

HOTEL SERVICE DIRECTORY

MI-LEO

LUXURY HOTEL MYKONOS
★★★★★

Welcome

Dear Guests,

*The Management and staff of Mileo Hotel warmly welcome you
and wish you an unforgettable and pleasant stay.*

*We are here to ensure the best service and to make your stay as comfortable
and enjoyable as possible.*

*Do not hesitate to contact reception for any requests or needs.
We hope you experience unique moments during your stay and look forward
to welcoming you again on your next trip.*

We wish you a wonderful stay!



mileomykonos.com



HOTEL SERVICES

PARKING

Tourist Bus Parking Area

Available Parking Space at Nearby Parking Lot

RECEPTION

The reception is open 24 hours.

LUGGAGE

If you need to store your luggage outside your room on the day of your arrival or departure, we have a dedicated storage area for your convenience. Please contact reception for more information.

Additionally, we offer a luggage transportation service to ease your experience.

TRANSPORTATION

If you wish to arrange transportation to the airport or port, please contact the reception at least one day before your departure. We will be happy to ensure your comfortable and timely transfer.

CAR RENTAL

The Reception staff is available to assist with your car, motorcycle, or bicycle rental reservations, catering to all your needs and preferences.

INTERNET

Free wireless internet is available in all public areas of the hotel and in the rooms. Please contact the reception for further information.

COMPUTER SERVICES

A computer with fax, photocopy, and other related services is available in a special area next to the reception for your convenience.

GUEST SERVICES

CHECK-IN TIME

The official check-in time is from 15:00 onwards. If a room is available, early check-in may be possible.

CHECK-OUT TIME

On the day of your departure, please vacate your room by 12:00.

If you wish to extend your stay beyond this time, please contact Reception to check availability and any additional charges. A fast check-out service is available if you notify us in advance.

GUEST SERVICES

For any information about museums, attractions, activities, historical sites, archaeological locations, or any other request, the reception staff is at your service to assist you.

POOL TOWELS

The hotel provides free pool towels. Please return them to the hotel after use. In case of loss, damage, or non-return, a charge will apply for the towel.

ROOM CLEANING

Rooms are cleaned daily between 09:00 and 16:00, with the possibility of a second afternoon cleaning.

If you wish to have your room cleaned at a specific time during the day, please contact the reception.

Please do not dispose of paper or other items in the toilet. Use the appropriate waste bins for disposal to avoid blockages and damage to the plumbing system. Thank you for your cooperation.

LAUNDRY SERVICE

The hotel provides laundry and ironing services for an additional fee, upon request.

IRON & IRONING BOARD

An iron and ironing board are available in each room upon request.

WAKE-UP SERVICE

If you require a wake-up call, please contact the reception.

BREAKFAST

Breakfast hours: 08:00 a.m. to 11:30 a.m.

Early breakfast or food can be arranged (please notify the reception).

Breakfast can also be provided in a special take-out package upon request.

BABY COT

A baby cot can be added upon request.

ROOM FACILITIES

- Free Wireless Internet
- Satellite TV
- Bathrobe
- Mini Fridge
- Espresso Coffee Machine
- Kettle (available upon request)
- Coffee & Tea
- Iron & Ironing Board (available upon request)
- Hairdryer
- Magnifying Mirror
- Scale
- Stationery
- Air Conditioning/Heating: All rooms are equipped with an independent air conditioning unit
- Safe Deposit Box (free use)
- Wake-up Service (upon request)
- Anatomical Mattress
- Option to add a baby cot (playpen)
- Thermal Insulated Windows with Double Glazing
- Natural Light and Ventilation in all rooms
- Room Service available 24 hours; contact Reception
- Towel and Bedding Change upon request
- Towels & Bedding
- Room Cleaning Service
- Bathroom Amenities

SAFE DEPOSIT BOX

The hotel maintains a central safe deposit box for storing personal items beyond the room in case needed.

POOL & GYM HOURS

Public Pools: 08:30 – 20:30

Gym: 08:00 – 21:00

USEFUL INFORMATION

ROOM UPGRADE

If you wish to upgrade your room to a higher category, we are happy to assist you. Please contact Reception for availability and additional charges.

DAMAGES

If you notice any damage to your room's equipment, please report it to Reception so that it can be promptly repaired. We kindly ask for your understanding in case of any delays due to technical reasons.

LOST & FOUND

For your convenience, please report any lost items to Reception immediately so we can return them to you as soon as possible, either to your room or to the address you specify.

GYM RULES

Every member must wear clean athletic clothes and shoes to maintain the hygiene of space. Athletes must use a personal towel for each piece of equipment or surface they come into contact with. Equipment must be used according to the instructions and proper technique to avoid injury. Each user is responsible for the proper condition of the equipment and must return it to its place after use.

The duration of equipment use during peak hours may be limited to ensure fair access for all members. In case of emergency (e.g., fire, earthquake), users must follow the evacuation instructions.

POOL RULES

Shower Before Entering – A shower is mandatory before entering the pool for hygiene reasons.

No Running – Running around the pool area is strictly prohibited to prevent accidents.

Child Supervision – Children under the age of 14 must be supervised by an adult at all times, either inside or next to the pool area.

Use of Flotation Devices – The use of appropriate floatation devices (arm floaties, life jackets) is allowed for children or individuals who are not strong swimmers. However, their use does not replace the required supervision by an adult.

Swim Diapers for Infants and Toddlers – Babies and young children who are not toilet-trained must wear special waterproof swim diapers. Regular diapers are not permitted as they can disintegrate in water and cause hygiene issues.

Prohibited Items and Activities – The use of sharp or fragile objects is strictly forbidden, as well as the consumption of food or drinks inside the pool.

No Entry Under the Influence – For safety reasons, individuals under the influence of alcohol or other substances are not allowed to use the pool.

Enforcement of Rules – The facility staff has the right to remove anyone who fails to comply with the above rules. Non-compliance may result in expulsion from the premises without a refund.

SMOKING

Please note that smoking is not allowed inside the rooms, only in the outdoor areas of the hotel.

PETS

Pets are allowed in specific areas of the hotel.

COMPLAINTS & SUGGESTIONS

Please contact the reception staff if you have any suggestions, complaints, or concerns regarding the hotel's operations. Our goal is to continuously improve our services to ensure the best experience for our guests. Effective complaint management is crucial for providing quality services and helps us identify and fix any weaknesses in our policies and procedures.

SAFETY POLICY

Emergency Situations: In case of an emergency, please follow the instructions of the staff and proceed to the nearest emergency exits.

Emergency Exits: The emergency exits are clearly marked, and the hotel staff is trained to guide you in case of an emergency.

Medical Assistance: If you require medical assistance, please contact Reception immediately, and we will provide the necessary services.

We wish you a wonderful and unforgettable stay filled with rest, relaxation, and delightful experiences.

Have a pleasant stay!

The management of the hotel reserves the right to modify any information contained in this document at any time.

MI-LEO
LUXURY HOTEL MYKONOS
★★★★★

Kalo Livadi, 84600 Mykonos Island, Cyclades | Greece

☎ +30 22890 76248 | ✉ info@mileomykonos.gr

mileomykonos.com