

## THE LEKKA HOTEL & SPA DIRECTORY

A

### **ACCOUNTS**

All accounts are digitally archived. Information can be acquired any time from our Reception.

### **ADAPTORS**

Available at the Reception.

### **AIR CONDITIONING**

All public places and rooms are air conditioned. Independent remote control panels help you adjust the temperature by entering the keycard next to the door.

### **ANNIVERSARY - BIRTHDAY**

For anniversaries and birthdays, please contact our Reception (at least 1 day in advance), in order to be informed about the available celebration options.

### **AIRPORT**

See "Distances"

B

### **BABY COT**

Available on request. Please contact our Reception.

### **BABY SITTING**

We provide babysitting service upon request available at an extra charge. Please request through the Reception at least 2 days in advance.

### **BANKS**

The nearest bank is located in Pl. Syntagmatos 2, Athina (350m - about 5 min walk). Their working hours are daily between 08:00-20:00, excluding weekends.

### **BAR**

Our Rooftop Bar is located on the roof. It remains open between 11:00 and 22:00 every day, offering a variety of drinks, beverages and snacks.

### **BREAKFAST**

Breakfast is served in the hotel's breakfast area, between 07:45-11:00. Breakfast menu includes greek, filter and espresso coffee, tea, milk, bread, cake, butter and margarine, various types of jam, honey, dairy products, cold cuts, eggs, cereal, yogurt, 2 kinds of juice, fresh fruit and salads, sausages, bacon and vegan options upon request.

### **BREAKFAST – EARLY BREAKFAST SERVICE (OUTSIDE SERVING HOURS)**

In case you need to have your breakfast earlier than the serving hours, please contact Reception 1 day in advance. Early breakfast includes coffee, juice, boiled eggs, toast, cake, cereal and fruit.

### **BREAKFAST PACKAGE**

In case you wish to take your breakfast on the go, please contact the reception a day in advance in order to prepare you a breakfast box.

### **BREAKFAST IN ROOM**

In case you wish to have breakfast in your room, please contact Reception. (extra charges apply)

### **BOARD GAMES**

Board games are available at the reception upon request without any extra charge.

### **BUS**

There is a public bus stop, 400m away from the hotel, which goes to all the hotspots of the capital city. Bus timetables are available at the Reception.

### **BUSINESS CENTER**

On level -1, there is a business center, which is connected to a printer, scanner and copying machine. See photocopying-fax services.

C

### **CAR RENTAL**

For information and reservations, please contact our reception desk.

### **CHECK IN AND CHECK OUT TIME**

Check in time is 15:00, and check out time is 12:00 at noon. Later check-out is possible only by arranging it through our Reception (in the morning of the departure), always according to the occupancy and availability of the hotel, at an extra charge.

### **CLEANING SERVICE**

Rooms are being cleaned on a daily basis, towels are changed daily while bed linen is changed every two days. For any other special items like blankets, extra pillows, towels or hangers, please contact Reception.

### **COMMENTS - FEEDBACK**

Your feedback is important to us, in order to maintain our high standards of service. Please take a few minutes of your time and complete the Questionnaire upon departure.

### **COMPLAINTS**

Complaints take place even in the best places. In case you wish to express any comment related to our standards of services, please address them to our Reception. Alternatively, you have the possibility to submit your comments directly to the management, through completing the "Customer Complaint Form" that you can request from the Reception.

## **CREDIT CARDS AND CHEQUES**

Credit cards accepted are Mastercard, Visa and Maestro. Personal cheques are not accepted.

## **CITY CENTER**

See "Distances".

D

## **DISTANCES**

The airport of Athens (Eleftherios Venizelos) is located about 33.9km away from the hotel (about 45 mins by car).

The port of Piraeus is located about 11.8km away from the hotel (about 20 mins by car).

The city center is located about 400m away from the hotel (about 5 min on foot).

## **DOCTOR AND DENTIST**

In case you need doctor's or dentist's services, please contact our reception desk.

E

## **ELECTRICITY / VOLTAGE**

The electric current ranges between 220-240 V A/C.

## **ENTERTAINMENT**

Every Wednesday there is acoustic live guitar.

## **EXCHANGE**

Foreign currency cannot be exchanged at the Reception. The nearest exchange office is called Capital Exchange and is located in 3-5 Karagiorgi Servias Str approximately 200m from the hotel.

## **EXCURSIONS**

For information and reservations, please contact our reception desk.

## **EXPRESS CHECKOUT SERVICE**

If you wish to have express checkout service, please contact our Reception Desk, where you can find the relevant form.

F

## **FIRST AID**

In case of an accident, please inform our Reception.

## **FIRE (IN CASE OF)**

For your own security, in case of fire we have taken all necessary measures, and all our staff are trained to help you in case of danger.

Fire Safety Instructions:

In every room there are instructions on what to do in case of fire.

Do not smoke in the room and in internal public areas.

In case of difficulty in walking, please notify the Reception.

If you discover a fire:

Notify the Reception immediately and remain calm.

Activate the alarm by breaking the glass in the nearest alarm call point.

Evacuate the room by closing all the back doors.

Do not stop / delay to collect personal belongings.

Alert the maid or any other member of the staff.

If you smell smoke, stay low (smoke rises up)

Use the nearest exit point.

Do not enter the room until you are notified that it is safe.

If you have to stay in the room, seal the door with wet towels, open and remain near the window until someone is there to assist you.

## **FRIDGE**

All rooms are equipped with a mini fridge.

H

## **HAIR DRYERS**

All bathrooms in the room are equipped with a hairdryer.

I

## **INTERNET**

Free Wi-Fi is available at the hotel's public areas and rooms, with no additional charge.

## **IRON**

In case you need an iron or ironing services , please contact Reception.

K

## **KEY CARDS**

Key cards provided are designed to activate the lighting and air conditioning in your room. The key cards are valid until 12:00 noon on the day of your departure.

L

**LAPTOP**

There is the possibility to hire a tablet, at an extra cost.

**LAUNDRY SERVICE**

Please ask our Reception regarding laundry services (extra charges apply).

**LIBRARY**

The hotel has a free collection of books that are available to read, at the reception area.

**LUGGAGE ROOM**

At the reception there is a luggage room available. Please contact Reception.

**LUGGAGE STORAGE**

If you decide to store your luggage, please contact Reception.

M

**MAIL AND MESSAGES**

Incoming mail and messages are kept at the Reception.

**MAINTENANCE**

If something in your room does not function as it should, please contact our Reception staff, for our Maintenance staff to take action.

**MEAL**"A la carte" meal menu (with extra charge) is served upon demand from our partner restaurant, Macaroni, at the premises of the hotel. You may find the menu inside your room and at the Reception.

**MISSING ITEMS**

Please contact the reception in case you lose something. Our Staff will make their best to assist you.

N

**NEWSPAPERS & MAGAZINES**

Available at the reception area on a daily basis.

P

**PARKING SPACE**

No private parking space available in the hotel.

**PHARMACY**

The nearest pharmacy is located 15m away. For its operating hours, please contact Reception.

**PHOTOCOPYING-FAX SERVICES**

In case you need photocopying service, please contact our Reception Desk.

#### **PETS**

Our hotel is pet friendly. Allowance is 1 pet per room up to 10kg.

#### **PILLOW SELECTION**

Please inform our Reception in case you wish to have a pillow of different types.

#### **PORT**

See ' Distances"

## **R**

#### **RECEPTION**

Our experienced Reception staff are at your disposal for 24h for information, reservations, observations, telephone service and personal messages.

#### **RESERVATIONS**

Reservations are made through our Reception.

#### **ROOMSERVICE**

Our hotel provides room service (extra charges apply) on a 24h basis. Between 22:00 – 10:00 night menu available. Please contact the reception.

#### **RESTAURANTS**

Our restaurant, situated on the rooftop, is open from 12:00-22:00 every day.

## **S**

#### **SECURITY**

The hotel is secured by our 24h Reception Desk and a dedicated security service.

Please ensure that the door is locked, when you leave the room.

If someone knocks at your door, please make sure to identify his identity.

Keep the doors locked when your room is not secured or when you are sleeping.

Make sure that you have not left any valuable items in your parked vehicle.

Please do not leave valuable items (purses, bags, phones, laptops) unattended in the hotel's public areas.

#### **SAFE BOXES**

All rooms are equipped with a personal safe box, while there is a central safe box at the Reception. The hotel does not have responsibility for any losses, damage or theft of valuable items from your room.

#### **SMOKING**

According to the Greek Law since 01 September 2010, smoking in internal public places is prohibited. Guests can smoke in the designated external smoking areas.

## **SPA FACILITIES**

Our Spa is located on -1 floor level. It offers sauna and jacuzzi, massage and facial and body treatments. You may find the service menu inside every room and at the Reception.

T

## **TAXI**

Please contact Reception for reservations.

## **TELEPHONE**

Direct call is possible from your room.

For Reception, dial "100".

To call another room, please dial the number of the room.

To dial an external line, dial "9" followed by the desired number (you will have to activate your line first through our Reception.)

## **TOWELS FOR THE BEACH**

Towels are available to borrow from our Reception, free of charge.

## **TRANSFER**

Transfer Service is available for your arrival and departure (extra charge). Please contact Reception.

## **TV**

All rooms are equipped with a color LED satellite TV. For pay tv please contact reception to receive a code at an extra charge.

W

## **WAKE UP CALLS**

In case you need a wake-up call, please contact our Reception.

## **WAKE UP SERVICE**

Please inform the reception the time that you wish to have the wake-up service, one day in advance.

## **WATER**

Tap water is drinkable.

**The Management of the hotel has the right to change or cancel any of the above mentioned services, without any further notice.**