

Alma Luxury Resort Hotel Guide



Dear guests, welcome to Alma Luxury Resort Hotel. We are here to ensure a pleasant and comfortable stay. Thank you for choosing us for your holidays.

The information that follows will help you make the most of our hotel services and we would like you to spend some time reading it.



CONTACT THE RECEPTION

Dial 200 directly from your room phone.

CHECK-IN CHECK-OUT

Check-in from 12:00. Check-out until 12:00 at the reception main building.

ROOM FACILITIES

***WATER:** Tap water in your room is not drinkable. We suggest bottled water you can buy from the hotel bars or the local shops at the village.*

***INTERNET:** The hotel provides free Wi-Fi internet available at all areas. Choose **ALMA HOTEL** as your network and dial the password **alma2468**. You can also have access to the Internet using the PC available for the guests in the main building.*

TELEPHONE USE:

Reception: dial 200

Pool bar: dial 153

From room to room: dial the room number

For external line: dial (0) and the phone number of your wish.

AIROCDITIONER:

There is an airconditioner in your room for cooling and heating and it operates with a remote control. For better results keep the door and windows closed while operating it. Help the environment saving energy. Turn off the airconditioner before you leave the room.

FRIDGE:

You will find it in every room and you can use it to keep food and beverage cool.

HAIR DRIER:

It is plugged in every bathroom. Please do not try to unplug it.

LAUNDRY SERVICE

You can have your clothes cleaned and ironed. Please contact reception for laundry bags.

BABY COTS

You can have it placed in your room. If you have not asked it on your booking you can do so, on your arrival.

WAKE-UP

Let us know the time you wish to wake up from the previous night.

SAFE

There is a safe in your wardrobe which operates with a key provided at the reception.

RECEPTION SERVICES

ON DUTY: 24/7

PHONE NUMBER: 200

SERVICES: Bookings, wake-up, laundry, taxi, transfer to and from the airport/port, car/motobike/bike/boat rental, bus routes, excursions, activities, post, cashier, fax/photocopying, pool towels, restaurant reservations, information about the island and the sights.

HOTEL FACILITIES

FOOD

Breakfast is served in the main building restaurant from 07:00 to 10:30.

Our swimming pool bar serves snacks during the day. You can also have lunch from 12:00 to 16:00.

Dinner is served in the main building restaurant in a buffet from 19:30 to 21:00. If your booking does not include dinner and you wish to dine please inform the reception until 14:00 on the same day. In case you

follow a certain diet or you are allergic to some food, please let us know. You will find the daily menu on the reception desk.

BAR

Open daily in the main building from 18:30 to 02:00. Enjoy coffee, drinks and cocktails in our lounge or balcony.

POOL BAR – RESTAURANT

Open daily from 09:30 to 18:30 for coffee, refreshments, ice-cream and drinks. It also offers lunch, salads, snacks.

SWIMMING POOL

Open daily from 09:30 to 18:30. Sunbeds under shade without charge. Reservation for sunbeds is not possible.

CHILDREN'S SWIMMING POOL

Open daily from 09:30 to 18:30. For your children's safety there is a non-climbable barrier and they should swim under your supervision.

POOL TOWELS

Ask them from the reception

PLAYGROUND

It is open in our garden in an especially designed and fenced area during daylight. Please supervise your children while playing.

TENNIS COURT

There is an outdoor court within the hotel's area and you can ask the equipment (balls and rackets) from the reception.

LIBRARY – COMPUTER ROOM – BOARD GAMES

In the main building with multilingual book options.

MEETING BANQUET FACILITIES

If you are planning a business trip or a company gathering for seminars and holidays we can accommodate your needs in our seminar areas along with the relevant equipment.

PETS

Pets under 5kg are welcome after prior notice.

TRANSPORTATION

The local bus stops in front of our main entrance and connects the villages of Anaxos – Petra – Molyvos – Eftalou. The service is available from June to September. You will find the bus timetable on the reception desk.

For the busses which connect the area with Mytilene please ask the reception.

For a taxi you can call from your room at Petra taxi station 22530 42022 or we can call it for you.

For your transportation from and to the airport/port you can ask for a taxi. Please do so from the previous day.

CONTACT - INFORMATION

For more information, visit our website: www.almahotel.gr, send us an e-mail at almalesv@otenet.gr, fax at 0030 22530 41693 or call at 0030 22530 41100. Your friends can communicate with your room by calling our phone center 0030 22530 41691-2

EMERGENCY

In case of a minor accident we provide first aid kit at the reception and swimming pool. We can arrange for a doctor to see you. The nearest health center is at Town of Kalloni phone number 0030 22530 22222.

Molyvos police office: 0030 22530 71222

Kalloni police office: 0030 22530 22100

Fire department 199

IN CASE OF FIRE

PLEASE READ AND REMEMBER

On your arrival:

Look for:

- 1. The nearest exit as well as alternative exits*
- 2. The nearest fire extinguisher*
- 3. The nearest fire alarm button*

Check for any damaged cables in your room and inform the reception.

If you happen to notice fire extinguishers missing from their position report it to the reception

For your safety there is smoke detector system in your room. Please do not remove the batteries which keep it active.

In case of fire in your room:

- ✓ If there is fire alarm activate it immediately*
- ✓ Leave the room from the nearest exit*
- ✓ Do not stop to collect your personal belongings*
- ✓ Make sure that you have closed the door behind you as you leave*
- ✓ Call 22530 41100 from the nearest phone*

In case of fire in the hotel:

- ✓ Do not panic – stay calm*
- ✓ Leave the place quietly from the nearest exit*
- ✓ Do not use elevators*
- ✓ If your exit is blocked, use the nearest alternative or open without smoke exit*
- ✓ If you are out of the building head for the meeting point as bellow.*
- ✓ Do not return to the building until you are allowed to do so.*

PLEASE REMEMBER

✘ DO NOT SMOKE IN BED

✘ DO NOT LEAVE LIT CANDLES IN THE ROOM OR THE BALCONY

✘ DO NOT THROW CIGARETTES IN THE GARDENS AND ON THE HILL ABOVE THE HOTEL

MEETING POINT: SWIMMING POOL

Our hotel meets all the standards and safety requirements. Our qualified staff performs regular and extra inspections to ensure guests and staff safety.

We wish you a pleasant stay!!