



Hotel Services Guide

Dear Guests,

The management and staff of **LIVADHIOTIS CITY HOTEL** welcome you and wish you a pleasant stay. Our staff is here to fulfil your needs. Do not hesitate to contact reception for any assistance you may require. We wish you an enjoyable stay and look forward to hosting you again on your next trip.

A handwritten signature in blue ink, appearing to read 'Pantelis Livadhiotis', is positioned above the name of the management team.

Pantelis Livadhiotis
Management Team

Hotel Facilities & Guest Services

PARKING

- Free parking is available in front of the hotel, as well as in a nearby parking area for an additional fee, paid directly at the parking facility.

INTERNET (FREE WI-FI)

- Free Wi-Fi is available throughout all public areas of the hotel and in the rooms. Please contact Reception for more information. If you experience connectivity issues, reach out to Reception.

RECEPTION HOURS

- Reception is open 24 hours a day.

CHECK-IN TIME

- The official check-in time is from 3:00 PM onwards. Early check-in may be arranged if a room is available.

CHECK-OUT TIME

- On the day of your departure, the room must be vacated by 11:00 AM. If you wish to keep the room beyond this time, please check with Reception for availability and charges.

BREAKFAST

- Breakfast is served daily from 7:00 AM to 10:00 AM. Breakfast can also be delivered to your room for an additional charge. Please contact Reception to arrange this.
- If you require breakfast earlier than the serving hours, kindly inform Reception in advance. We can also provide packed breakfast upon request for you to take with you.

ROOM SERVICE

- Enjoy your favourite coffee, drink, cocktail, or any other selection from our Cafe/Bar in the comfort of your room for an additional fee. **Call 410** to speak directly with our Cafe/Bar, or **Call 0** for Reception. Room service is available from 8:00 AM to 11:00 PM.

HOUSEKEEPING SERVICE

- Rooms are cleaned daily from 8:00 AM to 1:00 PM. If you do not wish for your room to be cleaned, please place the appropriate sign on your door.

LINEN AND TOWEL CHANGES

- Bed linen is changed every 3 days, and towels are changed every 2 days. For additional changes, please contact Reception.

LAUNDRY / DRY CLEANING SERVICE

- The hotel offers laundry and ironing services as well as dry cleaning service upon request, with an additional charge.

GUEST INFORMATION / CUSTOMER SERVICE

- For any information regarding museums, attractions, activities, historical sites, or anything else, feel free to contact Reception.

LUGGAGE STORAGE & TRANSPORTATION

- If you need to store your luggage outside your room on the day of arrival or departure, a secure luggage storage area is available on the ground floor. Please contact Reception for details.
- Assistance with transporting your luggage to and from your room is available upon request. Please inform Reception for assistance.

CENTRAL SAFE

- The hotel provides a central safe for storing personal belongings in addition to the room safes. Please contact Reception for more information.

SHARED COMPUTERS (OPEN BUSINESS CENTER)

- Shared computers for internet browsing are available in the mezzanine area. Printing, fax, photocopying, and other similar services can also be provided. Please contact Reception for assistance.

BUSINESS CENTER

- If you require a more private workspace than the shared computers, the Business Center is available for your use, subject to availability. Services such as printing, faxing, and photocopying can also be offered. Please contact Reception for assistance.

AIRPORT/PORT TRANSFERS

- If you wish to arrange transportation to or from the airport or port, please inform Reception at least one day in advance.

DAILY NEWSPAPERS

- Daily newspaper can be provided upon request. Please contact Reception to arrange this.

CAR RENTAL

- Reception can assist with reservations for car, motorcycle, or bicycle rentals to meet your needs.

DOCTOR/FIRST AID

- A doctor can be arranged for a visit, with the visit cost borne by the guest. Please contact Reception for details.
- In case of an emergency, inform Reception so we can call an ambulance to take you to the hospital.

WAKE-UP CALL SERVICES

- If you need a wake-up call at a specific time, please contact Reception to arrange this.

COMPLAINTS & SUGGESTIONS

- If you have any suggestions, complaints, or concerns regarding the hotel's services, please inform the reception staff. Our goal is the continuous improvement of the services we provide. Effective handling of complaints is essential for identifying areas for improvement in policies and procedures.
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USEFUL INFORMATION

ROOM UPGRADES

- If you wish to upgrade your room type, please contact Reception for availability and additional charges.

MAINTENANCE ISSUES

- If you notice any issues with the room equipment, please report them to Reception for immediate resolution. We appreciate your understanding in case of delays due to technical reasons.

LOST ITEMS

- For your convenience, report any lost items to Reception as soon as possible. If found, they will be returned to your room or to the address you provide.

SMOKING

- Smoking is **STRICLTY** prohibited inside the hotel communal areas and hotel rooms but is allowed only in the hotel's outdoor areas.

PETS

- Although we love pets, they are not allowed in the hotel.

CREDIT CARDS

- The hotel accepts credit cards.
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Our hotel, mindful of environmental issues, encourages you to contribute to saving water, reducing waste, and conserving energy. Please avoid unnecessary water usage, recycle where possible, and turn off air conditioning when leaving your room.

The hotel management reserves the right to modify any information contained in this guide at any time.

The staff & Management wish you a pleasant stay with us!