EUROPE 1
7	ANT1 HD	16	ART	25	SUPER
8	STAR HD	17	VOULI	26	EXTRA THESS
9	SKAI HD	18	4E	27	KANALI 9
SATELLITE CHANNELS		0	TV ROMANIA	1	ROSSIYA 24

SAFE DEPOSIT BOXES

The hotel does not accept any responsibility for the loss of any valuables. We suggest all our guests use the safe deposit boxes, available in every room or Reception, free of charge.

INTERNET

Free internet access is available in your room and in all hotel public areas.

The Network sign with your password is available at the front desk of Reception.

IRONING

You can iron your clothes in our ironing room on 2ND floor. Don't hesitate to get in touch with Reception for more information.

AIRPORT -TRANSFER

MAKEDONIA Airport is approximately 80km from the hotel and takes 1 hour by car. If you wish to organize a transfer from the airport, the Reception team is happy to assist you in this matter.

BUS TIMETABLE

Don't hesitate to contact Reception for Bus time and schedules.

CAR RENTAL

Please contact with Reception for more information.

CREDIT CARDS

The accepted credit cards are MasterCard and VISA at Reception (not in other departments). If you have questions about payment methods, please contact with Reception.

CHECK OUT TIME

The departure time is 11:00 am. Front desk staff will help you to store your luggage if you want to spend more time in Paralia. Guests who wish to extend the check-out time should ask Reception one day before departure. This extension incurs additional charge.

LIFT

Hotel IONI has one (1) lift, which connects the ground floor with the other floors. We ask you to respect its weight and capacity limitations for your safety and ensure they remain in good working order. For safety reasons, please do not allow children younger than 12 years old to use the lift without being accompanied by an adult.

LOST and FOUND

Please contact with Reception.

LUGGAGE

For luggage storage, don't hesitate to get in touch with Reception. A luggage room is available on each floor.

PETS

Pets are not allowed at the hotel because there isn't any suitable place for their stay.

FIRE EXTINGUISHERS AND DANGER PLAN b

In case of fire, do not panic.

- ❖ Call Reception from your room.
- ❖ Press the Fire Alarm button situated in the corridor.
- ❖ You will find fire extinguishers on each floor easy to use.
- ❖ Follow the Danger Escape Plan situated behind your room door
- ❖ Do not use the elevator

FIRST AIDS - DOCTOR

At the Reception, there is a First Aid kit with the most vital medical supplies.

There is also a possibility to arrange for a doctor's visit at your room.

VOLTAGE

220 Volt

PHARMACY

Our Reception will give you information concerning the pharmacies.

PRIVATE PARKING PLACE

Hotel has a private outdoor parking place with a locked sliding door, located 300m away from our Property. Please ask for a key from the Reception and you should:

- ❖ Regularly park in a spot where your hotel's name is written.
- ❖ Always close and lock the entrance after your departure.
- ❖ Give your car's registration number to the Reception.

HOTEL GUIDE

Guide to hotel services in at least two languages (printed)

CUSTOMER COMPLAINT MANAGEMENT SYSTEM

Customer complaint management system: Please send us your complaints to info@hotelioni.gr and wait 2-3 days for our feedback.

IONI Hotel has the right to change all facilities and services listed in this description without prior notice.

SAFETY RULES

SWIMMING

For your safety, please do not swim to the sea if you have consumed food and alcohol. Wait at least 3 hours for safety reasons.

ROAD ACCIDENTS

Please do not forget that a car accident can happen to anybody in any place of the world. If you rent a car or a motorbike, we strongly recommend driving carefully and never doing this after consuming alcohol. Please be especially careful if you rent a motorbike or 4-wheel ATV.

EARTHQUAKE

Greece frequently suffers from earthquakes, so if such an earthquake appears when you are in your room, do not panic. Just lie on the floor next to the bed with the embryo shape, and wait until the earthquake passes. Then you can go out calmly using the staircase.