

Dear Guest,

We would like to welcome you to LIME HOTEL. We are delighted that you are staying with us and we hope that you will take advantage of all the facilities and services offered at this resort.

This directory presents information about the wide range of facilities, services and amenities we offer to our guests. If you have any comments, questions or suggestions about our services, please feel free to let us know and in return, we will do our best to satisfy your every need.

We wish you a pleasant stay.

With kindest regards,

Mika Spanou and dedicated team

Your "A-Z" list of services at

### **Airport Transfer**

Transfer details and departure times will be posted on the reception notice board from one day prior to travel. The airport is about 17 km from here.

### **Automatic Cash withdrawal machine**

The nearest ATM machine is on the main road

### **Baby Cot**

Available for your perusal if not arranged beforehand, free of charge.

### **Banks**

Please contact reception for general information, directions and opening hours of local banks on the island.

### **Bar & Lounge**

The LOBBY BAR is a spacious bar with indoor and outdoor seating with a TV viewing area. Enjoy a wide variety of cool refreshments by the pool during the day or cocktails under the stars. It offers various cocktails and drinks. Opening hours: 07:00 – 02:00

### **Birthday Cakes**

The hotel offers birthday and special occasion cakes upon request. Place your order through the front desk, giving us 24 hours to fulfill your request.

### **Bus Service**

A public bus stop is on the main road near the hotel. Check with reception for bus schedules and times for the city of Rhodes and Lindos.

### **Car rental**

Chauffeured or self-drive cars can be arranged through reception.

### **Check-In/Out**

Official check-in time is 15:00pm while check-out time is 10:00am. Please call the front office should you require an extension, late check out is subject to room availability and a surcharge may apply.

### **Courier Service**

Please contact the front office preferably one day in advance.

### **Concierge service**

Our team is ready anytime during the day to provide all the appropriate information about excursions, tavernas and other activities and book taxis and all means of transportation for you.

### **Climate Control**

Our hotel provides heating and cooling options in your room. To adjust the temperature in the room, simply use the selector switch. The outside doors must be closed to work the air conditioning.

### **Credit Card**

All major credit cards are accepted as payment at reception.

### **Currency Exchange**

Foreign currency (notes only) can be exchanged at reception for a nominal fee, 24 hours a day.

### **Doctor**

For medical assistance, call 900 (Reception). Doctors can be invited to visit the hotel.

The general hospital is about 11 km from here.

### **Do Not Disturb**

If you want to be undisturbed, place this sign outside your room on your doorknob.

### **Electrical Adaptions**

All electrical outlets in the hotel are 220 Volt. In the interests of safety, the use of private heating or cooking appliances is not permitted in rooms in accordance with local regulations. If you need an adapter, they are sold at reception

### **Embassies / Consulates**

Please contact reception

### **Food Allergies & Dietary Requirements**

Our chefs are available at any time to meet your dietary needs and consider any food allergies. Please inform us for any special needs or requests so we can accommodate you in a timely manner

### **Front Office**

Should you need assistance with a hotel-related issue, a professional task or even our concierge services please dial 900 at any time 24/7

### **Laundry & Dry cleaning**

External laundry service. Please fill in the laundry form that can be found in the closet and place the clothes in the laundry bag. Inform the front office before 10:00am and it will be returned to you by noon the same day

### **Lost & Found**

Lost and found items will be kept by the hotel for a period of three months. Perishable items will be retained for one day only. The hotel reserves the absolute right to dispose of the item if it is not claimed within this period.

### **Luggage Service/storage**

Please contact the front office at any time in case you need any assistance with your luggage. A luggage room is available free of charge.

### **Pool Towels**

Pool towels are colored and are available at reception for an extra charge.

### **Restaurant**

The hotel has 1 Restaurant

Breakfast: 07:30 – 10:00

Snacks: 10:00 – 17:00

Dinner: 17:00 – 22:00

### **Satellite TV**

A wide selection of worldwide TV channels are provided in smart TVs in every room.

### **Safe Deposit Box**

For your convenience, a Safe Deposit Box is available inside the closet in the room free of charge. Instructions on how to use it can be found above. There is also a central safety box for your perusal, please ask at reception.

### **Safety, Security and Emergency Procedures**

Security cameras are installed in public areas of the property for your own safety. Please call the front office for all questions concerning this subject.

- In case you discover a fire, break the glass of the nearest alarm point.
  - Call reception and give full details and the location of the smoke or fire.
  - When you hear the alarm ringing continuously, evacuate the area and assemble outside the hotel in the car park.
  - Close doors, windows and switch off the air conditioning if possible before leaving.
- Important notes to remember
- ALWAYS familiarize yourself with the nearest emergency exit indicated on the evacuation instructions
  - ALWAYS leave via the designated stairs and emergency exit.
  - DO NOT use the elevators
  - DO NOT stop collecting personal belongings.
  - DO NOT re-enter the building unless authorized to do so by the hotel personnel.
  - Ensure that electrical appliances are turned off after use
  - Exercise caution when using matches or lighters.

### **Smoking**

For the safety and comfort of all our guests, SMOKING is not permitted in the rooms. Smoking is allowed only on the patios/balconies and in open-air areas.

### **Swimming Pool**

The swimming pool is open from 09:00a.m. to 18:00p.m. daily. Please take shower before entering the pool.

### **Taxi Service**

Please contact the front office at least 15 minutes beforehand.

### **Tours & Sightseeing**

For tour information and arrangements, please contact the front desk 24/7.

### **Visitors**

According to local laws, visitors staying or visiting a guest room must register at the front desk. In the interest of hotel security, all visitors are requested to leave the guest room by 11:00 p.m.

### **Wake-up Call Service**

Please call the front desk to arrange your wake-up call.

### **Wi-Fi**

Wi-Fi internet access is available and complimentary throughout the property. See separate notes about access and password.