



## HOTEL DIRECTORY

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# Welcome to Tsikeli Hotel Meteora

*On behalf of our entire team, we would like to welcome you to our hotel and promise you that we will do our best to ensure you have a fabulous stay with us.*

*Tsikeli Hotel Meteora offers several on-site amenities, services, and outdoor experiences for you to enjoy. If you are ready to step out and explore the magnificent area of Meteora, our hotel is ideally located, within walking distance of all the local attractions. We are committed to providing personalized experiences, leaving you emotionally connected to our employees and our hotel. We want you to feel as if Tsikeli Hotel Meteora is an extension of your home and that we have anticipated all of your needs making your stay at Meteora a pleasant and memorable one. If you need anything during your stay our staff will be pleased to assist you — morning, noon, or night! Just call the front desk by dialing 9 from your room telephone and we will be at your service.*

*We sincerely thank you for choosing the Tsikeli Hotel and hope that you have a comfortable and pleasant stay.*

*Warmly,  
The Tsikeli Hotel Meteora team*

# ROOM AMENITIES

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- ▶ *High-speed Wi-Fi*
- ▶ *Flat-screen smart TV*
- ▶ *Tablet availability upon request*
- ▶ *High quality bathroom amenities*
- ▶ *Mini-fridge stocked with daily replenished bottled water*
- ▶ *Electric kettle & espresso machine with complimentary coffee capsules*
- ▶ *Individually controlled air-conditioning & heating*
- ▶ *Safe-deposit box*
- ▶ *Hairdryer & slippers*
- ▶ *Iron & ironing board on request*

# HOTEL SERVICES

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## BREAKFAST

*Breakfast is served daily from 8:00 – 10:00 at our breakfast room on the ground floor during winter time and at our garden during summer time. We are proud to have obtained the "Greek Breakfast" certification. This means that you will enjoy several local and home-made delicacies served at your table every day. In case you wish to have your breakfast served in the privacy of your room, please contact the reception desk a day in advance (additional charges apply for all rooms except for our suites).*

## BELLBOY SERVICE & LUGGAGE STORAGE

*When your suitcases are packed and ready, please contact the reception desk and ask for a bellboy that will gladly bring your luggage to the lobby. A safe luggage room accessible only by hotel staff, is available for you to store your belongings and enjoy the day.*

## CAR & MOTO RENTAL

*Enjoy the convenience of our special rates with our reliable car and moto rental partners. Please contact the reception desk for more information.*

## CHECK-IN

*According to COVID-19 protocols, check-in starts at 15:00 in order to have sufficient time to clean and disinfect your room thoroughly. Early check-in is subject to availability, but we will do anything possible to accommodate you in case of early arrival.*

## CHECK-OUT

*According to COVID-19 protocols, check-out is up to 11.00 a.m. in order to have sufficient time to clean and disinfect the room thoroughly for our next guests. If you wish to have a late check out, or if you wish to extend your stay, please contact reception at least one day in advance. Depending on availability we will be happy to accommodate your request at an extra charge. We highly recommend you to settle your bill the night before your departure in order to avoid any delay at reception in the morning.*

## CONCIERGE SERVICE & RECEPTION DESK

*Our reception is open from 08:00 a.m. until 11:30 p.m. and our staff is happy to assist you with whatever information or services you may need. Just dial 9 from your room telephone. Our team is always at your disposal to provide local information, insider tips and help you organize any activities you wish to do during your stay.*

## DRY CLEANING SERVICE

*If you wish to have your clothes dry-cleaned please contact our reception desk. The service is provided at an extra cost, it is carried out by an external partner and the delivery time is up to 24 hours.*

## E-BIKE RENTAL

*Explore Meteora on an e-bike! Please contact the reception desk for more information.*

## HOUSEKEEPING SERVICE

*All rooms are cleaned and towels are changed daily between 09:00 and 15:00. In case you wish to set*

another preferred service time, please contact the reception desk.

### NEWSPAPERS

Local newspapers can be found in our lobby every morning. Please do not remove the newspapers from the area so that other guests can read them too.

### ORGANIZED TOURS

Organized tours and outdoor activities are available daily through a travel agency partner. Please contact our reception desk to organize everything for you so that you can enjoy your days to the fullest and explore the beauty of the Meteora area.

### PARKING

There is a free public parking area just a few meters further from the hotel's main entrance. The parking is not private, thus not controlled.

### PILLOW MENU

A night of deep, unbothered sleep is the most rejuvenating practice for body and soul. Considering that, we have created a Pillow Menu where you can choose the pillow that will make you feel at home. All our pillows as well our beds and mattresses are from the famous & award-winning company COCO-MAT.

### ROOM SERVICE

Room service is available by the hotel for breakfast. Food delivery for lunch & dinner is temporarily available via external partners of the hotel.

### TRANSPORTATION

Taxis are available 24/7 and our reception team can call you one at any time. In case you wish to move around by the public bus, the nearest bus stop is approximately 50m from the hotel.

### WAKE UP CALL

Should you need a wakeup call, please contact our reception desk.

## USEFUL INFORMATION

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### ACCOUNT SETTLEMENT

You may settle your bill at the reception desk. Our hotel accepts payment by cash, Visa, Maestro, MasterCard and UnionPay.

### AIR CONDITIONING

There is a central air conditioning system in operation in the common areas. Every room is equipped with its own air conditioning unit and controls.

### COMMENTS OR COMPLAINTS

Although every effort is taken to ensure our guests' satisfaction, in case you have a comment or a complaint, allow us to settle it! Please contact the reception desk by dialing 9 from your room telephone.

### CURRENCY EXCHANGE

You can exchange foreign currency and Euros just 2 km away from the hotel from 09:00 to 19:00.

### DOCTOR

In case you wish to see a doctor, please contact the front desk. A doctor can visit you in your room or you may visit the doctor's office (extra charges apply). If you are having any COVID-19 symptoms, please contact the reception desk and we will be happy to help and guide you accordingly.

### KEY CARDS

When entering your room, please place the magnetic key-card into the special socket to turn the electricity on. When leaving the room, please remove it from the socket and keep it somewhere safe. Since your safety is our top priority, in case your key card gets lost, please kindly inform the reception desk immediately to deactivate these key cards.

### MESSAGES

Incoming messages left during your absence, are kept by the reception desk and delivered to you upon your arrival.

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### **OVERNIGHT TAX**

*The only tax not included in your reservation is the overnight stay tax which equals to 1.50€ per room / per night and should be paid at the reception desk upon your arrival.*

### **SMOKING**

*According to law, smoking is prohibited inside the rooms and in all interior areas. Ashtrays are available at your room's balcony.*

*We trust the information provided has been useful. If you are not able to find what you are looking for, please contact our Reception Desk team who will be delighted to assist you.*