



# Philoxenia HOTEL

**Dear guests,  
We welcome you at Philoxenia Hotel!**

In the following pages, you will find useful information on the hotel's facilities, your safety and much more. For any further information or questions, please do not hesitate to contact the hotel's personnel.

**We wish you a pleasant stay.  
Yours sincerely,  
The Hotel Management Team**



**Please read this carefully.  
It will only take five minutes  
of your time.**

## **In case of fire**

### **Safety instructions**

Upon arrival, please be sure to locate the emergency exit that is nearest to your room. There is relevant labeling, at the door of your room and at the hotel corridors.

### **Fire warning**

If any smoke or fire comes to your attention, please activate the warning signal at the hotel corridors or inform the Reception.

If there is a warning tone, this means that there is smoke or a possible fire break out. If the fire warning signal continues for more than two minutes, this means that the building should be evacuated immediately.

### **Evacuation procedures**

Before evacuating your room please check if the door is hot. If it is hot, place a wet towel over the door handle before attempting to turn it. It is important to turn your face away from the door before opening it, in order to ensure that you can leave your room safely.

Please close the door after you leave your room, as this will prevent the fire from spreading into the interior of your room.

Do not take anything with you! Your personal safety is much more important than your personal belongings.

Bend down low or crawl alongside the corridor in order to avoid the smoke. Follow the indications towards the nearest emergency exit. When you reach the emergency exit, walk down the stairs slowly.

The meeting point is the entrance of the hotel. When you arrive there, wait for the instructions of the hotel's staff or the Fire Department.

### **In your room**

In case there is dense smoke or fire in the corridor outside of your room, it is safer to remain in your room.

Place wet towels and sheets under the door of your room, so that smoke cannot enter easily.

If there is smoke in your room, open the door of the balcony and breathe with the use of a wet towel.

Try to let us know of your situation by contacting the Reception. The hotel staff and the firemen will be able to rescue you.

Avoid smoking in your room.

**Do not use inappropriate or incompatible electrical appliances.**

# IN ROOM BREAKFAST MENU

**BREAKFAST 07:00 am – 11:00 am**

## **Continental Breakfast 10€**

Juice of your choice (fresh orange or seasonal mix)

Drink of your choice (Any kind of coffee)

And from our bakery various of breads, homemade cake, croissant, homemade jam, honey and butter.

## **Greek Breakfast 13€**

Juice of your choice (fresh orange or seasonal mix)

Drink of your choice (Any kind of coffee)

From our oven, traditional Greek pies

Yoghurt with Chalkidiki honey and walnuts.

Eggs with feta cheese (scrambled, fried or boiled)

## **Healthy Breakfast 16€**

Juice of your choice (fresh orange or seasonal mix)

Drink of your choice (Any kind of coffee)

Seasonal fruit salad with Mastiha

Yoghurt low-fat with honey and homemade muesli

Fried eggs on whole grain bread with feta cheese and cherry tomatoes

## TV CHANNELS

The following satellite TV channels are available at no charge.

ORDER	TV CHANNEL	COUNTRY
1	ERT-1	GR
2	ERT-2	GR
3	BBC	EN
4	TV 5	FR
5	RTL	DE
6	VOX	DE
7	ARD	DE
8	ZDF	DE
9	EUROSPORTS	NL
10	EURONEWS	DE
11	KIKA	DE
12	DELUXE	DE
13	HRT1	HR
14	GRAND	RS
15	MAGIK	BG
16	TVR	RO
17	TVP	PL
18	ORT	RU
19	PROMO CHANNEL	GR



## TELEPHONE SERVICES

Reception	9
Guest Relations	9
Buffet Restaurant :Symposion	33
A la cart –Set menu Restaurant :Kukunari	9
Room service for Breakfast	33
Pool Bar: The Local	13
Housekeeping	9
Wellness Area –Fitness center	9
External line	0

For an external line, please dial»0« and then the number you require. To call an internal number (internal call) for example, if you want to call room B101, type the letter according to the row in the alphabet and then the rest of the room as it stands. B101 -> 2101

## TELEPHONE DIALLING CODES

COUNTRY	CODE	COUNTRY	CODE
Algeria	00213	Kenya	00254
Argentina	0054	Kuwait	00965
Australia	0061	Luxembourg	00352
Austria	0043	Malaysia	0060
Bahamas	001242	Malta	00356
Belgium	0032	Mauritius	00230
Brazil	0055	Mexico	0052
Bulgaria	00359	Monaco	00377
Canada	001	Netherlands	0031
Central African Republic	00236	New Zealand	0064
Chile	0056	Nigeria	00234
China	0086	Norway	0047
Cyprus	00357	Pakistan	0092
Denmark	0045	Paraguay	00595
Egypt	0020	Russia	007
Finland	00358	Saudi Arabia	00966
France	0033	Seychelles	00248
Germany	0049	Singapore	0065
Greece	0030	Spain	0034
Hong Kong	00852	Sweden	0046
Iceland	00354	Switzerland	0041
India	0091	Taiwan	00866
Iran	0098	Thailand	0066
Iraq	00694	Tunisia	00216
Ireland	00353	Turkey	0090
Italy	0039	United Arab Emirates	00971
Japan	0081	United Kingdom	0044
Jordan	00962	USA	001

## CHARGES PER ZONE /PER MINUTE

ZONE	COUNTRIES	PRICE/MINUTE
European Zone	Greece, Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, United Kingdom	Mobiles: €0.90 Landlines: €0.70
ZONE I	Albania, Algeria, Antigua and Barbuda, Belarus, Cayman Islands, China, Costa Rica, Croatia, Georgia, FYROM, Gibraltar, Israel, South Korea, Moldova, Monaco, Palestine, Philippines, Russia, Ukraine, Zimbabwe.	Mobiles: €1.30 Landlines: €1.10
ZONE II	Abkhazia, Alaska (USA), Andorra, Angola, Argentina, Armenia, Aruba, Australia, Azerbaijan, Bahrain, Bangladesh, Barbados, Belize, Bermuda, Bolivia, Botswana, Burundi, Bosnia-Herzegovina, Brazil, Canada, Dominican Republic, Faroe islands, Gabon, Hawaii, Hong Kong, Iceland, Japan, Libya, Liechtenstein, Montenegro, Norway, Puerto Rico (USA), Serbia, Singapore, South Ossetia, Switzerland, Turkey, USA, Virgin islands (USA)	Mobiles: €1.50 Landlines: €1.30
ZONE III	American Samoa, Anguilla, Bahamas, Burkina Faso, Cameroon, Chile, Cuba, Djibouti, Ecuador, Eritrea, Falkland Islands, Fiji, Greenland, Guadeloupe, Guinea, Indonesia, Jamaica, Kenya, Kuwait, Malaysia, Mali, Mauritius, Micronesia, Panama, Reunion Islands, Rwanda, Seychelles, Sri Lanka, Sudan, Syria, Tajikistan, Togo, Trinidad and Tobago, Turkmenistan, Uruguay, Zambia.	Mobiles: €1.90 Landlines: €1.70

### A

#### Access for people with disabilities

Ramps and easy access rooms are available for people with disabilities. Please contact the Front Desk or Guest Relations for further information

#### Air Conditioning – Heating

To control the room temperature, please use the remote control of the A/C. The selected room temperature is clearly displayed on the thermostat. The recommended temperature is between 24-25 °C in order to avoid malfunctioning problems and faults. Please keep your balcony door closed when the air-conditioning is on.

#### ATM

An ATM is located 2 km from the hotel, heading for Nikiti Village next to the Masoutis supermarket. There is also an ATM at a distance of 5 kilometers from the hotel to N. Moudania on the coastal road of Gerakini.

#### Animation

In the hotel there is an ANIMATION (entertainment) team. Please contact the Front Desk or Guest Relations to find out the weekly program.

### B

#### Baby cot

Baby cots are available from the Housekeeping Department.

#### Baby sitting

Please contact Guest Relations or the Front Desk should you need a babysitter, and they will be happy to assist you. Please inform us about your requirements as soon as possible.

#### Baggage Service/ Bellmen Service

Please contact the Front Desk for anything you require concerning your baggage (picking up, storing, etc.).

#### Bank

Branches of all major banks can be found within a short driving distance of the Hotel ( N.Moudania or Polygiros town). Please contact the Front Desk or Guest Relations for further information.

#### Blankets / Linen /

Housekeeping is available to serve all your needs.

#### Beach

The nearest beach is located 150 meters away from the hotel to the village of Psakoudia . The beach is organized with umbrellas and sun loungers. Please contact the Front Desk or Guest Relations for further information.

#### Breakfast

You can enjoy your breakfast at the Symplosion restaurant from 07.00 till 10.30 or in your room from (07:00-11:00) by calling Room Service directly. Breakfast in your room is charged at full price.

#### Bus Stop

There is a bus stop at approximately a 7-minute walking distance from the Hotel. The Front Office and Guest Relations will be happy to assist you.

### C

#### Car hire, motorcycle, 4 wheel drive and bike rental

The Hotel is pleased to recommend DRIVE Car Rental Company for your car hire needs.

Please contact Guest Relations for additional information on rates and procedures.

#### Call Centre

If you wish to connect to our Telephone Call Centre, the Front Desk or any other department of the hotel please call 9.

#### Chambermaid

You can contact the Chambermaids through the Housekeeping Department or the front desk. Please call 9.

#### Check-in

Check-in officially begins at 14:30. Should you wish to check in earlier, please provide all the relevant information upon your reservation and we will do our best to assist you, depending on availability.

#### Check-out

The rooms must be emptied by 11:30 am at the latest. Should you wish to remain in your room longer (1-2 hours or more), please contact the Front Desk at least one day before your departure (late check out is subject to availability at an extra cost).

#### Children

Special dishes for children are featured in all the Hotel's dining areas. Our young friends can also have fun at the Kids club or the children's pool, with many fun games and activities.

#### Credit cards

The Hotel accepts the following credit cards: MasterCard, and Visa.

### D

#### Diet

Please do not hesitate to contact our Restaurant Manager in the Food and Beverage outlets, if you have any special dietary needs. They will be most happy to assist you.

#### Doctor/Hospital

The nearest Hospital is located in Polygiros village , a 20-minute drive distance from the hotel. In case of sickness a doctor can also visit you in your room or see you in his office (for an additional charge).

#### Do not disturb / DND

Please hang the "Do not Disturb" sign on your door lock should you wish not to be disturbed. At such case we respect your privacy and we will not service your room. Should you require your room to be serviced in certain time please inform the front office. However for healthy and safety reasons mandate that a housekeeping supervisor must visually inspect each room every 48 hours regardless if a DND sign is posted. If you require complete privacy at a specific time during the day, please coordinate your request with the front office.

### Dress code

Please ensure that you are smartly dressed in the areas of the Hotel (Front Desk, Restaurants, Lobby Bar).

### Dry cleaning

See under Laundry Service.

## E

### Electricity

The voltage in Greece is 220W at 50 Hertz. Please contact the Front Desk if you need an adaptor.

### E-mail

The e-mail address of the Hotel is [info@philoxenianet.gr](mailto:info@philoxenianet.gr). If you wish to receive e-mails during your stay, please use this e-mail address.

### Emergency exits

All emergency exits are clearly marked and will help you to vacate the building quickly in case of an emergency. Should such an occasion arise, please follow the instructions of the Hotel Emergency Team.

### Events

The Hotel can cater small meetings. Please contact our Sales or Guest Relations Departments for further information.

### Excursions

Halkidiki, Thessaloniki and their surrounding areas provide many opportunities for excursions and sightseeing. Please contact Guest Relations for further information.

### Extra Bed

Please contact the Front Desk should you require an extra bed in your room.

## F

### Food & Beverages

#### Bars

THE LOCAL BAR  
Daily from 09:00 to 01:00

#### Restaurants

The Restaurants and their opening hours are:

#### *SYMPOSION – Main restaurant*

Breakfast: Daily from 7:00 to 10:30  
Lunch: Daily from 13:00 to 15:00.  
Dinner: Daily from 18:30 to 21:00.

#### *KUKUNARI -Restaurant a la carte /set menu*

Dinner: Daily from 21:00 to 00:00.  
Reservation for Kukunari restaurant is essential.  
For reservations, please contact the restaurant directly or please call 9.

### Fax facilities & e-mail

The Hotel's fax number is +30 2371052113 & the e-mail: [info@philoxenianet.gr](mailto:info@philoxenianet.gr). Please contact the Front Desk for further information.

### Fire

In case of fire, please notify the Front Desk immediately on 9 or activate your nearest emergency alarm. There are clearly marked emergency alarms on each floor. If such a situation arises, please follow the instructions of the Hotel Emergency Team.

### Fire Safety

The Hotel meets all specifications regarding fire safety.

### First Aid

Please contact the Front Desk.

### Fitness Centre

The Hotel Fitness Centre is located in the Wellness area. It is open Monday to Saturday from 10.00-19.00. Entry is allowed for guests over 18 years only. The use of the fitness area for under 18 years old requires parental accompaniment. For further information, please contact the Front Desk of the wellness area desk.

### Flowers

Flowers can be ordered through the Front Desk or Guest Relations.

## G

### Green policy

We care about the environment! Philoxenia hotel has ISO 14001:2004. Have you considered how many towels and linen are washed daily in hotels around the world without this becoming necessary, as well as the unexpected consumption of detergents and water leading to uncontrollable and irreversible environmental disaster and the reduction of water reserves.

Leaving a towel on the floor means «Please change it»  
Leaving a towel on the hanger means «I will use it again»

Your bed linens are fresh and clean when you arrive and your room is serviced every day. For extended stays your linens will be changed every third day. However, we are delighted to meet your needs by changing linens upon your request.

Leaving the card for linen change on your bed means  
Please change my linens today.

Your room is served daily from 09:00 to 16:00.  
Thank you and enjoy your stay.

## H

### Hairdresser

Please contact front desk or Guest Relations for information or appointment with the hairdresser.

### Hair dryer

Every bathroom is equipped with a hair dryer, which is located into the wardrobe drawer.  
Should you require any assistance, please contact Housekeeping.

### Housekeeping Department

The Housekeeping Department will be happy to provide any special equipment or toiletries or accessories that you may require in your room.

## I

### Internet

Wireless Connection (Wi-Fi)

Our Hotel provides free Internet wireless connection (Wi-Fi) in all public areas.

The wireless connection in the rooms is provided for a fee and costs 1 € per day.

In case you want to log in from your room, please contact the Reception Department to obtain the corresponding code.

### Ironing Service

Please contact the Housekeeping Department to use this service. Our ironing service is available Monday to Sunday from 10:00 to 20:00.

## K

### Key Cards

In case you lose your key card, inform the front desk immediately to reprogram your lock. Please remember to hand in the key card(s) to your room at the Front Desk when you leave the Hotel to avoid surcharges.

## L

### Laundry Service

Our laundry service is open Monday to Sunday from 8:00 to 16:00. You can find special laundry bags and a pricelist in the wardrobe of your room. Inform the front desk department to pick up your laundry. If they are picked up by us until 10:00 in the morning we will deliver them by the next day. Express cleaning at 50% surcharge.

### Letters and stamps

Please contact the Front Desk or Guest Relations.

### Lost and Found

If you forget any of your personal belongings behind during your stay with us, rest assured that our Housekeeping team will keep them safe until you pick them up. Please contact the Front Desk or the Housekeeping Department.

## M

### Messages

Please contact the Front Desk for further information.

### Maintenance

For any technical problem you may encounter, please contact the front desk

### Mini Bar/Fridge

In each room there is a mini bar/ fridge which you can use by placing your own products.

## N

### Non-smoking rooms

All our rooms and indoor areas are 100% Non-Smoking. If you would like to smoke, you can do so on the balcony or terrace of your room. For further information, please call the Front Desk. Thank you for the cooperation

## P

### Parking

Car parking spaces are available in the hotel's outdoor parking area free of charge. The hotel does not bear any responsibility for any damage or loss that may occur in these areas. For further information, please contact the Front Desk.

### Petrol Station

Gas stations are located across the National Road N. Moudania - Sithonia and in all the villages.

### Pets

Pets are not permitted on the Hotel premises.

### Pharmacy

There are three pharmacy kit's in the Hotel, one in the Wellness area, another at the Front Desk and the third at the pool bar area. If you require prescription medicines, Guest Relations and the Front Desk can provide you with list of local pharmacies.

### Photocopies

Small number of documents can be photocopied at the Front Desk

### Pillows

Please contact Housekeeping if you require more pillows

### Picnic Packs

If you are planning an excursion, then we can prepare you a picnic pack at an additional cost. Please inform the Front Desk or Guest Relations the day before. Please note that you bear full responsibility for the safe storage of the products in the picnic pack.

### Pool main

All guests which are staying at the Hotel have free access to the main outdoor swimming pool that is open during the summer season (May - October). Towels are available by the pool area. The use of a swimming pool in hours when there is no Lifeguard is at the sole responsibility of each guest. Please read carefully the rules that are posted in the pool area. Please do not occupy the sun loungers by putting towels on while you are not in the pool area.

### Pool Building's B-C-D

Guests which are staying in the building's B-C-D and only in the pool view rooms have free access to this swimming pool which is open during the summer season (May - October). Towels are available by the pool area. The use of a swimming pool in hours when there is no Lifeguard is at the sole responsibility of each guest. Please read carefully the rules that are posted in the pool area. Please do not occupy the sun loungers by putting towels on while you are not in the pool area.

### Postal Service and Courier

Please contact Guest Relations or the Front Desk for further information.

### Power Failure

In case of a general power failure due to weather conditions or a



fault in the area, an emergency generator will provide power for the Hotel.

### Power Supply

The power supply comes on when you push down on the special card located within the energy box next to the door of your room. For further information or assistance, please contact the Front Desk.

## R

### Reception

The Front Desk team is available 24 hours a day, to offer you information and assistance.

### Rooms for people with disabilities

Our Hotel has specially-designed rooms for people with disabilities.

### Room service

Room service is available only for the breakfast time (07:00-11:00). Please refer to the menu provided. We will be more than happy to assist you. Please call 33

## S

### Safe Deposit Box

To protect your valuable personal belongings, all the rooms have a safe deposit box. We strongly recommend that you use yours, as the Hotel bears no responsibility for items that have not been stored in the safe deposit boxes. Safe deposit boxes are also available at the Front Desk for a fee.

### Sewing Kit & Shaving kit

Sewing and a Shaving kit can be obtained from the Housekeeping Department. For further assistance, please contact our Housekeeping Department, which will be delighted to help you

### Security

The hotel is guarded by a security company during the night hours.

### Smoking

Smoking is permitted only in the external areas of the hotel. Please note that there are designated smoking areas on the balconies of the restaurants.

### Special Events

If you wish to organize something special on the occasion of your beloved birthday parties, anniversaries, etc. Contact the front desk or the guest relation department. We will be happy to serve you.

### Sun Umbrellas and Sun beds

Sun sets (umbrella & sun beds & small table) are available in the main pool by the Pool Bar free of charge. At the pool among the building's B-C-D, there are also sun sets and its use is exclusively for the guest who are staying in the rooms with pool view.

### Shopping

You can find a wide variety of shops within walking distance of the hotel and the surrounding areas. Please contact the Public Relations and front desk for more information.

### Sightseeing

Within a short distance, in the area of Metamorfofi, is located the monastery of Agios Ioannis Prodromos. In Vatopedi village lies the monasteries Saint Arsenios.. and Evangelismos. We also propose to visit the cave of Petralona, Ancient Olynthos and the museum of

Polygiros town. Please contact the Reception Department to find out the hours you can visit.

## T

### Taxi Service

The Front Desk or Guest Relations can order a taxi for you.

### Telephone

For an external line, please dial «0» and then the number you require. To call an internal number (internal call) for example, if you want to call room B101, type the letter according to the row in the alphabet and then the rest of the room as it stands. B101 -> 2101

### Towels for the pool

Towels for the outdoor pools are available at the pool bar. You declare your room number and the number of the guests which are staying in the room and you give an amount of 10 €/per towel for guarantee which will be returned to you when you deliver back the towels.

### Travel information and bookings

In the Waiting room which located under the front desk you can find information boards for excursions, events, sights etc. For information on airlines, flights and bookings, please contact Guest Relations or the Front desk.

### Turndown morning service

A turndown service is available once a day between 09:00 and 16:00. Should you require turndown service at a specific hour, please contact the Housekeeping Department.

## V

### Vases

Vases of various sizes are available in the Housekeeping Department.

## W

### Wake-up call

If you would like to use the wake-up call service, then this can be done from the TV in your room or your telephone. Alternatively, please contact the Front Desk.

### Water

The tap water in the rooms is drinkable..

### Weather forecast

Detailed weather forecasts can be found at the Front Desk. The Front Desk and Guest Relations staff can also give you relevant information.

### Wellness Area

The Wellness area extends over an area of 100 sq. In this area you will find a gym with sports and fitness facilities, sauna and steam room. It is open Monday to Saturday from 10.00-19.00. Entry is allowed for guests over 18 years only. The use of this area for under 18 years old requires parental accompaniment.

Kindly notice though that hotel reserves the right to change the schedule of facilities' operation according to weather and occupancy conditions.

