

*Accommodation Guide*

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**PRINCESS  
SUN**

HOTEL & SPA

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*Dear guests,*

Welcome to Princess Sun Hotel

Please read this guide carefully, as it was prepared to inform hotel guests on issues relating to their accommodation.

In this guide, you will find all the necessary information on the facilities of Princess Sun Hotel, as well as the accommodation and safety rules.

For any additional information or clarification, do not hesitate to contact our staff, who will be pleased to serve you, inform you and help resolve any issue you may be facing.

On behalf of the Administration and the staff, I wish you a pleasant stay.  
Sincerely,

The Hotel Director

# I. USE OF AMENITIES PROVIDED

## Electricity

The outlets in your room and the hotel common areas provide 220V electricity. In the case of an extended blackout by the power provider (<https://www.dei.gr/en>), the hotel's generators will automatically begin operating to cover basic needs.

You are hereby informed that force majeure or other incidents affecting the quality of electricity or the unforeseen operation of the power provider do not concern the hotel and there is no obligation for compensation.

According to Greek legislation and for safety reasons, the use of electrical appliances drawing high power loads beyond those installed in hotel rooms is strictly prohibited.

However, you may use small personal grooming appliances or other devices such as mobile telephones, laptops, etc.

For your safety and in order to prevent electric shocks or short-circuiting, you are prohibited from using appliances not suitable for connection to 220V electricity, objects or your digits with the outlets.

If you have young children, they must always remain under your supervision for their safety. Please do not leave devices charging when you have left your room.

It is also noted that any contact between electrical appliances and the water, as well as their operation in a damp environment, should be avoided.

## Laundry, dry cleaning and ironing

You must inform us of any particularities concerning the garments you intend to deliver for ironing or cleaning, particularly if they have no labels bearing the standardised instructions provided by the manufacturer for their cleaning and ironing. You must use the cleaning form found in your room. The hotel's liability in the case of damage during the cleaning and ironing process is limited to compensation amounting to the actual commercial value of the damaged articles.

## Key card

Use your key card both for opening your room door and for enabling the supply of power to your room. Upon checking in, you will be provided with two key cards to your room intended solely for personal use. Should you lose a key card, you must inform reception immediately in order for the lost card to be invalidated and for a new one to be provided. The hotel's liability is limited to the replacement of the key card.

## Emergencies

In case of emergency, contact reception immediately.

### Bathroom protection

Your bathroom may be equipped with a bathtub, shower, jacuzzi or combination thereof.

For your safety when using the above and in order to avoid slipping or get injured in the bathroom, the following means are provided and we request that you use them for your personal protection:

- 1) Slip-resistant plastic mat
- 2) Cotton mat

The slip-resistant plastic mat can be placed within the bathtub or shower and can be requested from room service.

The cotton mat is placed outside the bathtub or shower in order to absorb any water falling from your body when you exit the bathtub or shower.

If the bathroom floor or means of protection become soaked for any reason during use, please notify reception immediately so that the cleaning staff can replace them and dry the bathroom floor.

The hotel's liability is limited to the supply of personal means of protection and proper maintenance of facilities.

You are solely responsible for using the bathroom, taking the above into account and demonstrating the same care shown when using the bathroom at your home.

For any additional requirements due to particular needs or anything beyond the above means of protection, please contact reception.

### **Hair dryer**

You will find a hair dryer in your bathroom.

Be careful using the nozzle, as it gets hot during use.

Do not use the appliance near flammable materials or in a damp environment - avoid all contact with water.

### **Private Storage Lockers**

A locker can be found in your room closet. You are solely responsible for using the locker and are hereby informed that it is not a strongbox or a safe-deposit box for valuables or money, but a locking container.

You are hereby informed that the hotel does not undertake the responsibility for the storage of valuable articles or money.

Upon checking out, please leave the locker open if you have used it.

## II. FOOD - BEVERAGES AND DIETARY PREFERENCES

### Group Dining – Personal Dining

Upon checking in, you must inform us of any specific dietary needs for health reasons. However, you remain responsible for informing the head and staff of the catering departments about your specific dietary needs each time you visit them for a meal, precisely as you would do if you were visiting an establishment for the first time. Self-service sections contain markings with allergens that you can consult, but you should always confirm the absence of substances harmful to you in meals with the head of each catering department.

The specific dietary needs declared will be taken into account and you will be provided with the relevant information concerning the above solely for catering services.

The hotel is obligated to inform you on the basis of your written declarations, as noted above.

### Consumption of Beverages & Alcohol

You can enjoy local alcoholic beverages, soft drinks, juices, coffee, etc. at the bars.

According to the Greek law and for safety reasons, alcohol is served only to individuals over 18 years old.

Hotel staff have been instructed to refuse service to individuals who have consumed excessive amounts of alcohol and ask them to return to their rooms.

In case of dispute concerning a patron's age, identification may be requested.

## III. ACTIVITIES and RECREATION

### Creative Activity Centre

Children aged 4 or older can participate in recreational activities under the supervision of their parents or lawfully responsible escorts under the terms listed in the special participation form. In order for children to participate in the activities of the children's club, the relevant participation form must have previously been completed and signed. Refusal to complete and sign the document will result in prohibition of participation. Please contact the heads of the Creative Activity Centre for any additional information or clarification.

### Playground

Access to the playground is free during specific hours, under the responsibility of the parents or lawfully responsible escorts.

### Water Sports Centre

The water sports centre located on the beach belongs to third parties unrelated to the hotel. The centre offers all types of sea activities and is open every day from morning until afternoon. For further information, please contact the water sports centre.

## Gym and Athletic Activities

Our facilities provide the ideal environment for those guests who used to engage in regular daily exercise and wish to keep exercising during their vacation or they want to participate in an athletic activity such as tennis, soccer, water and so forth.

For safety reasons, the following are prohibited:

1. Entry into the gym by children under 17 years of age
2. Use of exercise equipment by minors
3. Participation of minors in athletic activities without the direct supervision of their parents or lawfully responsible escorts
4. Entry into the gym without dry clothes and athletic footwear
5. Use of other athletic facilities without the appropriate attire, footwear and use of personal protection, where required

It is reminded that use of the gym or participation in athletic activities is permitted for individuals in good health who have secured the consent of their family physician for their exercise programme or for participation in sports.

If you are not following an exercise programme or are not sure whether your health allows you to exercise or participate in sports, we highly recommend that you consult your physician before using the gym or athletic facilities or otherwise avoid doing so.

The hotel's liability is limited to providing exercise equipment, athletic equipment and the facilities where these are located. It is expressly clarified that the hotel does not provide instructions or professional advice on following an exercise programme, whether personalised or not.

You are hereby informed that participation in recreational activities in shallow water or the amphitheatre conducted by animateurs bear no relation to athletic activities or exercise, and your participation in such activities takes place at your absolute discretion, according to your knowledge about your body, abilities and weaknesses.

For example, if you cannot swim or feel tired, it is common sense that you would not participate in an entertainment programme taking place in water or involving extended exposure to the sun.

Participation of minors in the above entertainment activities takes place with the direct supervision of their parents or lawfully responsible escorts

## IV. RELAXATION, WELLNESS & PERSONAL CARE

### SPA - Wellness Centre

At the Hotel's Wellness centre, which is staffed by professionals, you can enjoy relaxation and wellness services, which bear no relation to medical treatments or physiotherapy rehabilitation, and are provided by the hotel or third parties as follows:

Service Description	Provided by
Massage	AEGEO SPA, external associate, professional identity: <a href="http://www.aegeospas.gr/">http://www.aegeospas.gr/</a> location: 143, Papanastassiou Street, GR-71409, Heraklion, Crete
Face treatments	
Body treatments	
Depilation	

The entry of minors in the SPA Wellness Centre and the gym is strictly prohibited.

It is reminded that the use of certain services or wellness equipment available at the SPA, e.g. pool, sauna, jacuzzi, etc., is permitted exclusively for individuals in good health who have secured the consent of their family physician.

If you are not sure whether your health allows you to safely use a service or wellness equipment, for your personal safety and to protect your health, we highly recommend that you consult your physician before deciding to use a service or wellness equipment.

You are also informed that the rules for using pools Nos 1, 2, 3, 4 and 6, which are listed in the pool regulation found below, apply to using the above-mentioned wellness equipment at the SPA.

### Hairdressing and manicure-pedicure

Services are provided by professionals, who may be hotel staff members or third parties, as follows:

Service Description	Provided by
Make-up	AEGEO SPA, external associate, professional identity: <a href="http://www.aegeospas.gr/">http://www.aegeospas.gr/</a> location: 143, Papanastassiou Street, GR-71409, Heraklion, Crete
Hairdressing	
Manicure	
Pedicure	

## Common and Private Pools

The pool regulation is as follows:

Common and private pools may solely and exclusively be used between 10:00 and 18:00. Use during other hours is prohibited.

The hotel bears absolutely no responsibility for any incidents occurring due to violation of this prohibition.

Each pool, depending on its rented use (room's private pool, common or sharing pool for a group of rooms, the hotel's central common pool or children's common pool) may only be used by hotel guests according to the following rules.

1. Before entering the pool, guests must diligently use the showers.
2. Entry into the pool is prohibited to individuals who are injured, as suffering from skin conditions, transmissible diseases or ENT problems.
3. Individuals with chronic conditions or belonging to vulnerable groups may use the pool with the permission of their attending physician.
4. Show care when using the pool. Spitting into the water, blowing your nose, drinking or expelling pool water from your mouth are prohibited.
5. Use personal protection if you cannot swim, as well as the protective equipment recommended by your physician in order to protect your eyes, ears and hair.
6. When moving around the pool or showers, be careful when walking and wear suitable footwear in order to avoid slipping on wet surfaces.
7. The following are strictly prohibited:
  - Diving
  - Swimming under the influence of alcohol or drugs
  - Children swimming without the supervision of their parents or lawfully responsible escorts
  - Swimming within 2 hours of eating
  - Chasing, pushing or other games within and around the pool
  - Entry of animals into and around the pool
  - Eating and drinking in and around the pool
8. Violation of the above will result in authorised hotel staff requesting that you leave the premises of the pool.

For your safety, pools are supervised according to their operation permits.

It is noted that all pools other than the central common pools of the hotel, including the children's pool, are used at your own responsibility as regards use on the basis of the above rules, and are not continuously supervised, as is the case with the central common pools and the children's pool.

Consequently, observance of the regulation and use of the life-saving equipment found at prominent locations in each pool or group of small pools (lifebuoy and rod) is up to your absolute discretion and responsibility.

## Beach

The beach has been awarded a blue flag, attesting that the beach meets strict water quality criteria and general environmental management criteria.

We are proud to help keep the beach clean, therefore we kindly request that you do not dispose of trash on the beach or in the sea, which, being a public space, comes under the

supervision of the municipal and state authorities. Free access to the beach and sea in front of the hotel's facilities is permitted to everyone.

It is reminded that swimming in the sea requires a minimum of certain skills and knowledge, and the observance of safety measures used exclusively at your personal responsibility in order to avoid sea-related risks.

The hotel's services and responsibility at the specific section of the beach in front of the hotel's facilities are limited to the provision of deck chairs and umbrellas.

# V. HEALTH AND SAFETY

## Illness - Accidents

In case of any accident or illness due to any cause or reason, you must immediately inform the reception where the necessary documents to declare the incident can be found.

Hotel staff will then take direct action to notify the competent bodies or professionals for your care and protection, as well as the protection of other guests and hotel staff.

Negligence or delay on your part in discharging this obligation may result in being held responsible for yourself, the safety of other guests and hotel staff.

It is noted in particular that notifying the representatives of travel agencies (if you booked a room through them) does not negate your obligation to immediately notify the reception. Non-observance of the above results in the hotel having no liability whatsoever towards you.

## Exposure to the sun

The sun is particularly strong on Rhodes during the summer months, therefore you must follow your physician's personalised instructions on when and how long you should be exposed to solar radiation.

Your physician is the only individual competent to recommend which means of protection to use and how often (e.g. sunscreen, frequent consumption of fluids, etc.).

## Protection from accidents or from theft

### Room

Always keep your room windows closed when you are absent or not able to supervise your room.

Room cleaning staff will enter your room when you are absent between **9:00 and 15:00 and between 18:00 and 22:00** or upon request when you are present whenever required. Upon returning to your room and in order to avoid accidents, please show the appropriate care if your room has just been cleaned and the floor remains wet.

The hotel bears absolutely no responsibility:

- For any loss or theft of your personal articles, which must be guarded at your responsibility.
- For accidents occurring within rooms due to cleaning or improper use of the amenities therein.

## Common Areas - Beach

As these are non-controlled areas, we request that you show the necessary care for the protection of your belongings.

The hotel bears absolutely no responsibility for losses or damage incurred due to negligence.

## Moving around hotel facilities

The hotel has been constructed according to high safety standards in order to protect guests and staff in accordance with the law.

These measures do not contradict basic notions of common sense, as illustrated by the following indicative and non-restrictive examples:

- Wearing suitable footwear depending on the areas where you intend to move or carry out activities

- Showing the necessary care when walking depending on the signs posted
- Avoiding areas indicated as slippery in case of a wet floor sign being posted due to sanitation or other reasons
- Avoiding any area that may be hazardous due to any incident and can be visually detected, e.g. food that may have fallen on the floor, spilt liquids, etc. which the cleaning staff have not yet cleaned up.
- In cases of rainfall or other natural phenomena, we particularly request that you avoid moving in outdoor areas. If you have to do so, please wear suitable footwear and use personal protection.

The hotel bears absolutely no responsibility for incidents directly or indirectly caused because you exposed yourself to danger or due to negligence in protecting yourself against visible hazards or against natural phenomena or incidents that constitute force majeure.

## Other Issues

A) Hotel rooms are to be used solely and exclusively by the individuals declared at the time of rental.

The following are prohibited in hotel rooms:

- Preparation of food and eating in rooms, except in cases of ill individuals or those who have requested room service.
- Use of electricity by guests for purposes other than those provided by the room and personal use appliances, such as, by way of indication, shaving machines, mobile telephones, laptops, etc.
- Washing linen and garments.
- Moving room furniture, posting photographs or other articles on the walls, or changing the decoration of the space in any manner.
- Music, singing and all types of congregations that cause noise or disturb other hotel guests.
- Transporting and using towels and other garments outside rooms.

B) Hotel guests are responsible and will pay compensation for any damage or injury caused to the hotel due to the guests, their visitors or their staff or any other individual for whom they are responsible.

In case of any damage or disturbance or other incident caused by minors or (supervised) individuals of advanced age or individuals with special needs, their parents, guardians or escorts will be responsible.

C) The hotel parking lot is not guarded and hotel guests are responsible for using it.

D) Pets are not allowed in any part of the hotel.

E) In cases of systematic inappropriate behaviour, inebriation or soiling, as well as in cases of transmissible disease or other condition deemed harmful or disturbing to the remaining guests and hotel staff, the hotel is obligated to notify the competent authorities and take protective measures according to the instructions it will duly receive, reserving the right to seek compensation for any losses incurred.

## **FIRE**

### **Emergency exits**

Consult the map located behind or near your door in order to find the nearest emergency exit. Your room number is highlighted in green on the map in order to easily find your precise location.

### **Instructions in case of fire**

1. Activate the alarm by breaking the glass on the nearest firecall point in the corridor and contact the reception immediately.
2. Leave your room and close the door behind you.
3. Safety exits are accessible from the stairwell. Follow the signs posted to reach the meeting point.

\* REMAIN CALM / \* CLOSE ALL DOORS / \* DO NOT USE THE LIFTS

4. If you are accompanying individuals who are vision-impaired, hearing-impaired or who require special assistance, inform one of our staff members as soon as possible in case of an emergency.

### **Fire extinguisher**

There are fire extinguishers on every storey, situated in the corridor outside your room.

## **EARTHQUAKE**

Earthquakes are rare occurrences on Rhodes. Most earthquakes are low on the Richter scale and therefore harmless. The hotel has been constructed according to strict rules and regulations of the EU with special anti-seismic protection in order to withstand powerful earthquakes. Therefore, there is no reason to panic in case of an earthquake. However, as many guests may not be familiar with this natural phenomenon, please follow the basic instructions below.

### **If you are in the room:**

- Lie down on the floor. A quick and safe option is to lie down on the floor beside your bed. You can also stay near a desk or table.
- Stay away from glass, windows, doors and walls and, generally speaking, far from anything that could fall, such as lighting fixtures or furniture.

- Remain indoors until the earthquake is over and it is safe to exit.

Most injuries occur when individuals inside buildings attempt to move.

- If you need to exit the building, do not run; follow a pre-determined route and remain calm. Do not use the lift.

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

- Remain calm.
- Stay away from buildings, glass, street-lights and power cables.

Once the earthquake is over and you can leave safely, walk to the hotel meeting point, outside the main entrance.