

Dear Guests,

Welcome to the Mediterranean Beach Resort.

The following information is based on the operation of our departments aiming to make your stay comfortable.

For any queries, please do not hesitate to contact a member of the staff.

We wish you a pleasant stay

The Management

OUR STORY

Our hotel was completed in 2004 and built with special care (or ‘meraki’ as we say in Greece) and love by Kakoliris family. The complex is designed in a way to reveal the characteristics of an Eastern Mediterranean village, just like Zakynthos, while inspiring comfort and luxury.

Most of the rooms overlook the inner courtyard creating an intimate feeling and, why not, even causing an interaction and new friendships with your fellow guests and neighbours. The design of the hotel assists also in protecting our beautiful sea turtles ‘caretta-caretta’, who travel very long distances to come to our island and hatch their eggs – if you see any please treat them with care as they are friendly but get scared easily.

Our goal is to make your holidays with us memorable so that you carry a lot of sweet memories with you on your journey back home. Zakynthos has a lot to offer apart from its astonishing beaches – let’s not forget that it is the island of many great poets in history (Greek and Italian).

In case of you have a question or you face a problem, please do not hesitate to contact a member of our staff who would be happy to assist and make your holidays more comfortable. We are continuously working on becoming better every year, therefore we would really appreciate your comments and suggestions through our questionnaire.

We wish you a pleasant stay and hope to see you again in the future!

GENERAL INFORMATION

Electrical appliances

The voltage is 220V. Electricity in your room operates when the key card is placed in the card holder by the entrance.

Air conditioning

The air conditioning operates by the remote control when all doors and windows are closed.

Refrigerator

Please request at the front desk to have your refrigerator supplied with drinks and snacks of your preference.

The refrigerator should not be used to store food.

Safe

Please request the key to your safe box at the front desk.

The hotel management is not responsible for any potential loss of money or valuables.

Phone

For external line press zero (0) before the desired number.

To dial to another room, dial directly the room number

Reception.....9

Restaurant.....175

Lobby bar.....164

Pool bar.....151

Spa.....124

Check out

The check out is at 11:00 a.m. on the day of the departure. Should you require an extension of stay or a late check out, please contact the reception beforehand with regards to availability and prices.

Wake-up calls

For your wake-up call please contact the reception.

Groom

Please contact the reception and the groom shall take care moving and/or storing your luggage.

Doctor

In case of emergency, please contact the reception and we will call our collaborating medical center. The doctor can also come to your room if necessary.

Car rentals

Please contact the reception where we can assist your through our local collaborators or guide your through the available options around the area.

Taxi services

Please contact the reception if you need a taxi service.

Wi-Fi service

Connect to the network 'Medbeach' for free Wi-Fi Internet access using the password **medbeach2015**.

Room service

If you would like to have your meal served to your room, please call the restaurant (08:00 - 10:00) or the pool bar (10:00-17:00) – room service tray charge 5,00 €.

Exchange – Hotel charges

You can exchange your money into the local currency at the reception.

Please inform your waiter if you prefer to pay in cash or charge your room and pay at the end of your stay.

Sunbeds and umbrellas

The sunbeds and umbrellas around the pool can be used free of charge.

Those on the beach have an extra charge, as this is a public area.

Towels

Towels for the beach can be provided to you free of charge from the area of the spa.

A guarantee of 5,00 euros shall be paid, which you will be refunded when you return the towels.

Please request at the spa to have your dirty towels replaced when you desire.

Please do not use the hotel towels in the beach or in the sea.

CCTV is operating at all exterior areas of the hotel for your own safety.

HOTEL AMENITIES

Main Restaurant ‘Thalia’

Our main restaurant is located on the 2nd floor of the main building.

- **Breakfast** (buffet): 7:30 – 10:00
- **Dinner** (buffet): 19:00 – 21:30

Pool Bar ‘Syracuse’

The pool bar is located next to pool and serves coffee, drinks, sandwiches and a full menu a la carte (10:00 – 18:00). The bar is open for an aperitif, drink or a delicious cocktail.

Main bar ‘Y-not’

Located on the ground floor of the main building, it is open for drinks and cocktails between 18:00 and 01:00.

Laundry service

Please place the items for laundry in the special plastic bag found in the closet, fill in the form and inform the maid (preferably by 10:00 for a faster service). Laundry service comes with an extra charge.

Playroom

Located at the basement of the main building, you will find pool tables, air hockey and a quiet reading spot.

Gym

Stay fit by keeping your routine, or try something new in our gym, located at the basement of the main building.

Business center

At the hotel’s business center you can use the computer and printer/photocopy machine.

FIRE SAFETY

Your room is equipped with a smoke detector.

A fire fighting and evacuation plan is in place if need be.

Please consult the fire escape plan and locate the nearest exit.

General instructions in case of fire:

Evacuate your room making sure you have your room key with you. Before opening the door check its temperature. If it feels too hot, do not open.

If there is little or no smoke, go to the nearest exit walking low and close to the floor.

Never use the elevator. Use the stairway if they are free of smoke.

If exits are unsafe, return to your room; it is the safest place.

If you are forced to stay in your room, call your operator and provide information about your location. Fill the tub with water; you can get in the bathtub if need be. Use wet towels, sheets and other materials to stuff all door gaps and prevent smoke from entering in your room.

Keep calm. Help is on the way.