



Welcome to MANNA HOTEL

Dear Guest,

We are pleased to welcome you to MANNA HOTEL.

Whether you are traveling for business or pleasure, we know that there is a variety of hotels in the wider area and we are happy that you have chosen our hotel for your stay in Arcadia.

Our commitment is to satisfy three basic, but simple, expectations:

- I. To provide friendly and courteous service in all our departments.
- II. To offer modern, comfortable rooms and suites, which exceed the standards of luxury.
- III. To provide excellent services in our food departments, with dishes and drinks, which are mainly prepared with local products and respect for the environment.

During your stay, we uphold our hotel's service commitment, providing exceptional service with your luxury and comfort in mind.

If you experience any problems while staying with us, please contact reception immediately to give us the opportunity to rectify the situation. The Reception remains open 24 hours. +30 2710 309009 Ext: 500

If, for any reason, we haven't fixed the problem as you would like, or we haven't lived up to our commitment to excellent service, we will make sure to offer you some additional service.

For immediate service, you can contact the reception department +30 2710 309009 Ext: 500

Again, thank you for choosing MANNA HOTEL. We look forward to serving you immediately as well as on future trips to the wider Arcadia area.

Yours sincerely,

Christos Dimas,
General Manager



GUEST SERVICES

Allergies

If you have special requirements, please contact the manager who will be happy to assist you.
Call +30 2710 309009 Ext: 500

Check-Out & Express Check-Out

Departure is at 11:00 am. Late check out is available upon request, subject to availability. Please contact Reception: For the Express Check Out Service, please contact Reception.
+30 2710 309009 Ext: 500

Multipurpose hall

Do you need a special configuration in the room to meet your needs? Reception will help you with its configuration. Call +30 2710 309009 Ext: 500

Amenities

At MANNA HOTEL, our guests love comfort. Slippers, bathrobes, duvets, towels, bathroom accessories and more can be purchased from the Housekeeping department. Please call +30 2710 309009 Ext: 500

No smoking

MANNA HOTEL is a non-smoking hotel. Please respect the fact that several guests suffer from severe allergies. Thanks for the cooperation.

Lost

If you need assistance with lost items on the hotel premises, please contact Reception: +30 2710 309009 Ext: 500

Safety - Emergency

MANNA HOTEL is equipped with modern security devices. Each room is equipped with a smoke detector and the corridors are equipped with fire extinguishers. Upon arrival, it is recommended that you take a moment to locate the emergency exit staircase on your floor (marked EXIT). In case evacuation is necessary, you are requested to use the EXIT staircase. For your safety, the elevator will not operate during an emergency. If you have a physical condition that may affect your ability to either detect an alarm or evacuate via stairwell, please inform reception. Please call +30 2710 309009 Ext: 500 if you need immediate assistance.

Emergency exits

Check the relevant form in the "Info Box" of your room for the nearest emergency exit.

Bar-Lounge

The Bar-Lounge is located on the first floor of the hotel and serves Snacks and drinks (12:30 pm to 11:00 pm) 7 days a week.

Business Centre

The Business Center has computers equipped with (MS Word, Excel, Publisher, etc.). If you are a tenant of the hotel, the use of services and access to high-speed internet is free of charge. In addition, photocopying, sending E-mails and secretarial services are available during working hours for a corresponding fee. In case you need the equipment for private use, please contact Reception. Please call +30 2710 309009 Ext:500

**Library**

In the first floor libraries you will find several interesting books available for reading

E-mail and photocopies

To send an e-mail or make photocopies, please contact the reception staff. Email and copy service is available 24 hours a day for a minimal fee. Our e-mail is info@mannarcadia.gr.

Gym

On the ground floor of the hotel next to the SPA facilities, there is the gym, which you have access to 24 hours a day, 7 days a week. The gym offers machines and equipment for your daily exercise.

Various items

If you have forgotten something, we have a variety of different items at reception. Please call +30 2710 309009 Ext: 500

Director

Please call +30 6947271176 or +30 2710 309009 Ext: 500

Activities

We can organize for you, outdoor activities and short excursions in the wider area of Arcadia and nearby destinations.

The hotel's Spa also provides high-level services in its facilities, with body and beauty treatments.

You will find the SPA menu and the Outdoor activities menu in the "Info Box" of your room.

For more information, please contact reception +30 2710 309009 Ext: 500.

Special room and service rates

Contact the Reception Department. Call +30 2710 309009 Ext: 500

Events & events

If you are planning any social or corporate event, please contact the Reception Department to be informed and receive our corresponding proposal. Call +30 2710 309009 Extension: 500

Car rental

Please call Reception on +30 2710 309009 Ext: 500.

Newspapers & Magazines

Please inform Reception of your wish for the printed form. Call +30 2710 309009 Ext: 500

Cab

If you plan to take a taxi, the reception staff will be happy to arrange your transport and save you valuable time. +30 2710 309009 Ext: 500

Energy saving

Please make sure all doors and windows are closed when turning on the air conditioning unit. If windows are open, there will be an automatic shutdown of the system.

To activate the power supply insert the magnetic card into the slot. Please note that the mini bar fridge operates independently of this system. Do not attempt to place other objects on the magnetic main switch as this may cause a short circuit.

Heat cold

Your room is equipped with independent heating and cooling. Adjust the temperature of your room as you like. You will find two controls on the air conditioning unit: a thermostat to adjust the room temperature and a fan control with three speeds, high, medium and low for the air volume in your space.

**You**

No one is more important to us than YOU. If there is anything we can do for you, please don't hesitate to ask. Please call +30 2710 309009 Ext: 500

Restaurant

The restaurant serves food 16 hours a day, (08:00 AM to 00:00 AM) 7 days a week. The opening hours are as follows:

Breakfast: 08:00 am – 11:30 am

Lunch: 12:30 p.m. – 6:00 p.m.

Dinner: 19:00 pm – 10:45 p.m. (Last order)

Packed breakfast & lunch available. Please call +30 2710 309009 Ext: 500

Breakfast

The restaurant serves daily a la carte Greek Breakfast | 08:00-11:30 am

You can also order your breakfast in the room.

In case you are leaving earlier, please inform us one day before to provide early morning breakfast or packed breakfast. Please call +30 2710 309009 Ext: 500

Security box

Safety deposit boxes are provided in all rooms and suites. Please read the terms and conditions for using the safe deposit box carefully. MANNA HOTEL is not responsible for items left in your room.

Room card

In case you lose your room card, please notify the reception immediately so that they can cancel it. For your own protection, you will be asked to identify yourself with your ID. Return the key card to the slot upon check-out.

Pets

For the service of all guests, small pets up to 5 kg are allowed.

Coffee/Tea

Your room has a coffee maker, 4 coffee capsules and daily free coffee and tea refills. Decaffeinated coffee is also available.

Beds

The hotel provides the possibility for extra beds, baby cots and children's beds (subject to availability). Please call +30 2710 309009 Ext: 500

Mini bar

In the minibar you can enjoy various drinks and snacks. Minibars are replenished daily and charges are added to your bill.

Ice

If you need ice in your room you can get it from room service. Please call +30 2710 309009 Ext: 500

Hot Water Supply

You will find hot water in your room 24 hours.

Central switch

By inserting the key card into the energy-saving switch next to the door, you immediately turn on the electricity supply to the room.

Calls outside Greece

There is a fee for long distance calls. Please contact reception +30 2710 309009 Ext: 500

**Local calls**

There is no service charge for local phone calls.

Room reservations

Please call +30 2710 309009 Ext: 500

Beds

The hotel provides the possibility for extra beds, children's & baby cot (based on availability). Please call +30 2710 309009 Ext: 500

Pillow menu

Two pillow options are available in the room. Additional options can be found in the Pillow Menu.

Water

The water in your room is not potable, it is recommended to drink bottled mineral water from the minibar.

Wine tasting

Available at selected wineries. Please contact reception to arrange your visit. +30 2710 309009 Ext: 500

Parking

It is available free of charge for all guests and we also have a charger for electric cars with free use.

Parking Guide Service

Let Reception know when you need your car and you will collect it from the main entrance. Call +30 2710 309009 Ext: 500

Credit cards

We accept the following credit cards: Mastercard, Visa.

The hotel is required to obtain permission from the respective credit company for expenses incurred at the hotel. Contact Reception for more information: +30 2710 309009 Ext: 500

Wheelchair access

Some rooms are specially designed for wheelchair access. Contact Reception for more information: +30 2710 309009 Ext: 500

First aid

Please call +30 2710 309009 Ext: 500

Internet service provision

MANNA HOTEL provides free high-speed wireless internet in the hotel. To connect to the hotel's wireless service, all you need is a device with a web browser installed.

Connect to the MANNA network and enter the password (11111111) provided by the Socket and connect to the high-speed network.

Maintenance and repair

If something is not working. Please call +30 2710 309009 Ext: 500

TV

A smart TV is available in every room and suite.

Housekeeping department

Maid service is available daily. In case you wish to use the service at a specific time, (Turn down from 18:00 – 22:00) please inform the reception by 17:00. +30 2710 309009 Ext: 500.

Or if you need extra pillows and stationery or the Lost & Found service. Please call +30 2710 309009



Ext: 500

If you want towels changed on request, Please call +30 2710 309009 Ext: 500

Wake up service

Please call +30 2710 309009 Ext: 500

Cleaning / laundry service

In your "Info box" you will find bags and forms for the Dry Cleaning - Washing Ironing Service. Same day delivery service (pickup by 9am / delivery by 5pm) is only available Monday to Friday. Fill out the form provided, place it with the clothes in the laundry bag and take them to reception. In addition, the hotel provides an iron & ironing board. Alternatively call +30 2710 309009 Extension: 500

Baggage Transfer Service

Luggage Transfer Service is provided from your room. Please call +30 2710 309009 Ext: 500

Luggage Storage Service

We can keep your luggage in a separate area for as long as you need. Please call +30 2710 309009 Ext: 500

Child Protection Service

Inform the reception one day before your wish and a qualified childminder will take care of your children. Call +30 2710 309009 Ext: 500

Room service

Meals in the comfort of your room. The service is available 24 hours a day. Consult the menu for the available food and drink items. Call +30 2710 309009 Extension: 500

Mail and Courier Service

Please call +30 2710 309009 Ext: 500

Transfer service

Providing high level services with a private luxury SUV for your transport to and from the airport, port, station or wherever else you wish. Call +30 2710 309009 Extension: 500

Shopping

The best shops for local products and souvenirs are located in the town center of Vytina and in Dimitsana.

In addition, there are food stores in the wider region of the prefecture: +30 2710 309009 Ext: 500

SECURITY, SECURITY SERVICES

FIRE SITUATION

Locate the nearest fire exit upon entering your room (see room 'Info box'). Locate the alarm and fire extinguishers.

In the event of a fire or after an alarm:

1. Touch the door with the back of your hand before opening. If the door is cool, check the corridor for smoke and open carefully.
2. If there is smoke:
 - Close the door, call for help.
 - Turn off the air conditioner.
 - Place damp sheets and towels in cracks and vents and around doors
 - Remove the curtains from the windows



- Fill the tub with water to keep the fabric on the doors damp.
- After completing the above steps, proceed to the window to report the fire.

3. If the runway is clear:

- Walk calmly to the nearest exit, located at the end of each corridor
- Do not use elevators

4. Please remain calm at all times.

Fire Safety - Plan your escape - Plan your escape route in case of an emergency

- As soon as you check in, start planning your escape in the event of a fire. When you get to your room, take a few moments to identify your escape routes.
- Find the nearest fire alarm. It is usually located near the exit or stairwell door. Read the instructions on how to use it.
- Check the emergency instructions located inside your room.
- If you have a physical condition that may affect your ability to detect an alarm or evacuate the building via the stairs, please inform reception.

If a fire starts in your room

- Move away from your room and close the door behind you to keep the smoke and flames confined to one area. Sound the fire alarm and leave the building via the nearest emergency exit. Do not use the elevators.

If you hear the fire alarm

- If you hear an intermittent signal, prepare to exit the building.
- If you hear a continuous beep, exit the building through the nearest exit. Close your room door well.
- If the door is not warm, open it slowly, but be ready to close it immediately if necessary.
- Check the corridor. If you can leave safely, proceed to the nearest exit.
- If the nearest exit or stairway is blocked by smoke or fire, use an alternate route. (If obstructed by smoke or fire, return to your room and close the door). Proceed carefully to ground level.

What to do if the room door is hot or the hallway is full of smoke

It may be safer to stay in your room. In this case you can follow these steps:

- Let someone know you are in the room. If the phone works, call reception.
- Soak towels in water to place around doors and cracks if smoke enters. Fill the bathtub with water. Use the trash can to rewet the towels or door as needed.

What you can do to avoid fires in the hotel

Many hotel fires are caused by smoking in the bed and room. Kind Reminder: Smoking is strictly prohibited in all areas of MANNA HOTEL!

IN CASE OF AN EARTHQUAKE

If you are inside the hotel

- Stay inside
- Stay calm
- Stand under a stable heavy object, such as a table
- Stay away from windows
- Do not go out on the balconies



If you are outside the hotel

- Stay outdoors
- Stay away from any building
- Go directly to the parking area or the meeting place indicated by the administration

Afterward

- Take with you everything that is absolutely necessary
- Do not use the elevator. Use the stairs to exit the building.
- Don't run!
- Go directly to the exterior of the building.
- Do not use your mobile phone.
- Follow the instructions of the police and don't believe the rumours.
- Be prepared because aftershocks may also follow.

TRAVEL SAFETY TIPS

1. Don't open your room door without checking who it is. If someone claims to be an employee, call the front desk and ask if any of the staff has been up to your room and for what purpose.
2. When returning to the hotel late at night, please use the hotel's main entrance. Be careful and look carefully before entering parking lots.
3. Close the door securely when in your room and use all locking devices provided.
4. Do not leave room keys on restaurant tables, on the terrace or in other places where they can be easily stolen.
5. Do not draw attention to yourself by displaying large amounts of cash or expensive jewelry.
6. Don't invite strangers into your room.
7. Place all expensive items in the hotel safe.
8. Do not leave expensive items in your vehicle.
9. Check that sliding glass doors or windows are locked.
10. If traveling with children, always be supervised by an adult.
11. If you see any suspicious activity, call the hotel reception.
12. Upon your arrival, please inform reception if you require special assistance to evacuate in an emergency.

YOUR SAFETY

Your room's security door lock is equipped with an additional security button. This button is activated from inside your room. It is recommended to use this function whenever you are in your room.

Thank you for your visit and we are at your disposal, for any information and service, to have an unforgettable stay.