

DIRECTORY OF SERVICES



At a glance:

Reception/Guest Services: ☎ 1

Room Service: ☎ 7132

Breakfast: 7.15 to 10.30 at HORIZON Mediterranean Restaurant

Or 8.00 to 10.30 at MARINA Food Court (Greek breakfast, reservation required)

Or Room Service Breakfast ☎ 7131

Shuttle Bus: Departs 9.30 from hotel & 13.30 from Corfu daily (pls pre-book)

SPA Royale: Information 10.00-21.00 daily ☎ 7113

Handy Smartphone: Free calls, data and useful info all over the island

Entertainment & Activities: Daily Program attached below

Dear Guest,

We are delighted to welcome you at Kontokali Bay Resort & Spa. This directory of services gives you a thorough insight about all our facilities and services available. If you have an additional request or question please contact one of our team members.

We wish you a pleasant stay with us and enjoy your holiday in Corfu!

Kalimera! How about a little Greek?

- Hello: Yassoo (familiar) or yassas (formal)
- How are you: Ti kanis? (familiar) Ti kanete (formal)
- Good or well: Kala
- Very good or very well: Polee kala
- Good morning: Kaleemera
- Good evening: Kaleespera
- Goodnight: Kaleenikta
- I would like...: Tha eethelah...
- Thank you: Efcharisto
- Yes: Nai
- No: Okhee
- Please: Parakalo

ACTIVITIES

Organized yoga, pilates, stretching and aqua gym classes by our professional wellness consultant daily at 11.00 and 16.00.

ATM

The nearest ATM is on the main road, 1 km from the hotel on your right hand.

ANNIVERSARIES - BIRTHDAYS

Please contact reception for any assistance on floral arrangements, cakes etc Extension Number 1

BABY SITTING

Service is available upon request at least one day in advance.
For information, please contact the reception. Extension Number 1

BANKS

All banks are open to the public on week days from: 08.00 to 14.00 except public holidays. Exchange of foreign currency can be made at the reception between 07.30 – 22.30 hrs.

BARS

The "PANORAMA" lobby bar is open from 09.00 to 01.15
The "ALLEGRO" beach bar is open from 09.00 to 01.15
Pre-dinner "Aperitivo Time" at both bars with special drinks offers

BEACH TOWELS

Are available (free of charge) at the kiosk, on the beach between: 09.00 – 12.00 & 12.30 – 17.00 and on all pool sunbeds.

BOAT RENTAL

Please ask for details at the Hotel's jetty.

BOUTIQUES - SHOPS

Located next to the swimming pool area, the shop provides various shopping solutions, such as newspapers, postcards, cigarettes, Ladies fashions, swim wear and accessories.

Opening hours 08.30 – 13.30 & 17.30 – 21.30. The shop in the lobby close to the business center provides ceramic souvenirs, scarves, bags and cosmetics
Opening hours 09.00 – 12.00 & 18.00 – 22.00

BUS STOP

Public bus service every 30 mins. 450 metres from the hotel, on the main road. Opposite side to Corfu Town. Tickets available in the bus.

CAR RENTAL

The Reception staff and Guest relations are at your disposal for car rental.

CHECK OUT

Check out time is 12.00 hours. Our porters will assist you to store your luggage if you would like to spend some more time at the premises before departing. If you require a Late checkout room please contact reception the morning before and if available we will be happy to provide you (at a surcharge).

CHEMIST

The nearest chemist is 700 meters from the hotel on the main road on your right.

COURTESY BUS / SHUTTLE SERVICE

Daily route to and from Corfu Town (free of charge). Please contact reception to reserve your seat. Departs daily 9.30 from hotel and 13.30 from Corfu Town.

CREDIT CARDS

We accept: Visa – Mastercard – Eurocard –American Express

RESTAURANTS

HORIZON Mediterranean Buffet

Serving Breakfast 7.15 – 10.30 and dinner 18.30 – 21.45

MARINA Food Court

Serving Traditional Greek Breakfast 8.00-10.30 and Lunch 12.00 – 15.15

ASTERIAS Fine Dining Serving Dinner 20.00 – 23.30

PAREA By the Beach Serving Greek Mezé style bites , snacks , lunch and dinner 13.00 – 23.30

DRESS POLICY

Respectable attire is required in all public rooms.

Please note our dress code for dinner in all restaurants is smart casual (No beachwear or sleeveless shirts. Tailored shorts may be worn.)

DOCTOR & DENTIST

Please contact the reception. Extension Number 1

ELECTRICAL CURRENT

Electrical current is 220 Volts.

EMERGENCY EXITS

Clearly marked on each floor. Please familiarize yourself with the floor plan provided on the back of your door.

EVENING ENTERTAINMENT

Every evening a professional live band performance. Please check below for the daily program.

EXCURSIONS

For information and reservations please contact the reception or our guest relations. Extension Number 1 and 7100

FIRE

In case of fire, please inform the reception immediately, stay calm, close your bedroom and balcony door. In case you receive instructions to evacuate, leave the building immediately using the nearest fire exit to your room.

A fire escape plan is located at the inside of the door of your room.
DO NOT USE THE LIFT.

FIRST AID

Please contact any member of the staff.

GAMES ROOM

Situated next to the Marina Food Court, by the beach

GUEST RELATIONS / CONCIERGE

Desk is located next to the reception in the lobby area. Our Guest relations staff will be pleased to help you finding requested information and do their utmost to help and satisfy any requests. Extension Number 7100

GYM

At the spa center. Fully equipped gym plus exercise room for classes (free of charge) 07.00 – 23.00 hours.

HAIRDRESSER

Please contact the Spa center for information and appointments. Extension Number 7113

HANDY smartphone

In order to bring you the very best travel experiences, we are pleased to offer you an exclusive handy smartphone to use during your stay with us. This service is completely free of charge.

With the handy smartphone, you can make unlimited international and local calls for free (EU countries, USA, Russia,Switzerlan & Israel), use unlimited internet access with interactive maps, google's city guides, as well as special promotions.

Please note that the handy smartphone is a specially designed device that can only be operated during your stay. All personal data will be cleared after you return the handy smartphone, and it will not work once you have checked out.

In the case of loss or damage, charges will apply.

HOSPITAL

Please contact the reception. Extension Number 1

HAMMAM

Steam room at the Spa center.

INDOOR HEATED POOL

At the Spa center. Access to adults only. In case of bad weather, children can use the indoor pool from 12.00 to 14.00 always attended by an adult.

INTERNET ACCESS

Internet access is available in the business center by the Lobby Bar (free of charge). Wireless access is available throughout the hotel.

IRON – IRONING BOARD

Please contact reception if you wish to have an iron and ironing board delivered in your room

JACUZZI

At the Spa center.

JEWELLERY SHOP

The Jewellery Shop in the Lobby is open during the following hours:

Mon – Sat : 09.00 – 11.00 & 18.00 – 23.00

Sundays: 18.00 - 23.00

KEY CARD

Please hand your key card into reception when you check out.

LAUNDRY SERVICE

Laundry which is left in the Laundry Bag in your room by 10.00 will be returned within 24 hours (please inform the maid or reception). Dry cleaning will be returned within 48 hours. (except Sundays and Public holidays) Laundry bags are to be found in your wardrobe and laundry lists are in the Hotel Stationery Folder in your room.

LOSSES & LOST PROPERTY

The Hotel cannot accept responsibility for valuables & photo/video equipment left in either the bedrooms or public areas. For lost property, please contact the reception. Extension Number 1

LIFTS

There are two lifts in the main building and one lift that operate from the swimming pool area to the beach.

MAGAZINES/NEWSPAPERS

Available at the boutique.

MAINTENANCE

Please notify the Reception immediately of any maintenance problems you may have. Extension Number 1

MASSAGE

At the Spa center. Extension Number 7113

MINI-BAR

The Mini-Bar will be checked and refilled daily.
Any items removed or consumed will be charged to your account.

MINI-CLUB

For our little friends aged between 4 and 12, our mini-club is open daily from 10.00 to 20.00 hours. A children's pool and playground are in the premises.

MOUNTAIN BIKES

Mountain bikes can be rented at the Reception.

NAIL SALON

At the Spa center. Extension Number 7113

PARKING

Free parking in the Hotel's outdoor car park.

PORTER SERVICE

Please contact the Reception. Extension Number 1

ROOM SERVICE

Available for breakfast (07.30 – 11.00). Extension number 7131, beverages and snacks (09.00 – 01.00) Extension Number 7132. With a surcharge per tray. For your breakfast order, you are kindly requested to fill out the special form and hang it on the outside of your door, to be collected during the night.

SAUNA

At the Spa Center. Extension Number 7113

SAFETY DEPOSIT BOXES

Are available in the wardrobe in each room, free of charge.

SECRETARIAL SERVICES

Please contact the Reception.

SLIPPERS

Are to be found in your wardrobe.

SMOKING

Smoking is only permitted in the outdoor areas of the hotel. Please refrain from smoking inside your room (extra cleaning fees apply) and use the balcony instead.

SPECIAL DIETARY NEEDS

Low calorie, low fat and vegetarian choices are available from the buffets at all meals. For any other special dietary needs, please notify the Maitre d'Hotel. At the buffet, you will also find our Wellness Consultant's information on menu items with special dietary value.

SPA ROYALE & WELLNESS CENTER

Located opposite the reception area. Free of charge for all guests are the gym, the sauna, hammam, Jacuzzi and indoor pool which are open Daily 10.00 – 19.00 hrs.

Massages, facials and body treatments are not offered free of charge and may be booked at the Spa from 10.00 – 20.00 hrs. Extension Number 7113 (Entry to the Spa & Wellness Center is allowed for clients from 16 years and above).

SUN BEDS & UMBRELLAS

All sun beds at the pool and on the beach are free of charge. There is no need to reserve sunbeds early in the morning as there are always plenty of them available.

SWIMMING POOLS

The Hotel swimming pool is a seawater pool, open daily from 08.00 – 21.00 hrs. The Children's pool is fresh water and situated in the Mini Club.

TAXI SERVICE

Available upon request, for more information contact the reception.
Extension Number 1

TELEPHONE DIRECTORY

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|--------------------------|-----------------|
| Reception | 1 |
| Guest Services | 7100 |
| Room Service (breakfast) | 7131 |
| Room Service | 7132 |
| Spa | 7113 |
| Outside line | 9 |
| Room to room | 8 + room number |

TENNIS

Use of the tennis court is free of charge (floodlight at a surcharge) Racquets and balls are available at the Reception. Tuition upon request.

TOWELS

Please do not use the room towels by the pool or on the beach. Beach towels are available free of charge.

TRANSFERS

At reception, we will be happy to organize your transfer to and from the Airport of Port via private cars or VIP vans. Please contact reception for rates.

TV

Your TV set receives all the Greek channels plus many satellite channels in various languages. You are kindly requested to keep the volume down in order not to disturb your neighbours.

WAKE-UP SERVICE

To request a wake-up call, please contact the Reception.
Extension Number 1

WATER SPORTS

Water-skiing, wakeboard, paragliding, fun-rings, Bananas and pedalos are all available at the Water sports Centre down at the jetty (tuition available)