

PSARA STUDIOS

Reception

The hotel has a 16-hour reception, with 16-hour internal or external telephone access.

Air conditioning & Heating

All rooms are equipped with an independent air conditioning unit for your comfort. If you need help or have questions about the system please contact our Reception for assistance.

Port

The port of Psara is located approximately 800m. away from the hotel and the journey takes 3-5 minutes by car. If you wish us to arrange the transportation of your luggage to and from the port, the reception team are happy to assist you .

Baby bed

We have some cots for babies, if you need them, please contact the reception.

Beds

A good night's sleep is very important. For this reason our comfortable beds are equipped with 100% anti-allergic pillows and duvets. There is also a soft blanket in the central wardrobe of your room.

Secretarial support

If you would like to send a fax or make a copy, please contact our Reception Team for assistance.

Parking

There is a parking space on the East side of the Hotel. We would like to inform you that the hotel is not responsible for cars or items left in the car!

Departure time

Check-out time is until 12.00 noon. Reception will help you store your luggage if you want to spend more time in the city before going to the port. If you need a later check out or wish to extend your stay please contact the reception!

Credit cards

We accept the following credit cards: American Express, MasterCard / Euro card, VISA. If you have questions about payment methods, please contact Reception!

"Do not disturb"

In case you do not wish your stay to be disturbed, please leave the "Do Not Disturb" sign on the outside of your room door. If you do not wish to receive phone calls, please inform reception. Internal room calls cannot be avoided!

Roofing

The roofing team is at your disposal at all times. If you need an extra towel, extra pillow or ironing board, please let us know

Internet

High speed internet connection available in every room free of charge. If you are having problems with your connection, please contact Reception!

Iron / ironing board

Please contact reception if you would like an iron and ironing board delivered to you.

Linen change

We change the sheets every 3th night. Change of bathroom linen every other day or on request

Lost

All data found are stored at the reception for 3 months. Please contact the reception team if you are missing anything.

Medical Service / Pharmacy

If you need medical assistance, please contact reception

Safe

There is a central safe at the reception.

Smoking

Smoking is not allowed inside the rooms.

TV channels

You can find news, music and movie channels.

Phone numbers

- Reception.....

Wake Up Service

In order not to miss the timely start to the day, let us wake you up in the morning. Please contact reception to arrange the wake-up call.

Safety information for visitors

Procedure in case of fire

Our hotel is equipped with a fire alarm system. All of our staff members are trained to deal with emergency situations quickly and efficiently

In case of emergency

We urgently ask that you familiarize yourself with the location of the emergency exits, fire alarm system and fire extinguisher as well as the following safety instructions. Make note of the emergency plan located at the entrance to your room.

What to do if you notice a fire:

If there is fire or smoke in your room, leave it immediately. Alarm buttons are installed near each exit door.

Please do not take personal risks, just try to

put out small fires with a fire extinguisher if it is safe to do so.

In the event of a major fire, leave the building immediately. Keep calm!

If you notice a fire, remember the following points:

- call reception if you can
- Stay calm

What to do if the alarm goes off while you are in your room:

- Leave your room immediately!

What to do if you can't leave your room

- Call the front desk and inform them of your situation
- Stay close to the floor.
- Cover your mouth and nose with a wet cloth to make breathing easier.
- Do not break windows unless necessary.
- Consider your actions carefully and remain calm

Please help us avoid

Please avoid smoking in bed and do not leave hot ash in the litter box. Do not use your own cooking and heating devices

Complaints management

Please give us your feedback or let us know about your complaints about our services by filling in the guest feedback form which can be found at reception or contact reception for more information.

Thank you for your attention and support!

