

Marilena Sea View Hotel

Guest Directory

“At Your Service”

Welcome to Marilena Sea View Hotel!

It is a pleasure to have you here with us.
We look forward to service you in person and to make your stay a truly pleasant experience.

Here you will find some useful information to make you feel at home from the first day of your stay.

We wish you a lovely holiday and thank you for visiting our hotel.

Sincerely yours,
The Hotel Management & Staff

Reception

Reception desk operates and is at your service 24 hours. (ext. “79”)

Arrival

Please check your accommodation. If there is anything wrong please report this to your reception, so that action can be taken without delay. Guests are not allowed to move the furniture or change anyhow the decoration in their room.

Check in time

Your room will be ready for you at 15.00.

Early check-in : upon availability – no extra charge.

Departure

You will find the departure information at reception the day before your departure.

Check out time

The Check out time is 12:00 noon in order to give us enough time to clean and prepare, properly, the room for the new arriving guests.

On check out, please return your key card.

Late check-out : on request upon availability - charge 30,00 Euro.

Please contact the Reception, one day in advance.

Baggage Service

When everything is packed, please call the Reception (dial “79”) for a bellboy to bring your luggage down. Please put your suitcases in front of the building.

For departures before 07:00 baggage service the night before available.

Room key card

Bring the surface of your key card near the lock. Turn the lever and open the door. Please keep your key card secure at all times. Do not leave your key card in your room.

Power supply

To activate power supply in your room please insert the key card into the slot of power switch on the side of your entrance door.

The electricity supply is 220 Volts. Do not touch any electrical switches or fuse boxes if you are unsure, please ask for assistance.

Air Condition

All rooms have a private air condition. We recommend a setting of 26 °C at low fan-speed. The room will cool down quickly and to a pleasant temperature.

Please don't leave the AC on with windows and doors open!

Safety Boxes

Please secure your valuables in the safety box located in your room.
Safe box opens only with PIN code. All openings are recorded.
The hotel cannot be held responsible for any losses.

Smoke Detectors

All of our rooms come with smoke detectors.

Telephone

For local, international or any other phone calls, the phone bill is charged to your room account. To get an outside line dial "0" followed by the phone number. To call a room, dial the room number only. To contact the Reception, dial "79".

Wake Up Call

You can contact the reception and order your personal wake-up call at any time

Tap Water

There is not harm in using it for brushing your teeth or taking a shower. Nevertheless we advise our guests not to use it as drinking water. Available for sale in all hotel bars, bottled water in reduced prices for use in the guestrooms.

Cooking

Cooking anywhere within the hotel premises or in your room is strictly forbidden. Please be very careful when consuming or bringing any kind of food inside your room and keep it clean. Failure to do so may attract insects and/or ants.

Mosquito Device

These can cause a great deal of unnecessary suffering. The best solution is to use an electric mosquito machine (provided free of charge), which produces a vapor that will help keep your room mosquito free. Special tablets need to be provided, available at the reception desk. It is recommended to keep your WC window slightly open, when operating your device.

Toilets

All customers are requested to use the bins provided for all waste paper. Failure to do so can lead to blockages, which can take time to rectify and can be very unpleasant.

Cleaning

The cleaning of your room is scheduled for seven days per week. Generally your room is cleaned between 09:00 and 14:30 hrs. Please use the sign provided in your room if you wish not to be disturbed.

Towels & Linen

Changing of bed linen is scheduled every two days and of towels every day. If you would like to have your bed linen changed more frequently please contact the reception. If you require fresh towels please leave the used ones on the floor.

WATER IS PRECIOUS

Help us to save water by using your towels and bed linen more than once.

Towels change on request.*

Pool Towels Rental

You can rent a pool towel by week. You are kindly requested not to use your room's towels outside of the room.

Drying laundry and Towels

Hotel regulation prohibits hanging towels, clothing and other objects outside your room, either on the balcony railing or with a clothesline. Please dry your towels on the back of a chair or use the towel rack installed into the side of some verandas / balconies.

In the swimming pool area please use the special rack near the showers.

Luggage Storage Service

Store your luggage for more space in your room. Please ask Reception.

Noise

If returning to your accommodation late at night please show consideration to others staying here and keep noise to a minimum.

Damages

Customers are advised to report damage to the owner immediately.

Any damage incurred to this property or articles within are to be replaced at the customers expense, subject to the owners decision.

Guests may not move furnishings, or interfere with the electrical network or any other installations in the hotel rooms or on the premises of the hotel without the consent of the hotel management.

Persons Staying in this Accommodation

Only customers specified on our official rooming lists may stay in this accommodation. It is illegal for other persons to stay here without the permission of the owners, for which there will normally be a charge made.

Failure to ask permission may involve the local authorities.

Bill Settlement

We kindly ask you to settle your bill in the evening prior to your departure between 18:00 and 22:00 hrs at the cashier counter.

Credit Cards

Kindly note that we accept all major Credit Cards.

Half Board

The day of the arrival Half Board guests will have Dinner.

The day of the departure Half Board guests will have Breakfast.

Late Arrivals : cold plate to be served at the bar.

Restaurant

Breakfast served : 06:30 -10:00 (the restaurant is closing at 10:15).

Dinner served : 19:30 - 21:30 (the restaurant is closing at 22:00).

Please note that it is not allowed to take any food away from the buffet before or after the meals.

Early Breakfast

If your departure is early in the morning or if you plan an excursion, we will be happy to offer you, a simple breakfast or a sandwich and coffee.

For details, please contact the reception desk, the evening before. (18:00- 21:00).

Bar by the Pool

The pool bar is open from late morning till late at night.

Tasteful light meals during the day.

Terrace Lobby Bar

Ideal for a pre or after dinner drink, the main bar is open 24 hrs,

offering a selection of hot beverages, cocktails, juices and alcoholic drinks.

Room Service

Room service is available from 09:30 – 21:30, with an additional charge of 10%.

For orders please call “79”. Breakfast can be also served in your room with a prior notice of one day. Extra charge 4.00 Euros per person.

F & B

Food and Beverage may not be brought into the Hotel premises from outside. (Bars, Restaurant, Lobby, Swimming Pool).

Swimming Pool

The use of the swimming pool is allowed only from 8:00 am to 08:00 pm. Water depth is 1.00m – 1.35m. **Diving is not allowed!** Please note that there are no life guards on duty, all guests are responsible for their own safety.

Sun Beds

The sun beds by the pool area are free of charge it is however not allowed to reserve these by placing towels, clothes or other items on them unless intended for immediate use. Towels will be removed after 30 minutes and kept in the Towel Station close to the Pool Bar.

Please do not put your towels on the sun loungers while you are away. Unoccupied sun loungers must be free for other guests to use them. We inform you that all towels hang on empty chairs will be removed. Please use maximum one sun bed or bean bag per person.

Mini Gym

Hours of operation : 07:30 – 23:30.

For operating instructions of the gym equipment please ask the reception.

Massage / Beauty treatments

You can book for a massage or a beauty treatment in our space or in your room. Ask the reception for services and pricelist.

Library / Games / Billiard

There is a small holiday library in the lobby where you can borrow books. You can also donate your books for the library. Available also board games as well as a billiard table.*

Internet Access / Wi-Fi

Free Internet access via our Wi-Fi in all public areas and rooms.

Internet corner *

PC with Internet connection. Self-service printing, copying and scanning available.

Business Services

For fax, print or copies services, kindly contact the reception.

Laundry/ Dry cleaning / Ironing *

Deliver your laundry in a bag and complete the special leaflet at the reception.

Iron & Ironing Board

Available at the reception upon request, subject to availability.

First Aid Kit

The Reception and the Pool Bar have a first aid kit available which includes the most important first aid supplies.

Medical Care

For any medical assistance, please report to the reception for further information.

Transportation *

Available transfer service to/from airport, port or bus station. Ask Reception for information and prices. We will assist you to order a taxi and to rent a car, a bike or a bicycle and inform you for the local bus timetable.

Late Departure Facilities

Guests who have a late departure are welcome to use our shower room to refresh after enjoying the last hours of their stay. Fresh towels and soap and shampoo available for free.

Dress Code

We would like to inform you that our restaurant, bar and salon area dress code is casual, but nice. Ripped, dirty clothing or Shirtless or Shoeless is unacceptable. We also kindly request that you do not walk around the reception or restaurant areas in your swimsuits only.

Smoking Policy

All guest rooms are non-smoking. Smoking is not allowed in the room for security reasons and respect for the non smoking guests.

Guests will still be allowed to light up in their balcony or veranda.

All indoor public areas are strictly non-smoking.

Behaviour

The Hotel reserves the right to judge acceptable levels of noise or behavior of guests. Management reserves the right to restrict entry to or remove from the hotel any person whose character, appearance, manner or conduct is abusive, offensive or annoying to other guests or unacceptable to the management.

* available with extra charge

General Safety Tips

Marble, tiles or stone surfaces become slippery when wet.
Take care during the cleaning process of the public areas.
Always respect the “Wet area” signs.
Pay special attention to the staircases.
Be careful after using your shower.

Please keep your key card secure at all times. Should you lose your key card, please immediately notify the Front Desk so that your lock may be re-coded.

Corfu is generally a safe tourist destination, but it's still wise to follow the same common-sense safety precautions you would normally follow in your own hometown. Although an ocean breeze through a screen door is wonderful, close and lock your room's glass veranda door while you're sleeping or out of your room. Make sure to close your bedroom door whenever you leave your room. Also make sure you don't leave any valuables in the car.

Marilena Sea View Hotel is proud to announce the installation of new SAFLOK electronic RFID door locks and new ELSAFE in-room electronic safes. Both these state-of-the-art products offer you advanced security as they keep records and print reports of every opening of your room door or safe box with date, time and performing person's identity.

Valuables: Don't leave valuables out in your hotel room. Use the safe deposit box which is free of charge. Don't allow anyone to see large amounts of cash or jewellery. Store valuables in your room-safe and make sure your safe is closed. The hotel is not responsible for loss, damage or theft of cash, jewelry or other valuables left in guest rooms.

Strangers: Don't ever invite strangers to your room even if you've had a few drinks with them and feel they're OK.

Answering door: Don't answer the door without verifying who it is through the viewer. Remember that hotel staff wear uniforms, and if a person claims to be an employee, call the front desk and make sure the visit is a valid one.

Fire Security

Smokers are kindly requested to put out their cigarettes in an ashtray or in the ceramic pots, filled with sand, across the hotel street and not to throw cigarettes down on the street or in the gardens.

Before leaving your room or retiring, make sure all butts in ashtrays are completely extinguished. Never empty ashtrays into waste baskets. Never smoke in bed.

Do not use electrical appliances for cooking or other purposes that are not provided with the room. **PLEASE DO NOT SMOKE IN THE ROOM.**

Locate alarms and extinguishers on your floor and review their instructions.

If you have a physical condition that might impair your ability to either detect an alarm or evacuate via the staircase please notify the Front Desk.

In case of fire

1. Notify Reception by dialing “79” or in person.
2. Activate the fire alarm
3. Evacuate the room immediately closing all doors behind you and proceed to the nearest Assembly Point. (Main car park near Reception).
4. If there is no immediate threat, fight the fire by using the fire extinguishers provided.
5. Above all, always maintain your personal safety.

DO NOT TAKE RISKS ! DO NOT RETURN TO YOUR ROOM FOR ANY REASON !

If you Hear the Fire Alarm

If you hear a continuous signal, leave the building by the nearest exit.

Go to the door of your room. If there is any evidence of smoke in the room, crawl to the door. Do Not Stand! Smoke and deadly gases may rise.

Feel the door with the palm of your hand. If the Room Door is Hot, it may be safer to stay in your room. If the door is not hot, open it slowly, but be ready to close it immediately if necessary. If the nearest exit or stairway is blocked by smoke or fire, return to your room and close the door.

Let someone know you are in the room.

Soak towels and sheets to put around doors and cracks if smoke seeps in.

Swimming Pool

Rules and Regulations

The use of the swimming pool is allowed only from 8:00 am to 08:00 pm.

Diving is not allowed.

There is no lifeguard on duty at the pool. Swimmers use the pool at their own risk.

An adult must supervise children under the age of 17 at all times.

Do not use any of the pool facilities after consuming food, alcohol or drugs.

No rough play is permitted in or around the pool. No running in the pool deck area.

Glass and other breakable objects are not allowed in the pool and the pool area.

All types of flotation devices, swim fins, or other play equipment are prohibited.

Do not swim in thunderstorms or any inclement weather.

Swimming after dark is not allowed.

PERSONAL HYGIENE

Shower, using soap and water before entering the pool.

Shower each time after using the restroom or after using sun tan lotion.

Spitting, spouting water, blowing the nose, urinating and similar unhygienic actions are prohibited in the swimming pool.

Persons having any apparent skin disease, sore or inflamed eyes, cough, cold, nasal or ear discharge, or with excessive sunburn, open wounds, bandages, or having any communicable disease or diarrhoea etc are not permitted to use the pool.

ATTITUDE AND ATTIRE

Please do not use the room towels at the pool area. You can use your own towels or rent towels from the reception.

Users should be dressed in appropriate swimming wear in the pool area.

Excessive splashing of water or noise or other activity which disturbs individuals using the pool facilities is strictly prohibited.

Abusive language and/or actions, shouting and noisy behaviour are prohibited.

The manager reserves the right to dismiss any person from the pool for any infraction of the rules or when safety is threatened.

Please report to the management any infractions of rules and regulation or anything potentially dangerous.

In case of an accident, report it or call no. 9 immediately.

In the pool area are available flotation rings, rescue equipment and first aid kit.

Available also a swimming pool emergency shut-off switch and an emergency telephone device.

Fitness room

Rules and Regulations

Only experienced and not first time users are allowed to the Gym.
Entrance prohibited to anyone unfamiliar with the use of gym equipment.

There is no instructor on duty on the premises.

All persons entering the club and using the facilities do so at their own risk.
We will not accept responsibility or liability for any injury, loss, fatality or damage caused to any person or property.

Appropriate clothing including t-shirt and footwear with closed toes must be worn at all times. Swimsuits are not permitted in the gym.

Please use a towel. Towels are available for free.

Please wipe down equipment after use.

No equipment is to be moved from its designated area and may not be taken out of the Fitness Room.

Please put everything back to its original place after use.

Sound equipment is not permitted except with the use of headphones.

Eating and smoking is strictly prohibited in the gym.

Please ask reception staff, if you have any questions or need assistance.