



Dear Guest,

Welcome to Rhodes and to the Sun Beach Resort!

We would like to thank you for selecting our hotel for your holidays.

It is our pleasure to have you as our guests and we hope you will have a pleasant stay with us. Me personally, my colleagues as well as our staff at the Sun Beach Resort are dedicated to make your stay comfortable, relaxing and a truly pleasant experience. Please spend some minutes to be informed about all our facilities and services and do not hesitate to contact us should you need any further assistance.

Yours faithfully,

George Tselios
General Manager

FEEL AT HOME IN YOUR ROOM

I.D. Card

Upon your arrival, you are given a small card with your name and room number written on it. During your stay this card will serve as your identification card. For security reasons, please carry this card with you, at all times, having a meal, or charging your bill. Please note that only the person(s) whose signature appears on this card may charge your bill.

In case of loss please report it, immediately to Reception.

Keys

When entering your room, place the magnetic key-holder either the magnetic Key Card into the special socket to activate the electricity. By removing it from the socket, always when leaving the room, the electricity power will be turned off (except the refrigerator).

Valuables

As the hotel cannot accept any responsibility in case of loss of items or any valuables that are not placed inside the safe, we advise all our guests to use the safety deposit box inside the wardrobe in room. Safe deposit box keys are available from the reception 24 hours a day. On your departure day, please leave the safety deposit box open and return the key to reception.

Voltage / Power-cut

The current electricity voltage is 220 Volts. According to Greek Law, the use of personal electrical appliances such as irons, boilers etc, is not allowed in guestrooms, for your own safety. In case of a power-cut, a generator will operate automatically after a few seconds, however air-condition will be out of order.

Adaptor

At the Supermarket of the hotel you may find a variety of electricity adaptors.

Air condition / Heating

Air-condition is centrally controlled, operates daily from 15:00 until 07:00 and is at your disposal from June to September. Heating is available according to weather conditions.

Laundry & Dry cleaning

Laundry and Dry Cleaning is available through the reception. (Laundry lists and laundry bags are available at Reception). Please place clothes in the bag provided. Regular service takes 1 day, while pressing might take 2 days. For same day service there is a surcharge. We regret that there is no service on Sundays or public holidays.

Telephones

To get an external line, please dial 9. Your room's bill will be charged automatically. In your room's folder you will find a telephone directory. We regret that phone cards with prepaid credit cannot be used in guestrooms or at the reception.

TV set & remote

A large number of multilingual satellite programs are available through your TV set. In your room's folder you will find a list of all available TV channels. Unfortunately some channels are not available due to the island's geographic location. Kindly refrain from changing the pre-tuned channels. Should your television require re-tuning please notify reception desk. Please note that broken TV remote controls are charged.

Wake-up calls

Please contact the telephone operator (dial 0) for your wake up call.

Messages

If there is a message for you, you will be informed from Reception or it will be delivered to your room in an envelope. For message enquiries please dial 0 for the operator (in case you need to ask).

Lost & Found

In case you lose or find something, please inform the reception immediately.

Maintenance

In case of any maintenance problem please contact the Reception immediately.

Do Not Disturb / Please clean my room

By the entrance door of each room a ringing bell announces the visitors.

If you do not wish to be disturbed please push the relative button.

If you wish the chambermaid to clean your room, please press the appropriate button.

Complaints

Although every effort is being taken to ensure guests' satisfaction, in case you have a concern or a complaint, give us the opportunity to solve it! Please contact the Reception or the Guest Relation Executive. Please note that in case the Hotel is not made aware of any problem that may arise during your stay, then it will not assume any responsibility.

FEEL AT HOME IN THE HOTEL

The Complex

The Sun Beach Resort Complex consists of 2 separated buildings, split by the main road, the Sun Beach Apart Hotel, on the seaside, and the Sun Beach Hotel Resort.

Exchange

Guests may exchange foreign currency, Traveler cheques and Euro cheques at the Reception on a 24 hours basis.

Info-Boards

On the lobby areas of the Complex you will find essential information about hotel departments and services. Info boards on recreational activities and entertainment are located by the two pool areas. Information on excursions is located at the info books of the Tour Operators at each Reception or outside the Information Office at the Apart hotel Reception. Receptions are the meeting point with tour operator's hotel representatives.

Beach & Pool Sun beds

Umbrellas and sun beds at the pool are provided free of charge. Placing of property on the sun beds for reservation purposes is not permitted and will be discouraged. Please do not leave any property on the sun beds overnight or before 09:00 in the morning. Beach Sun beds and umbrellas are charged at local prices. Our beach attendant will assist you.

Beach Towels

Beach towels (blue) are available at the Reception, where they should also be returned on departure day. For hygienic reasons, guests are kindly requested not to use the white bathroom towels on the beach or the pools.

Car Rental

Rent a Car from the Sun Rent-a-car desk, besides the Apart hotel Reception Desk. Special rates & offers apply for our guests. Open from 08:30 to 12:00 and 18:00 to 21:00.

Parking

Guests' Parking is located on the left side of the Apart Hotel, next to the entrance. The Hotel regrets that it cannot assume responsibility for parked cars. Guests are strongly advised not to leave valuables inside parked cars. Parking is not permitted in front of the hotel's main entrances.

Bus timetable

A public bus stops outside the Apart hotel main entrance. Please consult the Reception for further details and a complete public bus schedule.

Reception Desk

Please contact the Reception for Taxi Service, Flowers, Fax & Telegrams, Photocopying, Courier Service enquires or any questions you might have.

Information office / Guest Relation's Office

Please contact the Guest Relation's office for any information concerning tickets for scheduled airline flights, sightseeing tours, boat trips, bicycle rental, island info, cultural events and any other information and services needed at the destination.

Shopping

Next to the Hotel Resort entrance there is a Supermarket & Souvenirs shop, where you will find, snacks & drinks, food supplies, fine liquor and wine, fresh bread & fruits as well as international newspapers & magazines, cigarettes, stamps & post cards and gifts. On the Ground floor level of the Apart Hotel, there is a Hairdressing Salon & Nail Corner, open from 10:00–12:00 & from 16:00-20.00, Monday to Saturday. Special rates apply for our guests.

Internet & Computer usage

If you have a portable computer with you, you may access the Internet from all rooms.

Guests who would like to receive and send e-mail, use a computer, printer and software packages like Microsoft Office may purchase pre-paid a voucher with a username and password from the Reception desk for 30 minutes, 1 ½ hours or for 3 hours. The Internet Corners are located in the lobby areas of each Hotel. Wi-Fi zone areas, covering pool areas & beach area, A la Carte restaurant, & main lobby areas at both hotel blocks.

Pets

Except for guiding dogs for the blind, we regret the fact that pets are not allowed within rooms and hotel public areas. For safety and health reasons, we ask that you do not feed any stray animal that approaches the hotel grounds.

Accessibility

The complex is accessible for wheelchairs at all its departments & facilities

Banquets, Parties & Special Occasions

The hotel will gladly undertake any type of function. For more information please contact the Food & Beverage Manager. A surprise party with a birthday cake, can be arranged by the Maitre d' Hotel or the Reception.

Conference rooms & facilities

The hotel offers conference & banqueting facilities. The hotel conference rooms can serve from 30 persons up to 135 persons all capacities in theatre style. For further information please contact the Food & Beverage Manager.

MEALS & DRINKS

Half-Board

Guests may exchange a dinner to lunch, by giving notice to the Maitre D' Hotel or Reception at least one day in advance. We regret the fact that any non-taken meals cannot be transferred to another day. Guests that missed their first day's dinner due to a late arrival may take a lunch basket or a lunch any day during their stay.

All major credit cards are accepted at the hotel restaurants and bars. Please note that a minimum charge applies.

Breakfast

American Buffet-Breakfast is served in the Artemis Main Restaurant from 07.00 to 10.00 h.

In case you would like to take Early Continental Breakfast, before 07:00 h, due to early departure or excursion, please contact the Reception before 19:00 h of the previous day. Early breakfast is served in Artemis Main Restaurant at the Hotel Resort.

Lunch

You can take your entitled lunch in the Artemis Main Restaurant, daily from 12:30 - 14:30 h, from a set menu of the day.

Light snacks on A-la-Carte basis can be taken at the Fivos Snack Bar by the Hotel Resort pool and the Poseidon Beachside Bar, open from 10:00 to 18:00 h. For regional and international specialties, you can visit the Dionysos A-la-carte Restaurant, at the Apart hotel open daily from 10:00 until 18:00.

Dinner

You can take your entitled Dinner in the Artemis Main Restaurant with show kitchen, daily from 18:30 to 21:00 h. Our Dinner consists of Buffet Choice for Starters, Salads and Desserts and Waiter Service for the Main Course (choice out of three dishes). Regular themed evening meals on Buffet, Children's buffet & Vegetarian option on daily basis as well as gluten-free & religious meals available. Please contact the Maitre D' Hotel.

Dinner A la carte

Guests have at their disposal regional & international specialties from our Dionysos A-la Carte Restaurant open daily from 18:00 until 22:00. Guests are welcome to order vegetarian or special event food, by informing the Maitre d' Hotel at least one day in advance, or alternatively the Reception on arrival day.

Special Themed nights with live entertainment such as a Greek night, a Barbeque night & a Sea Breeze night (high season) are organised during the week with an extra charge or with an exchange of your Dinner plus a supplement charge. Please contact the reception or Guest Relation Executive for registration & tickets.

Room Service

Room Service is available on call from 10.30 until 21.30 for Breakfast, Lunch or Dinner on Ala Carte basis at an extra charge daily. A Room Service Menu is at your disposal on your room. For placing an order please call 0 (Operator) or 618.

Dress Code

Gentlemen are required to wear long trousers only for dinner.

Smoking – Non Smoking area

In the spirit of conviviality and mutual respect, smoking guests inside the Main Restaurant are kindly requested to use only the smoking section.

Table Reservations

Table reservations can be arranged for groups only. Please contact the Maitre D' Hotel in the main Restaurant.

Lunch Baskets

If you like to be away the whole day, we can prepare a lunch basket or breakfast, instead of your entitled meal. They can be ordered on day in advance and will be delivered by the Maitre D' Hotel at the Main Restaurant. Please contact the Reception, by 19.30 of the previous day. However we would like to bring to your attention that the Lunch Baskets, when taken away, should not be exposed in hot environment.

Water

Tap water is drinkable. However, bottled mineral water is also available at all food & beverage departments.

Bars

Orfeas Main Bar, at the Hotel Resort Lounge, operates from 18:00 to 02:00 h and is the place for night time entertainment. Please inform yourself at the info boards located at the pool areas for the weekly schedule, with shows and special events, organised by our Animation Team.

Ialysos Lobby Lounge, at the Apart Hotel, operates from 18:00 to 02:00 h with a large T.V. screen with satellite programmes and a pool table for your entertainment.

Fivos Snack Bar, by the Hotel Resort pools, operates from 10:00 to 18:00 h, offering light snacks, frosted shakes and alcoholic beverages.

Poseidon Beachside Bar, by the beach, operates from 10:00 to 18.00 hrs, serving snacks along with fresh juices & soothing refreshments.

CHILDREN

Meals

Children special menus and early meals are available. Please contact the Maitre D' Hotel. Children high chairs are also available. Please contact any restaurant staff member.

Children Mini Club & Kid Service Department

Children have their own club with daily, supervised activities for children aged 4-12 years old. Please consult our notice boards.

The Mini Club operates from 10:00 to 12:00 and from 15:00 to 17:00 h (May 1st to October 15th) at the Apart hotel.

Children Playground

The playgrounds are located next to the pool area of the Apart hotel as well as behind Zeus Block at the Hotel resort. The playgrounds operate from 08:00 until 19:00 h. Children at all times should be accompanied by their parents.

Baby-sitting

Please contact Reception, one day in advance.

Baby equipment

Mothercare™ cots and highchairs are available via the Kid's Service Department.

SPORTS & ENTERTAINMENT

Windsurfing Station

Windsurfing Station is located directly at the beach between our Hotel & Blue Horizon hotel and operates under external management. Windsurfing lessons, store of material and equipment are available. Windsurf transfer service can also be arranged some days in advance.

Fitness Centre / Massage

Fully equipped with exercise equipment, free-entrance Fitness Centre is located on the ground floor of the Apart hotel. Sauna & Jacuzzi are free of charge and available upon reservation from Reception. The Fitness Centre is unsupervised. For safety reasons use of the Fitness Centre is not allowed for people under the age of 18. Massage is available on request at an extra charge. Please make your reservations at the Reception. Please check door notices for details and opening hours.

Swimming Pools

There are two outdoor swimming pools with 2 adjacent separate children's pool & one kid's themed water pool with Octopus slide (0.55m) all with fresh water, hygienically controlled with filter systems. They are open from 09:00 to 19:00 h. Umbrellas & sun beds are available free of charge. For your own safety, please notice depth markings and signs for No Diving. Parents

are kindly requested to take care of their children. Please note that use of the pools is at your own risk, as no lifeguard is on duty.

Swimming safety

This part of the Mediterranean Sea has strong sea currents. You are advised to always be cautious when swimming and respectfully reminded that is very dangerous to swim after eating or drinking. Please remember that swimming is taken at your own risk as no lifeguard is on duty.

Sports

Guests have at their disposal, free of any charge, two table tennis and a mini golf course, beach volley court and beach soccer. Use of the floodlit tennis court, Five-a-side Football (5x5) & billiards is charged. For reservation of the tennis court, Five-a-side Football (5x5 football), and equipment (racquets, balls etc), please contact the Reception one day in advance.

Animation & Entertainment Events

For day and evening entertainment as well as for events, such as Greek Folklore Night, Barbeque night, Sea Breeze night, International live music and beach parties (mid June-mid September), please consult the notice boards located within the hotel.

SAFETY & EMERGENCY ISSUES

Fire Precautions

Please read carefully the fire precautions card with floor plan, beside your room's entrance door. A combination of smoke detectors operates in all rooms, in compliance with the latest safety requirements. A fire sprinkler system operates in all public areas and corridors. Fire extinguishers are found in each corridor.

In the event of fire or of an evacuation from the hotel, please advise the telephone Operator (0) and leave the building immediately. Do not use the Hotel lifts, leave the hotel by the nearest emergency staircase, remain calm, do not panic- do not run & and on exiting the building make sure you make your way to the parking area where staff will be on hand to offer assistance.

Lifts

In the event of lift failure, please do not panic. Please use the telephone, press 0 and contact the reception and the technician on duty will take care of you immediately.

For safety reasons, please do not allow unaccompanied children under the age of 12 years to use the lifts. Smoking in the lifts is prohibited.

Quality Survey

In order to help us achieving the highest standards of quality, please devote a few minutes to complete our Questionnaire and give us any suggestions or any positive remarks that could encourage us at our effort.

Account Settlement

You may settle your account at the Reception Desk on a 24-hour basis. For your own convenience it is recommended to settle your account the evening before the day of your departure. Although, American Express, Visa, Eurocard, MasterCard, Access and Diners Club are welcomed, the hotel regrets the fact that personal cheques are not accepted.

Please respect your neighbours and refrain from boisterous activities during inappropriate hours.

The hotel management deserves the right to make any kind of modifications to the above-mentioned services without any prior notice.

Beach & Pool Safety

Please read safety instructions on the notice boards concerning beach & pool safety.

Medical services

The hotel can call a doctor on request. Please contact Reception.

However, for your Insurance coverage, please read instructions & procedures on your Tour Operator's notice boards and Information books.

Chemist / Drugstore

The closest chemist / pharmacy is located at Ialysos, about 1 Km from the hotel. Please consult the Reception.

First aid

Should you require medical assistance or medicines, please inform the Reception immediately. First aid kits are also available at the Reception.

TIME TO SAY GOODBYE

Check out time

The Check out time is 12:00 noon in order to give us enough time to clean and prepare properly the room for the new arriving guests.

Important note: However, if you wish to extend your Stay, rooms for a day use are provided, depending on availability, and are charged extra. Please contact the Reception, one day, at least, in advance.

Luggage Service

If you need help with your luggage, please call the Reception Desk (dial 0) for a bellboy.

Baggage Storage

There is a baggage storage room, besides the Reception.

PLEASE REMEMBER!

We look forward to welcome you again in the Sun Beach Resort and wish you a safe return home!!

The Hotel Management & Staff