



Dear Guest

Welcome to Kappa Resort

We hope that you will find everything you need to know for our resort and its services in our directory.

Should you have any further questions or requests, please do not hesitate to contact our reception staff.

We wish you a pleasant stay.

#### **Air conditioning and heating**

All Villas and Suites are equipped with individual air conditioning units, offering flexibility to adjust the temperature to suit individual needs. Remote controls are provided in every room to facilitate them. In order for the air conditioning units to operate all doors and windows must be closed.

For any further information or assistance please do not hesitate to contact the reception staff.

#### **Airport**

Thessaloniki Airport Macedonia is located about 106km from Kappa Resort. The journey takes approximately 2 hours.

Transfers from / to the airport can be arranged at the reception if requested.

#### **Baby equipment**

Should you require a baby cot or bed rails, please direct your enquiry to the reception staff. Highchairs are available at the restaurant upon request and availability.

#### **Breakfast**

The breakfast area is located next to the reception and it is served in buffet form, **from 08:00 to 10:30** daily.

For early departures we can prepare breakfast boxes for you.

Kindly inform the reception staff by 14:00 one day before your departure date.

#### **Bathrobes**

Bathrobes are available upon request and availability. Please contact the reception staff.

#### **Beach**

All hotel guests are offered complimentary use of sun loungers and parasols, subject to availability.

Transfer to / from the beach upon availability, please contact the reception staff.

### **Beach Bar / Canteen**

Kappa Resort's Beach Bar / Canteen is open from **12:00 to 18:00**.

**Drinks** are served from **12:00 to 18:00**

**Kitchen** is open from **13:00 to 17:00**

**Last food orders at 17:00**

### **Beach / Pool towels**

Beach / Pool towels are available for hire at the reception with a **deposit of 20€ per towel**. The deposit is accepted only in cash as the amount is refundable upon return of the towel at departure. You are entitled to ask for a fresh towel once per day, please contact the reception staff.

### **Car Charging Station**

A charging station for electric vehicles is available. An additional fee of €0.50 per kWh applies.

Please contact the reception staff if you wish to use the charging service.

### **Check - in**

The check - in time is **15:00**.

If the room is available, we will proceed immediately with the check - in. Otherwise, the resort's facilities (restaurant, beach) are at your disposal, until the room is ready.

### **Check - out**

Check-out time is **11:00**.

Please kindly return your room key cards to the reception desk. If you require assistance with your luggage, our reception staff will be happy to help.

**For departures before 07:30 AM, we kindly ask that you settle your bill the evening before.** You can leave your room key cards in the room.

Late check-out is subject to availability and an additional charge applies. Please contact the reception staff one day prior to your departure if you wish to request it.

### **Concierge service**

If you require information about the resort or general information, please contact the reception staff.

Services offered:

- Sailing trip excursions
- Car rental
- Taxi / Transfer services
- Massage appointments
- Water sports

### **Credit cards**

Our resort accepts the following credit cards:

- Visa
- Maestro
- Mastercard

### Damage / Security Deposit to Hotel Property

**A refundable damage deposit of €200 per villa/suite is required.** This amount will be pre-authorized on your credit card at check-in and will **not** be charged. If no damage occurs, the pre-authorization will be released after check-out. Please note that refunds are processed automatically by the bank and may take **up to 15 business days to appear in your account.**

For more details, please refer to the **Damage Policy Section.**

### Doctor / Pharmacy

If you need assistance with finding a doctor or a pharmacy, please contact the reception staff.

### “Do not disturb” & “Clean the room” sign

You may set the “Do Not Disturb” or “Clean the Room” sign according to your preference using the panel next to the door.

### Duvets

Duvets are available in the closet.

### Emergency Contacts

#### **Reception – Emergency Assistance (After Hours: 23:30 – 07:30)**

- Mobile: +30 698 0705 860 Mr. Papaioannou Dimitris Hotel Manager (English)
- Mobile: +30 698 2924 376 Mrs. Laskari Kiki Front Office Manager (German – English)

### Local Emergency Numbers

- European Emergency Number: 112
- Police: 100
- Fire Brigade: 199
- Ambulance / Medical Emergency: 166

### Gate

The gate remains closed for security reasons from **23:30 until 07:30.**

If you require the access code, please scan the QR code available in your apartment or contact the reception staff.

### Garden Maintenance

To keep our gardens beautiful, light gardening and landscape maintenance are carried out **once per week for each garden.** Maintenance is scheduled **between 09:00 and 15:00**, with each garden taking approximately **30 minutes.**

### Housekeeping

**Rooms are cleaned daily between 09:00 and 15:30.** Should you wish to opt out the daily cleaning service please turn on the “Do not disturb” sign. We are dedicated to protecting the environment.

A significant amount of water and detergent is used each day to launder bed linen and towels that have been used once. For your comfort, our housekeeping team will change your bed linen and towels on a scheduled basis, every three days.

- **A towel hanging up means “I will use again”.**
- **A towel on the floor means “Please exchange”.**

### Internet

Free Wi-Fi is provided all around the resort. Wi-Fi login and password is provided by the reception staff.

## Iron

All villas and suites are equipped with an iron and an iron board.

## Kettle / Coffee machine

All suites and villas are equipped with a kettle for boiling water and a coffee machine compatible with Nespresso capsules. 4 coffee capsules, 6 sugar sticks and 2 big bottles of water are available upon arrival free of charge. Extra coffee capsules are charged 2,50€ per piece, please contact the reception staff.

## Laundry Service

The price list for our laundry services is available in the closet along with the laundry bag. Please place your laundry in the provided bag, fill out the laundry list, and contact the reception staff to arrange the collection.

## Luggage storage

By early arrival or late departure please contact our reception staff.

## Parking

The resort offers complimentary parking for its guests. It is important to note, however, that this parking is subject to availability and it is unattended.

## Pets

The clients are responsible for their pet and its behavior, hygienic and sanitary conditions. For more details, please refer to the **Pet Policy Section**.

## Pool Information & Regulations

Pools are cleaned daily between **09:00 – 12:00**.

All pools are **private and unsupervised** (no lifeguard on duty). Use of the pool is at guests' own risk.

Pool hours: 09:00 – 19:00

- Showering before entering the pool is mandatory.
- Children must be supervised by an adult at all times.
- Running, diving, rough play, and night swimming are strictly prohibited.
- For safety reasons, children must never be left unattended near the pools.

Please read carefully the regulation sign posted at the pool area.

## Reception

Our reception staff is here to assist you every day from **07:30 to 23:30**

- From your room: 0200 or 9200
- Landline: +30 2374 300 713
- Mobile: +30 695 620 148
- Mobile (WhatsApp available): +30 697 185 5000

## Restaurant

Our a la carte restaurant is located next to the reception area, where Greek creational cuisine is served. To ensure availability and the best dining experience we kindly recommend **reserving a table in advance**.

**Opening hours: 18:00 - 22:00 (last order)**

Bar / Restaurant phone number

- From your room: 9100 or 0100
- Mobile (WhatsApp available): +30 698 467 2864

### **Room Access & Privacy**

To ensure all guests enjoy a safe and exceptionally clean hotel experience, the hotel reserves the right to enter guestrooms for reasonable purposes, including maintenance, verification of the room and its furnishings, or to address or prevent a violation of hotel policies.

Maintenance staff will normally knock and announce themselves before entering. Management reserves the right to enter a room marked "Do Not Disturb" in cases of emergency, suspected illegal activity, disturbances affecting other guests, or potential damage to the property.

In situations involving suspected illegal activity or violation of hotel policies, law enforcement may be summoned, and immediate access to the room will be granted.

### **Safe**

Please use the free safe deposit box for valuables. Kappa Resort cannot be held responsible for loss, accidents, or events beyond our control.

### **Smoking**

Smoking is prohibited in the guest rooms and all other indoor areas of the resort.

### **Telephone numbers**

#### **Reception**

From your room: 0200 or 9200

Landline: +30 2374 300 713

Mobile: +30 695 620 3148

Mobile (WhatsApp available): +30 697 185 5000

#### **Bar / Restaurant**

From your room: 9100 or 0100

Mobile (WhatsApp available): +30 698 467 2864

### **Television**

Flat screen satellite TVs are available. Guests can choose between a variety of satellite channels.

# SAFETY INFORMATION

## Emergency Contacts

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- Ambulance / Medical Emergency: 166

## In case of fire:

- Kappa Resort is equipped with a fire alarm system. All our staff is trained to deal with emergency situations quickly and efficiently.
- All villas and suites are equipped with a fire blanket.

## In case of emergency:

- We urgently request that you familiarize yourself with the location of the emergency exit, fire alarm system and the fire extinguisher.

## Please try to observe the point enroot to your room:

- Locate the nearest emergency exit to your room. Count and remember the number of doors between your room and the exit.
- Locate the nearest fire alarm and fire extinguisher.

## What to do if you notice fire:

- Call the reception if you can.
- If there is fire or smoke in your room, leave immediately.
- If possible close all doors and windows near the fire so that it cannot spread.
- Please do not take any personal risk, only attempt to put out small fires with the aid of the fire extinguisher if safe to do so.
- In case of large fire, leave the building immediately.

## When the fire alarm rings:

- Evacuate the room.
- Assembly point is the parking space next to the reception. •  
If the door is hot, do not open it.
- If it feels normal, open the door slowly.
- If there is heavy smoke, shut the door and stay in you room.
- If there is little or no smoke, go to the nearest exit. Use a wet cloth to cover your mouth and nose.

**If you are forced to stay in your room:**

- Call the reception and give the location.
- Turn off the air conditions units to prevent smoke from being forced into the room.
- Place wet towels and sheets against the foot of the door to prevent smoke entering your room.
- Use the waste basket to keep those objects wet.
- Stay calm, help is on the way.