




Dear Guest,

We are delighted that you have selected our hotel to host your trip to Kardamena, Kos Island.

On behalf of the entire team at the Cleopatra Collection Hotels, we extend you a very warm welcome and trust your stay with us will be both enjoyable and comfortable.

The hotel offers a selection of services and facilities which are detailed in the booklet, placed on the dressing table in your room.

Should you require any assistance or have any specific requirements, please do not hesitate to contact either reception from your room or our guest relations dept. on    (+30) 6948 184 999



Cleopatra Guest Relations



CleopatraGuestRelations

**Tel:** +30.22420.91642 / **Mail:** info@cleopatrahotels.com / **Web:** www.cleopatrahotels.com

A few words about the... ***Cleopatra Collection***

***Includes 3 hotels***  
***Cleopatra Classic Hotel***  
***Kris Mari Hotel***  
***Cleopatra Superior Hotel***

All of them in close distance of each other and guests can use the facilities of all properties.

With maximum 100 m from the beach and 400 m from the center of Kardamena village, Cleopatra Collection offers the ideal location for those who would like to be only a few meters away from all village facilities and at the same time really close to the beach.

Kardamena is a beach village in Kos Island, one of the most popular Greek destinations in the Aegean Sea, only 6 km away from the airport and 26 km from Kos town.



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### ***Cleopatra Classic Hotel***

The first property built back in 1987 was fully renovated in 2007. Cleopatra Classic consists of 44 spacious rooms and has a very welcoming atmosphere. The annex building is open all year around and some of the rooms are equipped with a kitchenette.

### ***Cleopatra Superior Hotel***

Cleopatra Superior Hotels is a member of Cleopatra Hotels since 2004. The hotel has 74 rooms, including 1 Honeymoon Suite, on the top floor of the hotel, offering a panoramic & breathtaking sea view.



### ***Kris Mari Hotel***

Kris Mari became a member of Cleopatra family in 2007. An historical hotel in the area with many loyal guests that choose the hotel to host their holidays year after year, Kris Mari consists of 87 rooms of 4 different types. Most of them offer amazing sea & pool view.



**We wish you an unforgettable stay!!!**

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## **GENERAL INFORMATION**

### **Check in**

Check in time is 3.00 pm. Please provide to reception your passport and voucher. Early check in depends on availability.

### **Check out**

Check out time is 11.00 noon. The Reception will assist you to store your luggage if you would like to spend more time in town before going to the airport. If you require a later check out or wish to extend your stay please contact Reception.

### **Credit Cards**

We accept the following credit cards, MasterCard/ VISA. If you have questions in regards to payment methods please contact Reception.

### **Guest Relations**

Our Guest Relations dept is here to help you with any enquires or information you request. Please enquire at reception if you wish to contact us for any reason.

### **Eco Friendly Hotel**

The Cleopatra Collection Hotels are eco friendly.

There is power saving systems, both in all Cleopatra Hotel's rooms as well as in our central power system.

We recycle glass, plastic and paper.

We recycle batteries to the designated AFHS spots

We are the first hotel to have a charging station in Dodecanese, encouraging the use of electric cars.

We are trying to save water & detergent by controlling the washing of our linen, (Linen is normally changed every day and/or upon request).

## Facebook account

Connect with us to our F/B page “Cleopatra Guest Relations” to stay informed about our special offers!

## Hotel Facilities

24 Hour Reception	Daily Housekeeping	Wake-up call	Exchange
Indoors & outdoors seating areas	Transfer to Airport (upon request)	Wi-Fi Free (Public Areas)	Credit cards
Barbeque	Pool/Snack/Main bar	Continental Breakfast	Games Room
Garden	Swimming Pool	Children’s Pool	Lobby
Elevator	Internet Service	Fax / Copy Machine	Ironing Room
Air-condition	Cable TV	Safety box	Terrace
Gym	Satellite TV	Doctor On Call	Free Parking
Groom Service	Tablet available*	Breakfast in room*	

## Incidentals

To cover for incidentals the hotel requires either a copy or a preauthorization of your credit card. If a credit card is not available a refundable cash deposit of 100 Euros per room is required.

## Pets

We are sorry to inform you that pets are not allowed in the hotel rooms.

## Repeating Guests

We would like to welcome you back to the Cleopatra Collection Hotels and thank you for choosing our hotels to host once again your trip to Kos island.

Please contact reception and ask to be informed about the repeating guests’ privileges.

## **Reservations Department**

Our Reservations Department is always at your disposal via mail ([reservations@cleopatrahotels.com](mailto:reservations@cleopatrahotels.com)) for any information, clarification or request regarding your reservation. Do not hesitate to contact us if you wish to book directly with us.

## **Valuables**

The hotel takes no responsibility for loss or damage of any valuables. We strongly advise you to use the safe box that is available in your room. On the day of your departure, you are kindly requested to leave the safe box open.

## **Monitoring**

We would like to inform you that, for your own safety, the hotels are being monitored, 24 hours per day.

## **Requests**

The hotel cannot be held accountable in any manner for any unmet request or any incident.

All requests should be addressed to the hotel's management during your stay in writing (official doc is required where applicable).

## GUEST ROOMS

**All our rooms are equipped with:**

- **Cooler / mini fridge.** You will find it in the cupboard under your dressing table.
- **LCD / LED Television** with satellite channels
- **Safe box.** You will find it in the wardrobe of your room.
- **Individual A/C Unit.**
- **Hair dryer**
- **Face and Bath towels**
- **Bath mat**
- **Clothes hanger** on the balcony.

Sea view *	Pool View *	Garden View *	City view *
Village View *	Mountain View *	24 Room Service*	Balcony
Telephone	Air-conditioning	Music	Heat system
Flat Screen TV	Hydro Massage *	Cd/Dvd Player *	Satellite TV
Free Wi-Fi	Safety box	Internet access	Shower
Bathtub*	Mini Bar	Hairdryer	Fridge
WC	Toiletries	Clothes hanger	Baby Cot *
Personal Care Products *		Non smoking	

(\* Available in certain room types, (\*\*) Available upon request

### **Air condition & Heating**

All our rooms are equipped with an individual temperature setting for your comfort. If you need any assistance or you have questions about the system please contact our Reception for help. Air condition is payable locally.

### **Baby Cot**

We have baby cots available, if you need one, please contact Reception. A baby cot is already in your room, if you made a request with your reservation

### **Beds**

A good night's sleep is very important. For this reason our comfortable beds are equipped with brand new mattresses, pillows and duvets of the highest quality. There is also a soft blanket available in your main cupboard.

### **“Do not disturb”**

If you do not wish to be disturbed, please leave the “Do not disturb” sign outside of your door.

### **Safe-Box**

All our rooms are equipped with an in- room safe box. You will find it in your main wardrobe. You can get the key for the safe box from our reception.. Safe box is an extra service and it is payable locally. The hotel does not take responsibility for any items not placed in the in-room safe



## **Smoking**

Cleopatra Collection Hotels are NON-SMOKING. Smoking is only allowed in the out-door areas of the hotel.

Please be informed that the hotel is entitled to charge you 250 € penalty for smoking in non-smoking areas..

## **Television -TV Channels**

On your Television you can find European Satellite TV Channels.

## **Telephone numbers**

- Cleopatra Superior: (+30) 22420 92257-22420 92258
- Cleopatra Classic: (+30) 22420 91181 - 22420 91182
- Cleopatra Kris Mari: (+30) 22420 91642- 22420 91643

From the telephone in your room.

- To contact reception please dial: - 9 -
- To contact the snack bar please dial: - 556 -
- Calling room to room: please dial room number only.

## **FOOD & BEVERAGE (\*)**

### **Breakfast**

European Continental Breakfast is served only in the breakfast area from 7.30am-9.30am daily. You are kindly requested not to take food or drinks out of the breakfast area. Early breakfast available upon request. Breakfast box available upon request.

### **Snack/Pool Bar**

Our Snack/Pool Bars are open from 10:00 am to 06:00 pm. You are kindly requested to place your last order to the kitchen at 05:30 pm. You can choose from a variety of freshly made snacks and beverages as per the menu attached in the folder you are holding in your hands.

### **Main Bar**

Our Main Bars are open from 06:00 pm to 02:00 am. You can choose from a variety of branded or house spirits and cocktails as per the menu attached in the folder you are holding in your hands.

\* Please inform us in writing about your food allergy or allergies when making a reservation at any Cleopatra Collection Hotels or at check-in time. Our chef will be happy to advise which dishes are suitable for you. It must be very clear that regarding your eating and drinking, your own judgment is required after considering your own physical condition. The hotel cannot be held responsible or accountable for any incident occurring due to food allergy

### **Bar 1960**

Member of the Cleopatra Collection family, Bar 1960, is located at the heart of Kardamena. You can enjoy great drinks and even better music. Our friendly bar staff will be very glad to welcome you. Ask for your discount card for bar 1960 from the hotel's reception.

### **Stelios Place**

A traditional "kafeneio", Stelios Place, will serve you the coffee of your choice or a traditional Greek coffee if you prefer. Here you can also find a variety of spirits, international or local, and you can enjoy your "ouzo" with "meze" with a great view to the sea.

## **AMENITIES**

### **Business Centre**

If you would like to send an email or make a copy, please contact our Reception Team to assist you.

### **Car parking**

Parking your car outside the hotel is free. We would like to inform you that the hotel is not liable for your vehicle or any objects left in it!

### **Car/Moto rental**

You will find a menu with car rental offices on your TV channel. Please contact Reception for further information.

### **Concierge Service**

Our Reception team will assist you with all your requests and wishes. Table bookings, restaurant recommendations, excursion tickets as well as mailing your correspondence. Groom service available \*

### **Fitness Room**

Our Fitness Room is located on the basement of the Hotel Cleopatra Superior .All guests that stays to the Cleopatra Collection Hotels are welcome. Opening hours: 07:00 am – 09:00 pm. If you need further help please contact Reception.

### **Internet**

Wireless internet connection is available and free in all the public areas of the Cleopatra Collection Hotels. If you experience any problems with your connection please contact Reception!.

### **Iron/Ironing board**

There is an Ironing Room equipped with Iron, Ironing board and hangers in the Cleopatra Superior and the Cleopatra Classic.

### **Lost & Found**

All found items are stored in our Reception for 1 month. Please contact our Reception team if you are missing something.

### **Medical Service**

If you require medical help please contact Reception.

## **Swimming Pool**

Opening hours: 10:00 am– 06:00 pm. using the swimming pool is free of charge for the hotel guests. Please read carefully and always follow the rules and regulations hereafter:

### **SWIMMING POOL RULES & REGULATIONS**

- Hours of Pool operation are from 10.00 am to 06.00 pm.
- Children below 14 years must be accompanied by an adult.
- Always have in mind that there is no lifeguard on duty.
- Diving and Running is not permitted.
- Pool users are requested to maintain decorum at all times.
- Persons under the influence of alcohol/drugs are not allowed to use the Pool.
- Don't take your valuables with you to the pool, management cannot be held liable for loss of any valuables or other personal property left at the swimming pool premises.
- Food & Beverages from outside the Hotel is not allowed in & around the Pool.
- Pets are not permitted in the swimming pool premises
- Persons suffering from any disease are not permitted to use the Swimming Pool.
- Do not take glass or other fragile items in or close to the pool area.
- Disobedience of safety rules might cause your eviction from the pool area.
- These rules and regulations are subject to change any time without notice.
- Guests swim at their own risk and the Hotel will not be responsible for any injuries while using the Hotel facilities.

We would like to bring to your attention that in case of any damages you will be requested to cover the cost for the replacement of the item.

<u>ITEM</u>	<u>CHARGE</u>	<u>ITEM</u>	<u>CHARGE</u>
A/C UNIT	400,00 €	KEY	10,00 €
MI ROBOT VACUUM	400,00 €	KEY LOCK	50,00 €
BALCONY ALUMINUM DOOR	350,00 €	KEY MAGNET	40,00 €
BALCONY CHAIRS	60,00 €	MATRESS	190,00 €
BALCONY TABLE	60,00 €	MIRROR	100,00 €
BATH CURTAIN *	25,00 €	PILLOW *	25,00 €
BATH MAT	15,00 €	PILLOW CASE *	15,00 €
BATH TOWEL *	20,00 €	REMOTE CONTROL A/C	20,00 €
BATH WINDOW	50,00 €	REMOTE CONTROL TV	25,00 €
BED	240,00 €	ROOM CHAIR	150,00 €
LIGHTS	10,00 €	ROOM TABLE	140,00 €
CURTAIN	110,00 €	SAFE BOX KEY	50,00 €
DOOR	270,00 €	SHEET*	20,00 €
DUVET/BLANKET *	90,00 €	T.V. 32"	180,00 €
FACE TOWEL *	15,00 €	T.V. 42"	380,00 €
FLASH TOILET	80,00 €	TOILET SEAT	20,00 €
HAIR DRYER	50,00 €		

\* In case linen or curtains are stained with mascara, foundation, hair dye etc, the hotel will inform you and will wash the items. If the stains are not removed this is considered damage and the according charge will be applied.

## **SAFETY INFORMATION FOR GUESTS**

### **Procedure in case of fire**

The Cleopatra Collection Hotels are equipped with a fire alarm system. All our staff members are trained to deal with emergency situations quickly and efficiently. Smoke detectors are installed throughout the hotel as well as in the guestrooms. The hotel also has an electronic internal alarm system that constantly monitors the interior of the entire building and automatically passes any fire alarms onto the nearest Fire Brigade Station.

In case of emergency

**A FIRE CAN HAPPEN AT ANY TIME PRE- PLAN YOUR ESCAPE ROUTE**

As soon as you check in, begin to plan your escape in case of fire. When you get to your room, take a few moments to locate escape routes. Walk down the corridor and find the nearest and alternate exits or exit stairways. Count the doorways, turns in corridors and any other features between your room and the exits. Find the nearest fire alarm. Most frequently it will be located near the exit or stairwell door. Read the instructions on how to use it. Now read the Emergency Evacuation Instructions posted on the inside of your suite or bedroom door.

**IF A FIRE BEGINS IN YOUR ROOM**

Leave your room and close the door behind you to keep smoke and flames out of the corridor. Sound the alarm. Leave the building by the nearest exit. **DO NOT USE ELEVATORS.**

**IF YOU HEAR THE ALARM**

Should the alarm sound, **DO NOT** telephone the Hotel Operator or the Front Desk. Leave the building through the nearest safe exit.

If there is evidence of smoke in the room, roll out of bed and crawl on the floor. – DO NOT STAND! Smoke & deadly gasses rise. Go to the door of your room. Feel the DOOR HANDLE with your hand. The doors are insulated and you may not detect heat on the other side if you feel the door. If the door handle is hot, do not open the door. If the door handle is not hot, open it slowly, but be ready to close it immediately if necessary. Check the hall. If you can leave safely, take your room key with you and close the door behind you. Go to the nearest safe exit. Proceed with care down to the ground level. Hold the handrail for stability. If the nearest exit is blocked by smoke or fire, use the alternate exit if it is clear. If both exits are blocked, return to your room and close the door. Telephone the Hotel switchboard by dialing “9” on the guestroom telephone. **DO NOT USE ELEVATORS**

**WHAT TO DO IF THE ROOM DOOR IS HOT OR THERE IS FIRE OR DENSE SMOKE IN THE HALL.**

Few people burn to death in fires; most fatalities come from smoke inhalation. Avoiding excessive exposure to smoke should be a paramount concern during a fire. It may be safer in your room. Here are some things you should do: Let someone know you are in the room. If the phone works, phone the front office dialing “9”. Wet towels, sheets or other cloth items and put them around the doors to prevent smoke from coming in. Fill the bathtub. Keep the towels wet around doors. Do not break windows unless the smoke in your room is getting heavy. Open or broken windows will draw the fire in your direction. Hang a sheet or other visible item from the outside of the window to signal the fire department.

**ALWAYS REMEMBER... REMAIN CALM WHAT YOU CAN DO TO PREVENT HOTEL FIRES**



## **Procedure in case of earthquake**

You can ensure your protection during an earthquake.

### **If you are indoors:**

Remain inside.

Take shelter under a heavy piece of furniture (table, desk, bed).

Hang on to the piece of furniture in order to remain protected.

Cover your head and torso to protect yourself from objects that could fall during an earthquake.

Crouch alongside a wall if you cannot take shelter under a heavy piece of furniture or you are in a hallway.

Stay away from windows and doors.

If you are in a wheelchair, lock the wheels and protect your neck and head.

If you are in an elevator, select all of the floors and exit the elevator as soon as possible.

### **If you are outdoors:**

Remain outdoors.

Take shelter in an open area, away from buildings and far from crowds if you are in a busy place.

### **If you are driving:**

Stop the vehicle in a safe place, away from buildings, bridges and overpasses, and make sure that you are not blocking the road.

Stay inside the vehicle.

Listen to the radio for instructions from the authorities.

Do not get out of the vehicle; wait for someone to rescue you if power lines have fallen on the vehicle.