

Hotel Guide

Dear guests,

We are very glad that you have chosen our hotel for your holidays. We' d like to give you the following information, which will help you feel at "home" . Our staff is ready to help you at any time. We wish you a pleasant and comfortable stay in our hotel.

The Hotel Manager.

AIR CONDITION/ HEATING

The air condition is always operating. According to weather conditions heating will be provided instead of cool air.

AIRPORT TRANSFER SERVICE

Please contact Reception or dial 836. (extra charge).

A LA CARTE

A separated section in the main restaurant offers a menu of selected plates. For all inclusive free of charge once a week. For reservations (few tables available), apply to our restaurant manager at least 2 days before.

Opening hours: 12:30-14:30. Or dial 845.

ANIMATION

Please refer to our board opposite the Pool Bar. Daily activities 6 times per week. Night entertainment offers daily live music or Greek night or animation entertainment programs.

ASSEMBLY POINT

Assemble in front of the main parking.



BARS

Lobby "Eros Bar"

Opening hours: 09:00 – 02:00

At our lobby bar our guests can relax to the tunes of music while our experienced bartenders prepare their favourite beverage or a refreshing cocktail. One can sit

inside the air-conditioned area or outdoors on the patio. Late finger food is served from 23:00 to 00:30.

Pool Bar “La Barchetta”

Opening hours: 08:00 – 24:00

Istion Club’ s Pool Bar is located right between the hotel’ s pools and the Restaurant. Our guests can enjoy all kinds of beverages and refreshments while swimming close by in one of the pools or cool down with an ice cream from bathing in the hot sun. Sandwiches are served between 10:00 and 19:00, afternoon tea with cakes and pastry from 16:00 to 18:00 and late finger food from 23:00 until 00:30.

Beach Bar “Kyma”

Opening hours: 09:00 – 01:00

Istion Club’ s Beach bar is the right spot for refreshment after bathing in the hot Greek sun or swimming in the crystal-clear waters. Our bartenders will serve you from morning until late in the night hot and cold beverages, soft drinks, beer and cocktails.

In the evenings our guests gather here for the entertainment from our animation team or with live music.

BEACH TOWELS

This service is provided daily by our beachboys at the desk near the family pool from 9:00 to 17:00.

BREAKFAST IN BED

Please dial 845. Extra charge applicable.

CAR RENTAL

Please contact the Reception desk of information or dial 836.

CARD UNLOCKING DOORS

- 1 Put the key-card on the slot, outside the room.
- 2 Open the door.
- 3 Insert the key-card into the slot inside the room, to activate the electric supply of the room.

4 When leaving the room, always take the key-card with you.

5 Don't forget to leave the key-card at the reception desk on check out.

CHECKING OUT

Please check out by 12.00 noon. Late Check-Out (subject to availability, charges may apply), please inform the reception one day before.

CHILDREN

They are our beloved guests. The experienced instructors organize for children from 4 up to 12 years old programs with parties, fairy tales and creative activities. For more information, look at the board near the pool bar or at the Mini Club, which is located near the Spa swimming pool.

6 times per week from approximately 20:30 – 21:00 MINI DISCO!!!

Mini Club for children 4-12 years old.

COMPLAINTS

For any complaints, please contact as soon as possible Reception. Claims must be written, justified and hand over to Reception /and to your Tour Operator representative before departure. Our goal is to satisfy immediately our guests in the possibilities provided. Please do NOT allow any inconvenience to distress your holidays. We are here for you.

CONFERENCES- MEETINGS

We can organize conferences with a participant maximum of 600 people. For more information please contact the front office manager or the hotel manager.

CREDIT CARDS

The following credit cards are accepted for any payment: VISA, MASTERCARD, AMEXCO.

CUSHIONS / PILLOWS

Please contact Reception (dial 857 or 836) for any necessity to choose from our catalogue to replace your pillow.

DOCTOR

In case you need a doctor, please contact the reception. Dial 836 or 838.

«DO NOT DISTURB»

In case you wish not to be disturbed, you'll find the "do not disturb" sign inside your room.

EARLY BREAKFAST

Please contact our Restaurant Manager (or dial 845) or Reception (or dial 836 or 838).

ENTERTAINMENT

Our hotel prepares for you many activities and Greek nights. For more information check the board opposite the pool bar.

ELECTRICITY

220 Volt.

EXCHANGE

You can change money at the reception. A price board with the most important foreign currencies is on the reception desk. The hotel commission is 2%. Please ask for the receipt after exchange.

EXCURSIONS

Please contact the reception. (dial 836 or 838)

EXPRESS CHECK-OUT SERVICE

Please contact reception for the procedure during your stay or dial 836.

FITNESS CENTER

Located in the Spa area. Open from 9:00 – 20:00.

GAMES, CARDS AND BILLIARDS ROOM INCLUDING TV LOUNGE

Located on the first floor above Reception and the Main Bar. For information or equipment, please contact Reception.

GYM

Located in our Spa centre. Operates from 9:00 – 20:00. For additional information, please dial No 890.

HAIR DRESSER SALON

This service is located in our Spa centre. Reservation required. Please dial No 890.

HANGERS

If you need additional hangers, please contact Reception or dial 838.

HOSPITAL

Please contact the reception. (dial 836 or 838).

HOTEL BUS

The hotel bus goes regularly to N. Moudania (5km) or to N. Potidea (2,5km), free of charge. The schedule is on the information board at reception. Reservations are required.

HOTEL TOWELS

Please think how many tones of towels are daily unreasonable washed, the quantity of detergent and water needed for this and how this pollutes the environment. Attention: A towel thrown in the bath means "please change it" , a towel back on its hanger means "I'll use it again" .

FOR A CLEAN ENVIRONMENT!

INTERNET

You can use the Internet in every hotel area. The code if requested is: **istion1234**

JEWELRY STORE

Located opposite Reception.

LAPTOP SERVICE

Please contact Reception for the use of a laptop. (dial 836 or 838).

LAUNDRY – IRON or DRY-CLEANING SERVICE

In every room, in the wardrobe is a bag you can use to put in the clothes you want to send to the laundry.

You will also find an information- price list, which you are kindly requested to fill in carefully. On the bag write your room number clearly and leave on your bed until 09.30. It will be cleaned and returned on the next day. For dry cleaning we need 2-3 days. Additional information dial 836 or 855.

LIBRARY

On the first floor above Reception you have the possibility to leave or exchange books.

LUGGAGE HOLD

Please contact Reception desk.

LUNCH BASKETS

For your excursions-in case you miss a meal we can prepare for you lunch baskets. Please inform the reception until 19:30 of the previous day.

MEDICAL SERVICE

Please contact Reception desk or dial 836.

MINI MARKET

It is attached to the building of rooms 321 – 343. Here you can find stamps, cosmetics, souvenirs, sea-articles, newspapers, magazines, books, films, toys, sweets and cigarettes as well milk products, juices, wine and spirits with very competitive prices.

Attention: Products bought in the mini market is not allowed to be consumed in the bars or restaurants.

MOVIES OR THEATRE

Every week our animation team announces a theatrical performance or a cinema performance. It takes place either at the beach bar or our conference hall. Contact our chief animator for schedule.

MOTORBOAT, YACHT AND CABIN CRUISER RENTAL

Please contact Reception desk or dial 838.

PARKING AREA

You are kindly requested to lock your car and not to leave valuables in it. The hotel is not responsible for damages caused to your car or theft of your car while it is parked in the parking area. It is free of charge.

POOL

The fresh pool water is getting filtered and chloride every day.



Opening hours: **09.00-18.00**.

In case of any security reasons, there is an emergency button, by the pool in front of the Spa. By pressing the button all motors for all pools cease to operate. Please contact our beach department for further information.

POST

Post arriving for you will be put daily in your room. Postcards you want to send can be given at the reception. Stamps available at the mini market.

PROPOSALS

We are always glad to hear your proposals about changes or improvements because we want to make you feel comfortable and to have a nice stay in our hotel. That's also why we ask you to fill in our questionnaire.

READING CORNER

Located on the first floor above the Main Bar.

RECEPTION DESK

Open 24/7. Telephone operator: No 836 or No 838. Telephone number: +3023730-41900.

RENT A CAR/MOTORBIKE

You can make a direct reservation at the reception desk

RESTAURANT- THALATTA

Opening hours:

Breakfast 07:15 – 10:30

Lunch 12:30 – 14:30

Dinner 19:00 – 21:00

All meals are offered in buffet style with emphasis on Greek, Mediterranean and International Cuisine with daily show-cooking. Guests can sit either in the air-conditioned hall inside, or on the 2 verandas outside.

There is a separate children's buffet, but for any necessities, please speak directly with our executive chef.

Any guests with allergies are kindly requested to notify directly our executive chef. Smoking is not allowed in the restaurant and the small veranda.

Dress code: Gentlemen are kindly requested to wear long trousers and no beach flip-flops for dinner.

ROOM SERVICE 24h

Dial number 845 or 836. For direct information please refer to our Restaurant Manager.

SAFE DEPOSITS

Each room has a safe box. The hotel is not responsible for the loss of valuables left in the rooms. A central safe box is available at reception with an extra charge.

SALON DE BEAUTE

Located in our Spa centre. For reservations please contact Spa reception or dial No 890.

SCUBA DIVING

Scuba Diving Center in the vicinity. Once per week free of charge basic lessons in one of our pools.

SPA "SEA SENS"

Sea Sens Spa & Wellness centre offers a complete proposal of reincarnation and recreation holidays, in everyone wishes to live the experience of health, relaxation and beauty. Give yourself the desire and health the water provides. Leave yourself at the experienced hands of our personnel and combine your vacations with the absolute relaxation. (dial 890)

SMOKING

Is forbidden in any closed building as well as the small veranda of our main restaurant. We recommend NOT to smoke in your room.

SPORT

In our hotel you have multiple sport opportunities such as: gymnastic, aerobic, billiard, ping-pong, Boccia and darts.

For information please contact the animation team.

SUN BEDS AND UMBRELLAS

The sun beds and umbrellas, where available, are free of charge. Info: dial 824.

SWIMMING POOLS

The use of swimming pools is strictly for hotel residence. Please read very carefully the pool regulations. Occasionally, when necessary, we do excessive cleaning which could delay the opening hours. We thank you for your cooperation. May and October or according to temperature, all our pools are heated.

TAXI / TRANSFERS

Ask at the reception desk. Dial 836.

TELEFON COMMUNICATIONS

Operator: dial 0 or 836 or 838.

Room to room connection: Dial the room number.

TELEPHON: Our telephone number is **+30 23730 41900**

You can use your room telephone for direct calls. For more information read the "telephone information" by your telephone.

FAX: Our fax number is **+30 23730 41500**

To send a fax please contact the reception.

Our email address is: info@istionclub.gr

INTERNATIONAL CALLS

For long distance calls dial 9, wait for the outside dialling tone and continue dialling the international code, the area code (sometimes without the 0 in front) and then the number you wish to contact.

INTERNATIONAL CODE NUMBERS

AUSTRIA	0043
GERMANY	0049
FRANCE	0033
ITALY	0039
RUSSIA	007
UKRAINE	00380
CZECH REPUBLIC	0042



SWITZERLAND 0041

BELGIUM 0032

SWEEDEN 0046

TV

For the TV canals you will find information on this guide.

VALET PARKING

Please contact Reception for this service. Please be advised that our staff have no responsibility for hit points in the car.

WAKE UP CALLS

You can arrange yourself the time you want to wake up after reading carefully the telephone instructions.

Otherwise please contact the reception. Dial 838.

WATER SPORTS

Our hotel offers you a large choice of non-powered water sports, free of charge for all-inclusive guests. Please contact the beach office, daily from:

09.00 until 18.00 o' clock, or dial 824.

Powered water sports are available approximately 500m from the hotel with an extra charge.

WI-FI

Free of charge throughout the hotel. Please be informed that occasionally the speed is varied according to the provider.

Hotel Istion Club & Spa				
TV Channel	NAME	Modulator	UHF	
1	ET1	26	25	Greek
2	ET2	27	25	Greek
3	ALPHA	28	31	Greek
4	ANT1	29	31	Greek
5	MEGA	30	34	Greek
6	STAR	35	34	Greek
7	SKAI	36	34	Greek
8	NICKEIODEON	37	54	kids
9	KIKA	38		kids
10	SAT1	39		German
11	PRO7	40		German
12	ZDF	41		German
13	RTL	42		German
14	ZDF	43		German
15	ORT	44		Russian
16	RTR	45		Russian
17	CTC	46		Russian
18	CNN	47		News
19	BBC	48		News
20	RAI NEWS	49		News
21	TVP	50		Polish
22	TVR1	51		Romania
23	PTC	52		Serbia
24	TV5	53		French
25	CANAL3	57		Bulgaria
26	Eurosport	58		SPORT
27	FTV	59		Fashion TV
28	DELUXE	60		Music TV

FIRE !!!



FIRE!!! advice to guests.

If you discover a fire....

Dial No 0 and give the operator the location of the fire, or by breaking the glass of the nearest fire call point which is situated in the corridor.

Continuous sounding of the bell alarm means an emergency.

1. Leave at once using the nearest available exit or stairway. Close the door behind you.
2. Don't stop for anything.
3. Do not use the lift.
4. Assemble in front of the main parking.
5. If you find your escape route blocked, stay in your room, and place wet towels or clothes around any gaps in the door. Attract attention at the window and if a balcony is available, stay in fresh air.



Before you go to bed, make sure you know the means of escape in case of fire.

Please avoid smoking in the room. Leaving the room or before sleeping, make sure there is nothing which can cause fire in the room.

