



HOTEL SERVICE GUIDE

Dear visitor,

We are pleased to welcome you to URANIA Hotel. For the best service during your stay, consult the hotel's service guide. In there you will receive all necessary information regarding the facilities and services of URANIA Hotel.

For additional clarifications please contact the URANIA Hotel. Our Team will make sure to provide you with the best experience of a pleasant and comfortable stay.

The Hotel Management and the Team of 3Hill Boutique Hotel wish you a pleasant and memorable stay !!!

For more information call us today at +30 26650 91411 • +30 694 80 83 999

HOTEL PLAN

Interior: Reception, Cafe – Bar

Outdoor: Pool, Cafe – Bar, Luxury Rooms

RECEPTION – CONCIERGE

Our Front Desk operates 24 hours. Furthermore, alarm service is provided, if needed.

To make a Room-to-Room call, enter the Suite number you wish to contact and then press the check (OK) key.

To call Reception from your Suite enter 80 and then press the check (OK) key.

There is a small library as well as board games available at the

Reception. Ask the Reception for assistance.

ARRIVAL

Check in time is at 14:00. In some cases Check-in can be accomplished earlier. Prior communication with the Reception is required. Express check out available. Kindly contact the Reception for more information.

VALE PARKING

Ask the Reception to send help to assist you with parking your car.

LUXURY ROOMS

Rooms with double bed, bathroom with shower and cabin, furnished terrace offering view to nature. The Suites can accommodate up to 2 persons in total. Baby cot available on request, free of charge.

Autonomous air conditioning	Hairdryer
40-inch LCD Smart TV	Safe
Small Smeg fridge	Bathroom items
Free access to wireless network	Room service
Phone	Kettle & ingredients to make coffee and tea
Tablet available upon request	

BREAKFAST

Breakfast is served at Chris Thal Restaurant between 08:00 a.m. – 11:30 a.m.

In-room breakfast service is available. Contact the Reception for your service.

Early breakfast, late breakfast and take away breakfast services are available upon request. Kindly notify at least one day prior.

CAFE BAR

Coffee, beverages and drinks can be offered at our Cafe- Bar throughout the day. There is a Pricelist in your Room. Special drinks are available upon request. Kindly inform the Reception.

It is forbidden to consume drinks, beverages and food from other shops in public areas for tax purposes.

ROOM SERVICE

Room service is available 24 hours.

CLEANING ROOM SERVICE

Daily room service from 08:30 until 15:30. Towels are changed daily and bed linen every 2 days. If you are in need of extra towels, pillow or a blanket, please contact the Reception. For additional cleaning services, please contact the Reception.

TURN DOWN SUITE SERVICE

Takes place every afternoon between 18:00 – 19:30.

HOTEL TOWELS

Guests are kindly requested not to use the white bath towels outside their Room. We inform you that in case of loss you will have to pay the relevant fee.

SELECTION OF PILLOWS

There is a choice of 2 types of pillows.

SMOKING

Smoking is only allowed at the outdoor areas of the hotel.

NON- SMOKING ROOMS

All Rooms are non- smoking. Therefore, we draw your attention not to smoke in the Room.

AIR CONDITIONING & HEATING

All rooms are equipped with Air conditioning. Use the remote control to adjust the temperature to your liking. If you need help or have any questions about the air conditioning and heating systems, please contact the Reception for assistance.

DAMAGES

In case you find a fault in the equipment of your Room, kindly report it to the Reception for its immediate restoration.

ROOM DAMAGE / DAMAGE

In case of damage to a Room or Property due to deceit or negligence, the hotel reserves the right to charge the amount of damage suffered. In cases a customer has not paid by credit card, but in cash or otherwise, the hotel will demand immediate payment of the amount of damage suffered by the customer.

DO NOT DISTURB

If you do not want to receive telephone calls or room service, please inform the Reception. NOTE: Internal room calls cannot be avoided!

FRIENDLY REMINDER: When you leave the Room please turn off the lights and air conditioning. Help the environment by saving energy, think Green. You can leave your key at the Reception.

SAFE BOXES – VALUABLES

It is strongly recommended that items of value be placed in the safe inside your closet. The hotel does not bear any responsibility for the loss of your valuables.

FIRE ALARM

If you hear the fire alarm, please leave your Room immediately via the nearest available exit. Please assemble at the open field next to the gate and wait for instructions from a member of our staff.

INTERNET

Each Room has wireless internet access. If you have problems with your connection, please contact the Reception.

CREDIT CARDS

We accept MasterCard and VISA credit cards. If you have questions about payment methods, please contact the Reception.

CHARGING DETAILS

Prices are in EURO and include breakfast and all taxes. They do not include the daily residence tax per night. This must be settled during your check out by departure.

COMPLETION OF ACCOMMODATION

Departing your Room is obligatory until 12:00 p.m. Free luggage storage is available at the Reception if you wish to spend more time on site before leaving.

A later check out is possible with an additional cost. If you wish to extend your stay, please contact the Reception in time.

TECHNICAL SUPPORT

If you are having problems with your computer or internet connection kindly contact the Reception to provide you with assistance.

PC CENTER

There is the possibility for our customers to print documents, make photocopies, send or receive faxes and scan documents for a fee. You can be assisted at the Front desk. Daily newspapers and magazines can be provided on request.

LOST ITEMS

Please contact the Reception.

LUGGAGE

For the storage of your luggage please contact the Reception.

PETS

We love pets and welcome them in the surroundings of our hotel and restaurant. In our Rooms they cannot be accommodated, as there is currently no special space available for our beloved friends.

FIRST AID

The First Aid kit can be found at the Reception.

PARKING LOT

The hotel has free outdoor parking for all guests. Also, for your safety, we recommend that you give the registration number of the car to the Reception upon arrival. Buses can park in the designed parking spot free of charge.

CAR ACCIDENTS

Please do not forget that a car accident can happen to anyone. If you rent a car or motorbike, we recommend that you drive safely and definitely not after consuming alcohol. Follow the Traffic Code and always use a helmet when riding a motorcycle.

EARTHQUAKE

Earthquakes in Greece are a common phenomenon. Therefore, in such a case, if you are in your room, do not panic. Exit your room without panic and stay outdoors in open places without canopies, until the earthquake stops.