

DIRECTORY OF SERVICES



(2020)
#CarePlan

At a glance:

Reception/Guest Services: ☎ 1

Room Service: ☎ 7132

Breakfast: 7.30 to 10.30 at MARINA Food Court (Reservation required)

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

SPA Royale: Information 10.00-20.00 daily ☎ 7113

Please download our in-house Kontokali Bay Exclusivi app (free download) for easy access to personalized suggestions, menus, daily schedules, quick restaurants and spa reservations, local experiences and ideas.

Dear Guest,

We are delighted to welcome you at Kontokali Bay Resort & Spa. This directory of services gives you a thorough insight about the facilities and services available this “parenthesis” season. 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 whilst remaining safe!

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: Polee kala
- Good morning: Kaleemera
- Good evening: Kaleespera
- Goodnight: Kaleenikta
- I would like...: Tha eethelah...
- Thank you: Efcharisto
- Yes: Nay
- No: Okhee
- Please: Parakalo

(2020)

#CarePlan

How WE are taking care of you

- Our Hotel is "Health First" certified and follows the Ministry of Health guidelines on cleaning and sanitation according to legislation. Additionally we are certified by TUV-Austria with the COVID Shield accreditation.
- All public areas are being cleaned and sanitized twice daily. We also disinfect surfaces and equipment after use.
- During meals, we man the buffets with serving staff, disinfect all equipment and refrain from using linen.
- We ensure hand sanitizer is available in all areas. We also equip guestrooms with hand sanitizer, wipes, gloves and face masks. It is not obligatory for guests to wear face masks.
- Our staff has undergone special training and is equipped with all the required Personal Protection Equipment, disinfectants and cleaning products to meet the highest levels of hygiene.
- We provide all the relevant information in order to keep you as safe and healthy as possible during your stay.
- Guests not residing in the hotel (even friends or family) are strictly prohibited from entering the rooms.
- Much more is happening behind the scenes to ensure our safety and wellbeing.

How YOU can take care of us

- Please wash and sanitize your hands as often as possible.
- Please cover your mouth when coughing or sneezing, ideally using a tissue, disposing it safely after use and washing your hands immediately.
- Please respectfully abide by social distancing rules. All communal furniture has been repositioned to meet social distancing requirements.
- During meals and at the bars please respect the maximum number of seats per table and avoid gatherings.
- Please prefer contactless transactions.
- Please use our mobile app to reserve your time-slot and table for all meals, and see the menus.
- Our staff will try to keep entering your room to the minimum. Therefore, on arrival you can choose whether to allow room-cleaning service every second day or avoid it at all. Do not worry though, we will be delivering clean linen and resupply you with all essentials immediately on your request.
- Please respect the time-slot capacities at the gym and all facilities.
- In case you suspect any symptoms please stay in your room, contact the hotel's Certified Medical Doctor via our staff, and follow the instructions.

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

APP

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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
You can ask for our "Perfect G&T" gin trolley, for a really special treat!
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 for both beaches and pool.

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. Closed on Sundays.

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

BUSINESS CENTER (NOT THIS YEAR)

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

Dedicated Hertz car rental desk at the lobby manned in the morning. Our Reception staff and Guest relations are at your disposal for car rental at all times.

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 or book directly via our Exclusivi app. Departs daily 9.30 from hotel and 13.30 from Corfu Town.

CREDIT CARDS

We accept: Visa – Mastercard – Eurocard –American Express

RESTAURANTS (OPEN AIR)

MARINA Food Court

Serving Breakfast 7.30-10.30, Lunch 12.00 – 15.15 and Dinner 18.30-21.45

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

IN-ROOM DINING Available for Breakfast and Light Meals 7.30-23.30

Restaurant reservations by time slot are required. Please book through our staff or directly via our Exclusivi app.

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

Dedicated Hotel Doctor available on call. Please contact reception at Extension Number 1 and follow the directives.

ELECTRICAL CURRENT

Electrical current is 220 Volts.

EMERGENCY EXITS

Clearly marked on each floor. Please familiarize yourself with the floor plan to know the exact evacuation route.

EXCURSIONS & LOCAL EXPERIENCES

For inspiration 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. A fire escape plan is located at the inside of the door of your room and at the corridors. The designated Muster stations are at the parking lot in front of reception and at the main gate. DO NOT USE THE LIFT.

FIRST AID

Please contact any member of the staff.

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 – 24.00 hours. Closed 14.00-15.00 for thorough disinfection. Early and late entrance from the tennis side. Please note that only two persons can be present at the gym at the same one-hour time slot.

HAIRDRESSER

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

HOSPITAL

Please contact the reception. Extension Number 1

HAMMAM

Steam room at the Spa center. Only one person at a time.

INDOOR HEATED POOL (NOT THIS YEAR)

INTERNET ACCESS

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 (NOT THIS YEAR)

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 leave your key card at the box at 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.

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. Only guests from the same room are allowed at the same elevator cabin. Otherwise, one guest at a time.

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 (NOT THIS YEAR)

MINI-CLUB

For our little friends aged between 4 and 12, our mini-club is open daily from 10.00 to 18.00 hours. Only Outdoors this year. 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) and Light Meals (11.00-23.30) Extension Number 7132. No surcharge per tray. Menu available via the hotel app

SAUNA

One person at a time. 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.

ROYAL SPA & WELLNESS CENTER

Located opposite the reception area is our multi-awarded Royal Spa. Free of charge for all guests are the gym, the sauna and hammam. No Jacuzzi and indoor pool will be operating this "special" year.

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 or via the hotel's Exclusivi app. Extension Number 7113 (Entry to the Spa & Wellness Center is allowed for guests from 16 years and above).

SUN BEDS & UMBRELLAS

All sun beds at the pool and on the beach are free of charge and disinfected daily by our dedicated staff. There is no need to reserve sun beds 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. There is no lifeguard on duty. Guests are kindly requested to shower before entering the pool and keep the appropriate social distancing measures at all times. 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

Reception	1
Guest Services	7100
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. Reservation required. 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)

GREEN KEY – ENVIRONMENTAL POLICY

The Green Key award is the leading standard for excellence in the field of environmental responsibility and sustainable operation within the tourism industry. This prestigious eco-label represents our commitment that our premises adhere to the strict criteria set by the Foundation for Environmental Education. A Green Key stands for the promise to our guests that by opting to stay with us, you are helping to make a difference on an environmental level. Every small thing counts towards our common target.