



Dear guest,

Welcome to Amazing Island of Crete and especially to Atrium Ambiance Hotel in Rethymno. We are delighted that you have chosen Atrium Ambiance Hotel as your base while visiting our beautiful island. We wish you a pleasant and comfortable stay.

In this Directory of Services you will find useful information regarding our facilities and services. For any additional information you may require, please feel free to contact our Reception/Guest Relations desk for assistance.

The management

Location Atrium Ambiance Hotel is a hotel in the heart of the tourist area of Rethymno city. The distance to the town centre of Rethymno is only 2km.

Accommodation 130 rooms including

Suites with private outdoor jacuzzi,

Deluxe Rooms,

Superior Rooms,

Standard Rooms,

all with a private balcony or terrace with pool or mountain view, ensuite bathroom with shower and WC, air-conditioning/heating, satellite TV, radio, Fridge(mini-bar), hair dryer, safety deposit box (extra charge), tea & coffee making facilities, 13hr room service, bathrobes & slippers, and wi-fi (free of charge).

Facilities Oinos Main Restaurant
Lounge and Terrace
Aqua Pool Bar
Green & Grill outdoor Restaurant
Ginger Cocktail Bar
Outdoor free-form 180m² swimming pool with Jacuzzi
Health Club with Gym
Car/motorcycle hire
Porter service
Wi-fi in all public areas (free)
Conference room for up to 50 delegates theatre style full audiovisual and secretarial support upon request

Address Atrium Ambiance Hotel
P.O. Box 74100, Rethymno, Crete, Greece
Tel: +30 2831057601 Fax: +30 2831057607
Email: info@atriumhotel.com.gr
www.atriumhotel.com.gr

**Air-conditioning/
Heating**

All rooms are fully air-conditioned. The air-conditioning is switched on with the room key and automatically switches off when the balcony doors are open.

Airline Reservations

Our reception / concierge staff would be happy to assist you with reservations or reconfirmations as well as timetable inquiries.

Airports

Heraklion International Airport: 82 km from the hotel (60 minutes by car).
Chania International Airport: 55 km from the hotel (40 minutes by car)

Accidents

Guests are required to report any accidents they witness or are involved in directly in and around the hotel. This is necessary to help us implement our strict health and safety requirements. Guests are also expected to cooperate with our staff to complete the Accident Report and support the hotel's investigations into the cause of the accident. Guests who fail to report an accident or complete the required forms may lose their right to advance any claims in the event that an accident was caused by any fault on the part of the hotel and/or employees.

Anniversaries

For anniversary celebrations or special events please contact the reception. We would be happy to advise you on flower arrangements, cakes, parties etc.

Animation

For the animation program see the announcements at lobby area

Banks

Banks are open Monday-Friday from 08:00-14:30 hrs, excluding public holidays.

**Banquets, Meetings
And Parties**

Our Food & Beverage Manager would be delighted to discuss and arrange the details of any celebration, such as wedding receptions, family anniversaries, meetings or banquets. Function halls are available to our hotel guests at preferential rates.

Bars

Aqua Pool bar serves aperitifs, refreshments, cocktails, cold and hot beverages,
09:30- 17:00 hrs

Ginger Cocktail bar serves aperitifs, refreshments, cocktails, cold and hot beverages,
17:00-01:00 hrs

Bathroom Towels

Towels are changed every day as long as they are placed on the bathroom floor.

Beach Flags	<p>White Flag: Calm sea. Safe swimming conditions.</p> <p>Yellow Flag: Slightly rough sea. Swimming is permitted, however, great caution is advised.</p> <p>Red Flag: Rough Sea. Swimming is strictly forbidden.</p>
Beach Towels	Please do not take the white towels from your bathroom to the pool or beach. Ask for beach towels at our Reception.
Billing	Accounts information can be requested from the reception at any time.
Breakfast	A rich buffet breakfast is served in Oinos Restaurant from 07:00 to 10:30 hrs. Breakfast can be served in the room as well.
Bus Service	There is a bus stop 50m away from the hotel. This bus will take you to the centre of Rethymno and back.
Bus Stop – Parking	In front of the hotel
Business Centre	Our hotel's Business Centre is located next to the Lobby. Please contact the Reception for access. Public PC available for print, fax, photocopy & scan.
Billiard Backgammon	Ask reception/Aqua pool bar
Baby cot	On request free of charge
Chess-cards	Ask at Aqua pool bar
Car Rental	Hire cars can be arranged by the reception.
Cashier	For details regarding your account, please contact the reception.
Check-in Time	The check-in time is 14:00 noon.
Check-out Time	The check-out time is 12:00 noon. Late check-out is possible only by prior arrangement with the front desk. It is subject to hotel occupancy and at an extra charge.
Charge Adaptors	Adaptors are available at Reception against a deposit. But can also be purchased from any shop.
Church Services	For service hours please contact the reception.
Comments	Your comments are very important to us. Please take a few moments of your time to complete the guest questionnaire and hand it in at the reception. If any of your comments require immediate action, please don't hesitate to contact a member of our reception team or our Duty Manager directly.
Concierge	Please contact the Insider Concierge for mail, messages, airline tickets, car arrangements and any other services you may require.

Conference

Our conference room can accommodate up to 50 delegates theatre style. Full audiovisual and secretarial support can be provided upon request.

Credit Cards

All major credit cards are accepted.

Currency Exchange

Foreign currency can be exchanged at the nearest Bank Next to the hotel.

Dress Code

Please note that swimwear is acceptable only in the pool and beach area. Appropriate attire is expected in all other areas of the hotel. At dinner, gentlemen are expected to wear long trousers and sleeved T-shirts or shirts (no shorts and sleeveless T-shirts). Thank you for your understanding.

Dry Cleaning

See "Laundry & Dry Cleaning".

Early Breakfast

Please submit your request to the reception before 20:00 hrs on the previous evening.

Electricity Voltage

The hotel's electricity supply is 220-240V.

Excursions and Mini Cruises

For further information and bookings please contact the reception.

Flowers

Local florists undertake delivery island wide and abroad. For assistance with your order, please contact the reception.

Fridge/Mini Bar

The fridge in your room is empty when you check in but it can be stocked with a variety of products that may only be removed for consumption. All items consumed will be charged to your room account. Please inform the reception for this service.

Guest Relations

The reception staff would be delighted to provide information about our hotel facilities, as well as shopping, excursions and other activities.

Hair Dryers

All guest rooms are equipped with an electric hair dryer.

Housekeeping

For any additional room items such as blankets, extra pillows, towels or hangers, please contact our housekeeping department or the reception.

Hygiene

Meals should be consumed in the designated restaurant areas and not around the lobby or swimming pool areas.

Appropriate and dry clothing is required in the indoor dining areas.

Avoid taking food and beverages to your rooms.

Please do not use room towels on the beach or in the pool area special beach towels for outdoor use are provided by the Reception.

Illness

For your own health, safety and comfort, please make sure that the hotel is aware of any viral or bacterial illness you may be suffering from, which is causing symptoms such as vomiting, diarrhea, nausea, abdominal cramps and headache.

If you have any of these symptoms, you are expected to report them to enable the hotel to conduct a full investigation. Even if you are self-medicating, make sure you report any gastrointestinal illness to the hotel manager or reception. In such circumstances you will be asked to complete an illness report and provide food histories.

Internet & Wi-Fi

Internet access is available in all rooms free of charge. Free wi-fi is provided in all public areas.

Internet Corner

Public PC available for print, fax, photocopy & scan

Laundry and Dry Cleaning

A plastic laundry bag and price list are available in your room. Laundry service is not provided on weekends and public holidays.

Lost and Found

Contact our housekeeping department or the reception for lost items. Every effort will be made to recover them.

Luggage Service

Luggage delivery to and from the room

Luggage Room

If you wish to store your luggage, please contact the concierge or the reception.

Luggage Scale service

At the lobby of the hotel you can weight your luggage before leaving to the airport in order to avoid extra charges.

Library

At Lobby Area

Mail and Messages

Incoming mail and messages are sent to the addressed guest's room.

Massage chair

Massage chairs to relax are placed in hotel area.

Maintenance/ Faults

If anything in your room is not in good working condition, please report it to the reception.

Meetings

See "Conference Facilities".

Music

Please check the weekly animation program for live music entertainment.

Noise in Corridors.

Please refrain from making noise in the hotel corridors.

Pets

Pets are not allowed in the hotel.

Pharmacy

The nearest pharmacy is located approximately 100m from the hotel. For opening hours contact the reception.

**Photocopies
Fax/ Printing**

Photocopies /fax /printing can be arranged through the reception at a small charge.

Pillow choice

Ask reception

Reception

24hrs reception service

Safety

Do not carry any glassware or chinaware around the swimming pool and garden areas.
Alcoholic drinks may only be consumed by guests over 18 years old.
Pay attention to warning signs when floors are wet.
Please dry yourself before entering indoor areas.
Dry yourselves when coming out of the pool.
Use handrails wherever possible.
Inform the reception in case of emergency.
If you notice any abandoned items (bags etc), please inform the reception immediately.
Guests with heart problems, high blood pressure or who are pregnant should avoid using the Jacuzzi or gym. Children under 16 years old should also avoid using these without the supervision of an adult.
Wear the correct footwear before entering the gym.
Dry yourself off before entering the gym.
Identify and locate the closest fire exit and extinguishers, as well as the meeting point outside the hotel.
Let the reception know if you are accompanied by a disabled person.
Always keep your door locked and windows shut at night, especially when you are not in the room.
Swimming at night is strictly prohibited.

**Safety Deposit
Boxes**

All rooms are fitted with a safety deposit box that is at your disposal at a small daily charge. If you wish to use it, please contact the reception.
The hotel may not be held responsible for any lost or damage or theft of valuables left in the room.

**Secretarial
Services**

Please contact our reception for assistance.

Smoking

Smoking is only permitted outdoors. This also applies to the guest rooms.

**Sunbeds /
Umbrellas**

These are available free of charge for our hotel guests at pool area.

Swimming Pools

For safety reasons, swimming at night and diving are not permitted.

Table tennis

Outside of Aqua snack bar free of charge.

Taxi

To book a taxi, please contact the reception.

**Transfer
From / to Airport**

Contact Reception

Telephone For internal and external calls from your room telephone, dial:

Operator **100**
Reception **9**
Room Service **108**
Room to room room number
For an external line **0**

For international calls dial 0 + 00 + country code + city code (without the 0) + number.

Commonly used country codes:

Australia	61	Ireland	353	Spain	34
Austria	43	Israel	972	Sweden	46
Belgium	32	Italy	39	Switzerland	41
Bulgaria	359	Japan	81	Syria	963
Canada	1	Kuwait	965	UK	44
Denmark	45	Lebanon	961	USA	1
Egypt	20	Malta	356	Ukraine	380
Finland	358	Netherlands	31	UAE	971
France	33	Norway	47		
Germany	49	Poland	47		
Greece	30	Russia	7		
Hungary	36	S.Africa	27		

Television All rooms are equipped with satellite TV.
Please refer to the TV channel guide at the end of this directory.

Tennis For court reservation and equipment please contact the Reception.

Turndown Service Change of linen, bed covers, emptying trash cans late in the afternoon

Wake-up Calls If you require a wake-up call, please contact the reception.

Water Tap water is not suitable for drinking.

Weddings Our attractive wedding packages include the support of a wedding coordinator who will also handle all related services, i.e. flowers, music, photographer, transportation etc.

Restaurant /bars

Oinos Restaurant

With its show cooking and imaginative buffets, Oinos is the main Restaurant of the hotel, serving breakfast and dinner daily.

Oinos Restaurant offers a rich buffet for breakfast and dinner including traditional Cretan specialties.

Breakfast: 07:00-10:30 hrs

(Buffet style)

Dinner: 18:00-21:30 hrs

(Buffet style)

Dress code for Dinner: Long trousers for gentlemen.

Green & Grill ala carte Restaurant

Ala carte restaurant Green & Grill is situated at the swimming pool area and it is open for lunch daily from 12:00 -16:00 hrs.

Aqua pool bar daily from 09:30 – 17:00 hrs

Great service quality combined with good product quality and friendly atmosphere.

Ginger cocktail bar daily from 17:00 – 01:00 hrs

Cocktails are served at Ginger Cocktail bar, which combines excellent service with view to the swimming pool.

Doctor and Dentist

If you need medical attention of any kind, please advise the reception.

Earthquakes

Greece and the broader Eastern Mediterranean area are affected occasionally by earthquakes. In case of such tremors please follow the instructions below:

During an earthquake, make sure to remain calm. If you are indoors, seek protection under a desk, or even better, stand underneath a doorway. Do not stand near windows or objects that are likely to fall. Above all, do not use the lifts. If you are outdoors, move away from high buildings, walls and other large structures. After the earthquake, try to leave the building, without using the lift. Do not go near electric cables or switches and do not light matches or cigarettes. If you are in any doubt, call for help and avoid going close to the beach.

Emergency Exits

Emergency exits are marked on the plan that is posted on the back of your room door. Please make sure you identify and locate the closest one. In case of an emergency do not panic. Contact the reception at '9'.

Fire

Please identify and locate the nearest fire exits and extinguishers to your room. If you have a hearing problem, make sure to inform the reception upon arrival, so that you will be warned in person in case of an emergency. Should you discover a fire, do not panic. Dial '0' from your telephone to report it. Leave the room, close the door behind you and use the nearest emergency exit. Do not use the lift. The meeting point for all guests is outside the hotel.

If you hear the fire alarm while you are in your room, check the room door to see if it is hot. If you feel any heat from outside, do not open the door, as there are probably flames in the corridor.

If the door is not hot, open it slowly to assess the smoke conditions in the hallway. If there is heavy smoke, shut the door quickly and stay in your room. If the corridor is clear, leave your room, and go to the nearest fire exit.

If fire or smoke is blocking the exit, return to your room, as it is the safest place. Call the operator and give your location. Turn off the air-conditioning to prevent smoke from being drawn into the room.

Fill the bathtub with water and put mattresses against the door. Use wet towels, sheets and other material to stuff all door cracks and prevent smoke from entering the room. To keep these materials wet, use the waste basket to pour water on them from the bathtub.

If the room fills with smoke, open the windows to ventilate the room. Smoke from outside is usually less dangerous. Air and visibility are always best near the floor. Stay calm and remember that help is on the way.

Thank you