

Samos Sun

RESORT

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Dear guests,

The management and staff of Samos Sun welcome you and wish you a pleasant stay. If you are in need of anything, please do not hesitate to contact any member of the staff or the Hotel Manager.

Enjoy your stay and we hope to welcome you again on your next trip to Samos.



RECEPTION The reception desk operates 16 hours. (07.00 – 23.00) with internal or external line 24hours. Emergency phone numbers +30 6978772870 and +30 6972576859

RESTAURANT Our restaurant is open from 07:30 till 21:30 and we serve breakfast, lunch and dinner.

Breakfast 07:30 - 10:00

In case you would like to have your breakfast earlier, you should contact the reception latest a day before

Lunch 12:30 - 14:00 **Dinner** 19:00 - 21:30

POOL BAR Our pool bar is open from 10:00 till 00:00

LUGGAGE TRANSPORTATION Please ask for assistance at the reception in case you require help with your luggage.

GYM & PLAY ROOM Our **gym** is situated under the reception area and is fully equipped with the latest fitness equipment and is open from 07:00 - 19:00. Our **play room** is open from 07:00 - 23:00 and is equipped with a billiard table and table tennis table.

ACTIVITIES - ANIMATION Our Hotel organises weekly animation programs. For any further information, contact the reception.

<u>LUGGAGE STORAGE</u> In case you need to store your luggage upon arrival or departure date, please contact the reception.

TRANSFER WITH EXTRA CHARGE If you require transfer arrangement please contact the reception staff one day prior to your departure.

Taxi: You can contact the Reception for your taxi transfer at any time.

CAR RENTAL Please contact the reception in case you are interested in renting a car, a motorcycle or bicycle, we will be happy to assist you.

INTERNET (FREE WI-FI) We provide free wireless (Wi-Fi) internet access in all the common areas of the hotel. There is also Wi-Fi internet access available in all the rooms, free of extra charge. Please contact Reception for further information. For any issue regarding your connection please contact the Reception.

FAX Faxes, photocopies and other relevant services can be arranged by our reception staff, please contact the reception for further information

<u>DOCTOR ON CALL</u> There is also a possibility to arrange for a doctor visit at your room upon request, this service is at an extra cost. Please contact the reception for further information.

<u>WAKE UP CALL-SERVICES</u> If you wish a wake-up call, please contact the Reception staff.

BABY COT Baby cot on request.



CHECK IN TIME From 13.00 check in is available.

Early check in before 13:00 depends of the availability of the rooms. Express check in through our web site.

DEPARTURE TIME On your departure day you should check out by 12:00. If you wish to keep your room longer, please inform the reception and day use can be arranged at extra charge, depending on availability. Express check out through our web site.

CUSTOMER SERVICE For any assistance about tourist information, museums, sights, attractions, activities, historic sites, archaeological sites or any other information you may need, you can contact the reception.

BEACH TOWELS Our hotel offers beach towels to our guest with an extra charge, please make sure to return them back to the hotel. In case you lose, destroy on not return the towel you will be charged the cost for the towels.

LIBRARY There is a small library opposite the reception where you can either borrow or donate books.

HOUSEKEEPING SERVICE All rooms are serviced daily from 09:00 – 15:00. If you want your room to be cleaned on a specific time of the day, please contact the reception staff.

IRON -IRONING BOARD Please contact the reception staff if you wish to have the iron and ironing board delivered to your room.



COMPLAINTS & SUGGESTIONS

Please, contact the reception staff if you have any suggestion, complaint or concern relating to the operation of the hotel.

Our hotel aims to continuously improve the services provided to its guests. Effective complaints management is fundamental to the provision of quality services and provides a platform for obtaining feedback from its guests with the purpose of resolving disputes and reforming policies and procedures.

IN ROOM AMENITIES

- Free Wireless Internet
- TV
- · Hair Dryer
- Individual Air Conditioning Unit
- · Iron upon request
- Safety Box (extra charge)
- Electric water kettle
- · Wake Up call
- Pillow Menu
- Anatomic Mattress
- Hypoallergenic Pillows
- · Thermal insulating triple glazing windows
- · Rooms with balcony with sea view
- Natural Light and Ventilation in all rooms
- Towels can be changed upon request
- Towels bed linen
- Daily Room Maid Service

<u>AIRPORT & PORTS</u> The Samos International airport "Aristarchos the Samian" is situated 1km from Samos Sun hotel. The nearest ports are in Pythagorion (1,5km) and Samos Town (11km).

ROOM UPGRADE If you wish to make a change to your reservation such as a room upgrade, we will be happy to assist. Please contact the reception for availability and upgrade costs.

MAINTENANCE In case you notice any damage in your hotel room please report it to the reception for it to be repaired. We ask for your understanding in case of delaying due to technical reasons.

LOST & FOUND For your convenience you are kindly requested to report the loss of your personal belongings to the reception, as soon as possible. In case your belongings are found they will be delivered to your room or at the address you provide us with. All items found will be stored in our housekeeping department **up to 3 months**. We also want to remind you that the hotel is not liable for any loss of personal belongings.

SMOKING We would like to inform you that smoking is **not allowed** in the rooms. Smoking is only allowed in the outside premises of the hotel.

PETS Pets are **not allowed** at the hotel, because there isn't any suitable place for their stay.

CREDIT CARDS If you wish to pay your hotel bill using your credit card, please be informed that the hotel accepts **Visa** and **MasterCard**.

DRINKING WATER We would like to inform you that tap water in Samos is not drinkable, please **use bottled mineral water**.

ELECTRICAL POWER The electric power in the hotel is **220V, 50Hz** with **European style plugs.**

SECURITY For your own safety we would like to suggest that you lock your room door on your way out. Refrain from leaving your key on the outside of your door for safety reasons.

DISTANCES FROM THE HOTEL TO VARIOUS SAMOS' DESTINATIONS

Town	km	Time by car
Pythagorio	1,5 klm	2 min
Samos	12 klm	15 min
Kokkari	22 klm	25 min
Karlovasi	45 klm	55 min

DISTANCES FROM THE HOTEL TO VARIOUS USEFUL SPOTS

Clinic 1,5 klm Hospital 13 klm

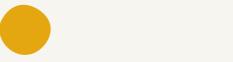
Bus station 200m Post office 1,5 klm

Bank 1,5 klm

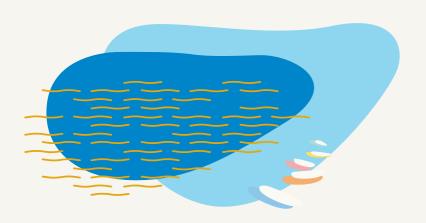
Pharmacy 1,5 klm

WE THINK GREEN

We at Samos Sun Hotel are environmentally conscious, so we are asking you to help us to save water, rubbish and energy. Please **don't waste water**. **Recycle**. **Switch off the air condition** when you are not in the room.









YOUR SUMMER IN SAMOS SUN



Enjoy your vacation in one of the best islands of Greece!

Either if you are a friend of nature or a friend of history, you are in the right place! We have chosen for you, a selection of several places located around the island that will make your experience in Samos unforgettable! Discover the beauty of this magnificent island!

Scan this QR-code with the Samos Sun location, find our suggested locations on the map, plan your next excursion and discover the beauties of this magnificent island!

YOUR EXPERIENCE IN SAMOS STARTS HERE







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