



iliana-hotel

Crete - Panormo

Service Directory

www.iliana-hotel.gr

Welcome!

It is a great pleasure to welcome you to Iliana Hotel in Panormo. The management team and the staff are at your service, determined to make your stay as pleasant and comfortable as possible.

The hotel directory was made to ensure that you will obtain all the necessary information regarding the facilities and services offered. We remain at your disposal, if you have any further inquiries.

For your safety

Emergency exit sign & Fire emergency

Please read carefully the instructions for the Emergency Procedures displayed on the back of your room door. In case of a fire emergency, please use the stairs and follow the signs to the designated emergency exits.

Fire extinguishers can be found in the corridors of every floor. There are fire detectors in all public areas of the hotel. In case of fire emergency, please contact the Front Desk and leave the building using the designated exits.

Safety

Safeguard your key as you would your residence key. Do not leave the key in the room. When leaving your room, make sure the door and windows are safely closed.

Your room key is equipped with a card, which turns on the electricity in your room when inserted in the suitable position next to the entrance door.

If your room key is lost or stolen, please report it to the

Front Desk immediately. When checking out, please do not forget to deposit your room key with the desk clerk.

Valuables

For valuable objects and money, please use the safety box that is available in your room. For any questions, please contact the Front Desk.

General Information

Air conditioning/ Heating

Individually controlled air conditioning/ heating system. Please keep all windows and doors closed when the air-conditioning is on.

Airlines info

For booking tickets or flight information, please contact the Reception.

Animals

Animals are not permitted in the hotel.

Bank service

There are 2 ATMs within walking distance of the hotel. The nearest bank branches can be found in the village of Perama, 10 minutes by car from the Hotel. There you can find Alpha Bank and Piraeus Bank. Banks are open Monday to Thursday 08:00-14:30 and Fridays 08:00-14:00.

Breakfast

Breakfast buffet is available 07:45-11:00 in the breakfast room. In case you need a packaged breakfast, please contact the Reception by 14:00 the previous day.

Bus services

The nearest bus stop is 300 meters from the Hotel. Please buy your ticket before boarding the bus from any of the mini markets in the village. For information on the available routes, please contact the Reception.

Business Services

Photocopying and fax services, as well as a computer for the use of our guests are available at our business center in the reception area. Wireless Internet connection is available throughout the hotel and in the rooms.

Car rental

Car rental can be arranged through the Reception.

Check-in time

On arrival day rooms are available after 14:00.

Check-out time

On departure day the keys must be returned to our Front Desk by 11:00.

Late check-out is subject to availability. Please inform the reception clerk, the day before, in case you wish to extend your stay.

Children's high chairs

Children's high chairs are available. If you require one, please contact a member of the staff.

Children's bed

Children's beds (baby cots) are available. If you require one, please contact a member of the staff.

Complaints/ Proposals

If you have a concern, a complaint or a proposal, please contact the Front Desk clerk.

Credit Cards

All major credit cards are accepted (American Express, Diners Club, Mastercard, Visa). For more information, please contact the Front Desk.

Doctor/Dentist

Please contact the Front Desk for assistance.

Dry Cleaning/ Laundry Service

Please contact the Front Desk, if you need these services.

Excursions

For details on available excursions, please contact the Front Desk.

First aid

First aid kits are available at the Front Desk.

Iron and Ironing Board

Available on request for our guests to use. Please contact the Reception clerk.

Hairdryer

A hair dryer is available to use in every room.

Keys

For safety reasons, please do not leave your room key on the room door.

Lost and Found

For lost and found property, please contact the Front Desk.

Mail Services

For letters and postcards, you can use the mailbox that is located in the centre of the village, 2 minute walking distance from the Hotel. If you wish to use courier services, please contact the Front Desk.

Parking

There is a private parking area for our guests' cars right next to the Hotel.

Reception Desk opening hours

The reception Desk is open Mondays to Saturdays 07:30-18:00 and Sundays) 07:30- 15:30.

Refrigerator

A refrigerator is available in every room.

Reservations

Please contact the Reception Desk, if you need any assistance with future reservations.

Taxi

This can be arranged through the Reception Desk. If you are outside the Hotel, you need to wave to the driver for them to stop.

Telephone/ Fax

Please check the telephone information in your room. Fax

services are available at the Business Centre, in the reception area.

Television

Every room is equipped with a satellite TV. For assistance, please contact the Front Desk.

Wake-up service

You can program a wake-up service through the television or telephone device in your room.

Water

Tap water is drinkable.

