



HOTEL GUIDE

Dear guests,

Welcome to Istion Club& Spa. We are pleased that you have chosen to stay with us. Our staff are all professionals and are ready to help you at any time. We wish you a pleasant and comfortable holiday.

The Hotel Management

AIR CONDITION/ HEATING

All rooms come equipped with air conditioning. According to weather conditions heating will be provided instead of cool air.



A LA CARTE

A separate section of the main restaurant offers a menu of selected plates. For all inclusive guests, A La Carte is free of charge once a week. For reservations (few tables available), contact the Restaurant Manager at least 2 days before.



Opening hours: 18:30 - 20:30

ANIMATION

Information board regarding animation events and activities is located opposite the pool bar. A wide range of day and evening activities is available to our guests. Greek nights are one of the most authentic performances you will see at Istion Club & Spa. For more information about mini club, children activities, children playground, operating hours, performances, animation & mini disco, please ask the Animation team.



ASSEMBLY POINT

In case of emergency or fire, assemble at the car park, in front of the main entrance.



BARS



Lobby bar

Opening hours: 09:00 - 01:00

Enjoy refreshing cocktails served by experienced bartenders at our lobby bar, where guests can enjoy relaxing atmosphere.

Pool bar

Opening hours: 08:00 - 24:00

Located between the Pools and the Restaurant. Guests can enjoy an extensive variety of beverages, cocktails, milkshakes, ice creams and snacks under the sun, enjoying marvellous views.

Beach Bar

Opening hours: 09:00 - 01:00

Our beach bar is located by the hotel pools, where you can enjoy the sea view. Our bartenders will serve you from the morning until late at night. During summer, all evening entertainment from our animation team and mini disco take place here.

BREAKFAST



Operating hours: 07:15 - 10:30

Breakfast is served in the main restaurant buffet area, where you can find a great selection of quality foods. Hundreds of delicious hot & cold dishes are served at our restaurant buffet. Show cooking is a part of breakfast: have your omelette prepared as you like it.

BREAKFAST IN BED



Please dial 845. **Extra charge** applicable (continental breakfast).

EARLY BREAKFAST



If you require an early breakfast (continental breakfast), please contact the Reception (836) in order for that to be arranged.

BUSINESS CENTER

On the first floor, above the Reception, there is a well equipped business area, with internet access.



CAR RENTAL

Contact Reception regarding information on reservations, prices to availability (836 or 838).



CARD UNLOCKING DOORS

Every room is equipped with key-card opening function. Open the door when the green light appears

- Tapping the card on the key slot outside the room will enable it to open.
- Door will unlock following a flashing green light and a clicking sound.
- To activate electric supply for the room insert the key-card into the slot inside the room.
- Always take the key-card with you, when leaving the room.
- Please don't forget to leave the key-card at the Reception desk upon your departure.



CHECK IN

Check in is available from **15:00** on your day of arrival. Checkout on the day of your departure is **11:00**, unless agreed otherwise.

Upon check in you will be given a reservation form to complete. By signing it, you automatically give us rights to keep your private and confidential information for future reference. If, for any reason, you do not want your information to be stored on our files, please let Reception know and all information will be deleted after your departure.



CHECKING OUT

Please check out by **11.00** noon. For Late Check-Out, please contact Reception one day before (836, 838). Subject to availability, charges may apply.



CHILDREN

Children are our most beloved guests. Experienced entertainers organise activities for 4-12 years old. **For more details** check with the Mini Club or the information board opposite the pool bar. Mini Disco for our smallest friends is taking place 6 times per week from **20:30-21:00**. Adult supervision is necessary.



CONFERENCES- MEETINGS

Our spacious conference rooms are available for large parties, up to 600 people. Please contact Reception for more information (836, 838).



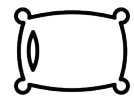
CREDIT CARDS

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



CUSHIONS / PILLOWS

For any linen/bedding issues please contact Reception (836, 838).



DOCTOR

In case you need a doctor, please contact Reception (836, 838).



«DO NOT DISTURB»

In case you wish not to be disturbed, find the “do not disturb” sign and place it on the handle of the door outside the room.



ELECTRICITY

220 Volt.



EXCHANGE

Foreign currency money exchange is available at the hotel. You can find the price board with the exchange rates we offer at the Reception. Hotel commission is 2%.



EXCURSIONS

Please contact the Reception (836, 838).



EXPRESS CHECK-OUT SERVICE

Please contact Reception (836, 838) for the guidance on express check-out service.



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

Gym is located within our “Sea Sens” Spa area. Guests are welcome to use fitness rooms.

Operating hours: 08.00 - 20:00.



HOSPITAL

Please contact Reception (836, 838).



HOTEL BUS

Hotel bus operates free of charge 5 times per week. The bus travels to N. Moudania (5 km), N. Potidea (2 km) or Afitos (20 km). You can find bus schedule on information board at the Reception desk. Reservations are required.



HOTEL TOWELS

Please think how many tones of towels are daily washed unnecessarily, the quantity of detergent and water wasted and how it pollutes the environment. Please keep in mind:

- A towel thrown in the bath or on the floor means **“please change it”**
- A towel back on its hanger means **“I’ll use it again”**

It is not allowed to use the white towels on the beach or the swimming pool.

In addition to the scheduled room cleaning service, if for any reason you require an additional towel change, please contact Reception or call 838.



INSURANCE

We inform our guests that hotel provides General Liability insurance.



INTERNET – WI FI ACCESS

Wifi is free of charge throughout the hotel and pool areas. Our internet partner provides powerful signal. Please be aware that occasionally speed might vary, according to the time of the day.

Wifi code |password: Istion2022



LAPTOP SERVICE

If you require a laptop, hotel Reception can arrange it free of charge. Please contact us on 836|838. Same goes for photocopying, faxing and scanning (in some cases charge may apply)



LAUNDRY – IRON or DRY-CLEANING SERVICE

Please use a plastic bag provided in your wardrobe to place your desired garments to be either washed, dry-cleaned or ironed. You will also find a price list, which you will be required to fill in. Your room number will have to be written on the bag and left on the top of your bed. Your garments will be picked up by 9:30. For more information please contact Reception (836, 838).



LIBRARY

You are more than welcome to use our humble library on the first floor above the Reception. You can exchange, leave or take available books.



LUGGAGE HOLD

Luggage hold is available. Concierge will escort you to the luggage room near the Reception.



LUGGAGE TRANSFER

Please contact Reception to be informed about your luggage transfer (836, 838).



LUNCH BASKETS

Contact Reception till 20:00 to place your lunch basket order one day in advance. You can pick it up from the Restaurant, late in the evening or early in the morning, with the voucher that will be given to you (within the opening hours of the restaurant).



MINI MARKET

Mini Market is adjacent to rooms 321-343. Located before the main entrance of the restaurant, it sells stamps, cosmetics, souvenirs, sea-articles, newspapers, magazines, books, toys, sweets, tobacco and cigarettes as well as milk products, juices, wines and various spirits for miscellaneous prices.

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



PARKING AREA

No liability is held over stolen or damaged goods whilst parked in the hotel parking lot. For your own safety we advise that you lock your car and do not leave valuables inside. Hotel parking is free of charge.



POOLS

Pool water is filtered and chlorinated on daily basis.

Triangle shaped pool is primarily for adults. Children are allowed to use the pool only under adult supervision.

Pool around the spa area is equipped with an emergency button. By pressing the button, all motors of all pools cease operating. **For more information** on pool health and safety, please contact our beach department.

Opening hours: 09:00 - 19:00



POST

Post arriving for you will be sent to your room. Postcards can be sent from Reception. Stamps can be purchased at the mini market.



PROPOSALS

Our main aim is to make our guests comfortable and satisfied with their stay. That's why we appreciate any feedback regarding changes/improvements we can make. To leave any comment please contact Reception (836,838). All complaints are dealt with, appropriately.



RECEPTION DESK

Operates 24 hours. Dial 836 or 838.
Hotel telephone number: +3023730 41900.



RESTAURANT

Opening hours:

Breakfast: 07:15 - 10:30

Lunch: 12:30 - 14:30

Dinner: 18:30 - 21:00

Restaurant meals are served buffet style. Daily show cooking, delicious and abundant variety of dishes and wines is accompanied by the impressive sea view scenery and calming atmosphere.

All food served in the restaurant must be consumed within its premises. Smoking is not allowed in the restaurant and the small veranda.

Dress code: Gentleman are kindly requested to wear long trousers and a collar. No open beach footwear.



ROOM SERVICE

Dial number 845 or 836. For further information please refer to our Restaurant Manager. Extra charge applicable.



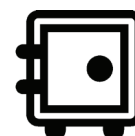
SAFE DEPOSITS (ROOMS)

Each room is equipped with a safe. Hotel is not responsible for loss or theft of valuables left in the rooms.



SAFE DEPOSIT (CENTRAL)

A central safe is available at Reception. You can keep your valuables there for **extra charge**, within standing operating hours. For more information please contact Reception (836, 838).



SPA "SEA SENS"

Sea Sens Spa & Wellness centre is located under the Main Restaurant and offers best beauty treatments, detoxes and a spell in a sauna or a steam room. If you fancy a bit of a reboot or well-deserved pampering somewhere warm, lush and full of deferential attendants bringing you nice things - Sea Sens Spa is the place for you. Leave yourself in experienced hands of our personnel and combine your vacations with the absolute relaxation (890).

Opening hours: 08:00 - 20:00



SPORTS

There are multiple opportunities to participate in various sports activities such as fantastic gymnastics, aerobics, pool, ping-pong, boccia, darts and shooting.

For information please look at the Animation Team board.



SUN BEDS AND UMBRELLAS

The sun beds and umbrellas, where available, are free of charge.

Opening hours: 09:00-19:00



TAXI / TRANSFERS

Ask at the Reception desk. Dial 836.



TELEPHONE COMMUNICATIONS

Useful information for your telephone in your room

Hotel phone number: +30 23730 41900

Fax: +30 23730 41500

Email: reception@istionclub.gr

Winter e-mail: info@istionclub.gr



International code numbers you'll find on the last page.

TESLA WALL CONECTOR

Compatible with Model S, Model 3, Model X and Model Y and capable of providing up to 44 miles of range per hour of charge, with up to 11.5 kW / 48 amp output, depending on model.



TRANSFER SERVICES

There is transfer service to the airport, harbour or nearby areas which is chargeable.

Please contact the Reception or dial 836.



TV AND SATELLITE CHANNELS

TVs in the hotel show a range of different channels including broadcasts from Greece, Germany, UK, France, USA, Ukraine, Romania, Poland and Bulgaria.



VALET PARKING

Valet services are available. Please keep in mind that we do not hold responsibility for any damages caused.



WAKE UP CALLS

Please contact the Reception to arrange a wake up call (836 or 838).



WATER SPORTS

Water sports are available 500 meters from the hotel for a fee.



INTERNATIONAL CODE NUMBERS

AUSTRIA	0043
FRANCE	0033
GERMANY	0049
ITALY	0039

RUSSIA	007
UKRAINE	00380
CZECH	0042
SWITZERLAND	0041






FIRE !!!

DEAR GUESTS

Please read this page with care. It might be extremely useful in case of **FIRE**.

1. If you discover a fire, please call the Reception (0, or 836, or 838) or any member of the staff
2. Press the emergency button which you can find in every corridor of every floor
3. If you hear a fire alarm:
 - d. Move to the nearest stairs or emergency exit.
 - e. Close the door of your room behind you
 - f. Don't stop without reason
 - g. Don't use the elevator.
 - h. Start moving toward **ASSEMBLY POINTS**  in front of the main parking.

If you do not have access to the emergency exit, please stay in your room and close every gap of the door with wet towels. Open the window or go out to the balcony for fresh air and ask for help.

Please, before you go to bed, be sure that you know where the emergency exit is, as well as the means of escape in case of fire.

Avoid smoking in the room. Be sure that you haven't left anything behind, which can cause fire.

