



ANTIGON
URBAN CHIC HOTEL

Welcome to Antigon Urban Chic Hotel

Dear Guests,

Welcome to Antigon Urban Chic Hotel, uniquely located in the center of historic Thessaloniki.

This directory presents detailed information on the available amenities and services, at Antigon Urban Chic Hotel.

Please take a moment to browse through our guest directory. If you are looking for additional Information or need any other services, please contact our friendly Guest Services Team at the Front desk who would be happy to assist you. In case of any discomfort, our team is always available to act and make things right.

We are pleased to have you as our guest. We hope your stay is enjoyable and relaxing. At the end of your stay please fill out a comment card to help us maintain our high level of service.

Sincerely,

Ioannis Zachariadis
Hotel Manager



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FACILITIES, SERVICES

Additional Services

The Hotel Administration (Front Office / Food & Beverage / Housekeeping) can arrange to supply & offer you a great variety of services and products. Please contact The Front Office Desk (9) for any kind of order or wish you might have. Depending on availability, it will be fulfilled within 24 to 72 hours and is charged accordingly.

Air Conditioning / Clima

Your room air-conditioning is controlled directly through your check panel on the wall. You can regulate your temperature, switch on/ off, or interchange it between cooling and heating. The whole system operates as long as all doors (entry door or balcony door) are closed. Once they are opened it stops, to prevent damage and save energy. Careless use of the Check Control buttons can cause malfunction to both the control and main A/C unit. As a result, your air-conditioning may take time to restart due to self-reprogramming.

Reception

The reception desk is open and available for you 24 hours a day, 7 days a week. Never hesitate to contact our staff for anything you might need information or assistance.

Appearance-Clothing-Dress Code

We kindly ask you to enter the Lobby Area-Reception desk & A Bistro -properly dressed, smart casual or formal, (please avoid partly naked and flip flops).



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Bedroom & Bathroom Facilities

In your bedroom you will find:

Room Equipment

1. Safe Box (no charge)
2. Two telephone handsets
3. Full Mini Bar (Charges depend on consumption). Please note we can adjust contents to your needs.
4. 40" TV (sat & music channels)
5. Independent heating/cooling system (VRVs – inverters)
6. Upper body mirror / Full length mirror
7. Magnifying table mirror
8. Bathrobes
9. Hairdryer
10. 110V – 220V Shaving outlet
11. Bathroom scales
12. Basic amenities & extra on request
13. "Nespresso", machine
14. Kettle for hot water, 2 cups for coffee or tea
15. 2 water glasses
16. 2 Espresso cups
17. Tea bags, instant coffee sachets, sugar, honey, milk
18. 4 capsules for Nespresso machine welcome gift. Extra capsules cost €1 per.
19. Tissues Box



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Basic Amenities & Wellness Products

1. Hair Shampoo
2. Shower Gel
3. Hair Conditioner
4. Body Lotion
5. Hand soap
6. De maquillage cotton discs
7. Ear cotton buds
8. Shower cap
9. Dental care kit (Toothbrush/Toothpaste)
10. Bio Bag
11. Shoe shine sponge
12. Slippers (2 pairs)
13. Sewing kit
14. Laundry list
15. Shaving kit
16. Earplugs
17. Hair Comb

On Request we can supply you with the following:

18. Extra Dental floss
19. Shoe Horn
20. Night Mask
21. Laundry Bag
22. Iron & iron board
23. Anti-Mosquito & Fly equipment (insect repellent)
24. Bottle & Corkscrew opener
25. Note pad and pencil
26. Letterhead and Envelope
27. Dog bed (for pet up to 10kg)
28. Dog food bowl
29. Dog water bowl



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Breakfast

Breakfast served at the Lobby and Veranda area from 7:30 – 11:00 o'clock. The combination of a rich buffet and the ala carte options of warm dishes, will cover all your needs and more. In case you will need an early breakfast, please contact the reception to find the best possible way to meet your needs.

Breakfast or Lunch Pack

If you are checking out early, planning an excursion or a cruise we can prepare you a food pack.

1. Breakfast pack
2. Snack / Lunch pack
3. Any other special order is charged accordingly and as agreed, (all orders/requests should be given at least 24 hours before service).

Business Center / Meeting Room

The Hotel has a fully technologically equipped Meeting Room of 38 sq.m. The business center is a multipurpose space, and it is available for meetings, lectures, presentations or just office use. Capabilities include printing, faxing, photocopying, and scanning.

Check in

Rooms are available from 15:00 on arrival day.

Checkout

Your room should be vacant the latest at 11.00 on departure day. If you wish to extend your stay for some hours (day use) or days, you should contact the Front Office (9) at least 24 hours before departure day. Provision of this service depends on availability and is charged accordingly. Express Check out service is also available. Please inform reception upon check in at the hotel to arrange the service for you.

Express Check out

Our Express check out procedure will help you minimize the checking out time. Please inform the reception desk latest till the last evening before your check out day to assist you.



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Childcare and Babysitting

Children's escort services or Babysitting can be offered upon request, availability, and charge, please contact the reception to arrange it for you.

Children

At certain dates and according to the number of underage guests there are Kids entertainment & animation programs which take place all over the Hotel's public areas according to the theme. Information is always available at the Reception Desk.

Please remember not to leave children unattended in the Hotel, guestrooms or public spaces.

Credit cards

All credit cards are accepted.

"Do not disturb"

By hanging the "Not now" card on your doorknob, Room Service waiters & Housekeeping maids will avoid servicing your room. However, it is necessary for your room to be refilled and checked, so contact the Reception Desk, to arrange the time of their visit.

Disabled Individuals

There are specially designed rooms for the disabled and all common rooms and areas are easily accessible to handicapped with wheelchairs or parents with baby prams.

Environmental Policy

Controlling Water & Energy consumption is our main goal, in order to preserve the environment, for future generations. If you wish to participate, follow the instructions on the cards either in your bathroom or bed side table. You are also informed that a few seconds after you enter your room a "clever" automatic energy saver system is activated.

Electrical Supply

If you need an adaptor to the Greek electrical system, please contact the front desk.



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Excursions – Cruises – Tours & Special Animation Events

Please contact our concierge and reception team to give you all the necessary information about scheduled events and other choices. Even if you would prefer something different, we would be pleased to create it especially for you.

First Aid

Contact the Front Office Desk (9)

Fire Safety

The Hotel meets all E.U. requirements, directives, and legislation on fire safety matters.

Fire or Earthquake

Whether you accidentally cause or notice fire, immediately call (9).

If you hear the alarm or emergency announcement through the speakers, leave your room immediately.

DO NOT USE ELEVATORS. Use the staircases. There are fire extinguishers on every floor.

In case of an earthquake keep calm and as soon as the tremble stops, leave your room and building, USING THE STAIRCASES, and move to open areas. Wait for the reassurance of the Hotel staff before you enter your room again.

Guest office corner

At the Front office area, a fully equipped office is available for you; please contact reception to arrange the time of use or check availability.

Hairdryers

A Hairdryer is available in every room. You will find it in your closet. In case you have some special hairstyling needs, please inform us to provide you with a professional more powerful hairdryer, please call at the Front Office Desk (9) and we will send it to your room.

Hi-Tech Services

There is laptop, or Tablet available for you. If you need it, please call at the Front Office Desk (9) (upon availability)

The Hotel also provides, at an extra charge, secretarial support, e-mailing services, photocopying services, fax services, typing and printing services, etc.

Housekeeping / Cleaning Service

Maids will service your room from 08:30 until 17:30, for general cleaning and restocking your amenities. If you require your room to be cleaned by a specific time, or if you need any special arrangements at all, please inform the front desk about your requirements.



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Infants – Babies

Great quality equipment is offered for the convenience of both parents and children such as baby cots, baby beds, or electric kettles. Please call the reception (9).

Internet

Wi-Fi connection exists in all common areas of the hotel as well as in all rooms. You need a code to connect, which is provided at the reception.

Keys

Upon arrival you are given a key card for your Room Door Lock. Please always carry your key card with you. In case you lose it, report it immediately for your safety, to the Reception Desk. You must return all key cards to the front desk when checking out.

Laundry & Dry cleaning

Clothes received for laundry (wet or dry) are returned within 24 or 36 hrs. every day except Sundays. Only ironing can be provided within a day if received until noon.

For Laundry & Dry-cleaning service please put your items in a laundry bag you can request by calling the Reception.

Linen & Towels

In your room you will find all necessary linen and towels for your accommodation but please do not hesitate to contact the reception in case you need any additional items.

Lost & found

When you have either found or lost any item please inform the Front Desk.

Luggage

If you wish your luggage to be carried to or from your room please contact the Reception to arrange it. There is also a luggage storage compartment available without charge for the time you wish (e.g. until departure).

Medical Assistance

There is a doctor on call 24Hours a day and you can also visit his surgery.



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Means of Transportation

City buses pass from Egnatia Street (100 meters from the Hotel) . Many frequent lines connect the area with most of the city's places, such as the Airport, Train Station, Central Bus station, HELEXPO, Aristotelous square and other places in the city.

Details are available at the Reception Desk (9). There is also a TAXI Service or private transfer services available on call. Finally, the Hotel offers transfers to certain destinations (ports, airport, etc) upon early request, availability, and equivalent charge.

Mini Bar

A full "Mini Bar" will give you the chance to select from a variety of alcoholic drinks, refreshments, snacks etc. Refill of already consumed products takes place daily and your bill is charged accordingly. Contents can be adjusted to your needs.

Music Shows / Entertainment

The hotel is in the centre of Thessaloniki. Every day many events are taking place, so please do not hesitate to contact reception for information or assistance with your reservations to attend

News Stand (Magazines, Newspapers)

At the Guest Office Corner, you will find our news stand with recent Greek & Foreign newspapers and magazines, which can be borrowed freely. You can, of course, order the newspaper or magazine of your preference which will be delivered to you accordingly, on extra charge. Contact the Reception Desk (9).

Parking and Valet Services

Antigon Urban Chic Hotel provides parking spots to their guests. Following confirmation of your reservation, parking space can be reserved upon your request with the charge of 10 euro per day, per car. In case of no availability in our hotel, collaborating parking spots will be suggested from our team in the close area. Please note : The parking area is unguarded. Antigon Urban Chic Hotel bears no responsibility in case of damage, accident or loss/theft.

Pets

In case you are travelling with a pet companion, please be advised that our hotel accepts pets up to 10kg upon request (by contacting the hotel), in order to ensure the quality of services to you and to other guests.

Radio - Music

You can listen to music either from the Hotel program or radio station selected on your TV Set.

Rent a car, moto, bike, boat etc.

Please contact the Front Office (9).



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Restaurants – Bars

Breakfast: 07:30-11:00

Meals of specific dietary requirements, such as vegetarian, kids' menu, gluten free, lactose free, sugar free, enriched in fibers or others can be prepared on request, early notice and extra charge.

Food on plates or napkins should never be taken individually out of the restaurant at any time. For Drinks in your room; ROOM SERVICE is available 24 hours a day.

Room Comfort

In order to provide you with the best quality of sleep, besides our high-quality mattresses, we offer you 2 different types of anti-allergy pillows. If you need extra hangers or amenities, please contact the Front Desk (9).

Room Service

Please check our A la Carte menu and beverages / drinks offered (Room Service charge for food services 5,00€).

It is also possible for breakfast to be served in the room. Please check the Room Service Breakfast options to choose yours.

Additional services / products such as ice bucket & ice cubes, crockery & cutlery, furniture, preparation of dishes with your own products etc.. have an extra charge and need to be arranged in advance. (Contact Room service by dialing 702 using your room phone)

Non-Smoking Hotel

Smoking is not allowed in all interior common halls of the Hotel nor in the bedrooms (All rooms & suites are non smoking). There are ashtrays at the balcony/verandas and open spaces. Please, do not to disturb other guests by smoking in the guestrooms.

Safe

We recommend that you keep all your valuable items in the room safe, which is available for you in your room's closet and it is free of charge.



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The Hotel has no responsibility whatsoever for loss or theft of your belongings from either the safe or your room in general.

You can also secure your valuables in the central safe deposit box at the back office of the Reception Desk.

Shops

The hotel is in the shopping centre of Thessaloniki. It will be our pleasure to give you any information or assistance you may need to find what you are looking for.

Telephony

A modern phone system, to communicate with, is available at your room both in or out of the Hotel.

Useful telephone numbers in the hotel:

Reception "9"

Room Service: "702"

Other rooms: call reception to connect

Television / Radio

Each room has a 40" TV with remote control, radio and music channels, teletext etc. It is connected to both national and international ground or satellite TV stations. There is a list of the stations broadcasting in this Directory.

The stations received transmit in the following languages:

Greek, English, German, Italian, French, Russian, Bulgarian, Romanian, Turkish, Serbian and Polish.

Remember that there is a slight delay from the time you press a button on your Remote TV Control and the TV set to respond.

Water

Tap water in room is potable, but in case you have special needs or sensitivities we advise you to use bottled mineral water (2 bottles of water are offered complimentary every day).

Wake Up Service:

You can choose your wake-up time from the room's TV set or call reception. We would also be very glad to provide it personally.



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Wet clothing & Swimwear

You are kindly asked to let your swimwear, towels, wet clothes etc, dry on the wall drying rack in your bathroom and not to be hung on the rails. You can also contact the reception to arrange drying them for you at no charge.