



**Dear guests Welcome to Rimondi Grand Resort and spa!**

**We would like to thank you for choosing our resort for your vacation. This is a short note for understanding the operation of the hotel and the rules that we all have to follow to avoid any inconvenience situation.**

- Check in – after 15:00
- Check out 11:00 ( for late check out only upon request the day before and depends on availability) – service with extra charge
- Wi-fi password : rimondigrandresort123
- Dress code for dinner required
- We offer a bottle of water ONLY upon arrival. The water from the sink is drinkable
- We do NOT offer milk in the rooms or the bars.
- Upon arrival you have to pay by cash the city accommodation tax-touristic fee, which is 10euros per room/per night. Avoid paying the stay over tax is an illegal act.
- Our cleaning service is upon request online - the day before until midnight you have to request it. Please note that if you request after midnight the cleaning process will be for the day after tomorrow. If you only need fresh towels just let us know. Follow the link below <https://rimondigrandresort.gr/cleaning-service/>
- Room service is available online with snacks and drinks until 01:00 am - service charges with extra 5euros per order- Follow the link below <https://rimondigrandresort.gr/room-service/>
- Maintenance service is available online as well. Follow the link <https://rimondigrandresort.gr/maintenance-service/>
- The reception is open 24hrs. Press number 9 if you need something emergency
- We have beach/pool towels with guarantee 20euros per towel. Please do not lose the paper-receipt
- Our beach is called Paraplous- we have shuttle services- the timetable is always available at the reception desk. At the beach you can use the sun beds and umbrella but you have to consume a drink or coffee per person. The all inclusive is not available in our beach.
- We have shuttle from/ to the city with extra cost- you book your seat in advance as the mini bus can take 8 people maximum. Timetable available at the reception desk.

- The operating hours of the swimming pool: The Pasithea pool at the restaurant is open from 10:00 until 18:00 and it is only adults. Afroditi pool, Nefeli pool and Myrto Pool the children pool they are open from 10:00-19:00 –please do not leave your children unattended.
- The spa is open from 11:00 until 19:00- only upon request. Children under 12 are not allowed to use the facilities of spa. If it is noticed that a customer has consumed a lot of alcohol – he/ she will be banned from entering the pool
- If a guest loses the key of the room with the card will be charged 150euros.
- There is only one key per room. If you need any help, the reception can open you 24hrs.
- The all inclusive program according to our assigned contracts with all the travel agents- below: last up strictly until 22:50- afterwards all the drinks are with extra charge
- You can take only one drink per person each time that you go to the bar.
- It is not allowed to take food out of the restaurant and the bars
- It is very important to respect each other at the resort. Violent behavior, non-observance of regulations, rudeness and insults, are considered illegal acts and not acceptable by the hotel. In the event that a customer behaves inappropriately towards the staff or towards other hotel customers, a recommendation is made by the hotel management. If it happens again, without notifying his office, the management will collect his things and remove the guest OUTSIDE of the hotel.
- Please note that if it is perceived that a customer is under the influence of a large amount of alcohol and creates huge problem in the operation of the hotel - the hotel management has the legal responsibility and jurisdiction to cut off the all- inclusive wristband.
- The common quiet hours must be observed at all times. After 1 observations , the hotel has the right to remove the guests from the hotel.

**If you have more information we are always at your disposal.**

**We wish you a pleasant stay!**

**Thank you,  
Rimondi Grand Resort and spa**