







#### Dear guests,

We hope you are well and planning your summer getaways after the very different spring we experienced.

In the summer of 2020, Blue Dolphin is ready to welcome you for a carefree and safe vacation.

Blue Dolphin, from the very beginning, started arrangements and staff training, so that we are ready for the moment we would have the green light from the state and the tourist market to operate!

Sars-Covid-19 health standards follow and are constantly adapted to protocols applied by the World Health Organization the and the Ministry of Health which aim to the safety of all guests and employees.

We co-operate with scientists in the field of food and water safety, hygiene and infection prevention, monitor developments and implement preventive measures so that we can ensure the health and safety of our visitors and partners.

We have developed new improved disinfection techniques, including nebulizer machines to reach all surfaces.

In public places, we have added to the existing, new strict cleaning and disinfection measures with increased frequency using appropriate cleaners and disinfectants.

For your own protection against the risk of COVID-19 transmission, we use signage to maintain social distance in our already reorganized space.

Hand disinfection stations will be located in various parts of the hotel as well as at each entrance.

We provide our employees with masks and gloves where needed.

Food hygiene and safety is ensured by the proper training of food handlers in safe food preparation and presentation.

The food safety standard we apply is certified by an independent control foundation.

In addition, we have designed new, safer approaches to buffet and dinner presentation to prevent COVID-19 transmission.

Daily temperature measurement of our employees serving buffet, dilution of tables, umbrellas and seats in all common areas, latest technology disinfectants are a few of the necessary, but pleasant changes that await you at your favorite destination in Halkidiki.

Blue Dolphin, having the manufacturing advantage of large and scattered spaces throughout, is in itself a safe haven.

We look forward to you joining us.

Please find below the detailed measures and actions we follow for the safety of all of us!



With our warmest wishes

for health and strength

The Blue Dolphin Hotel Resort Team.



# Please read this carefully. It will only take five minutes of your time.

#### In case of fire

#### **Safety instructions**

Upon arrival, please be sure to locate the emergency exit that is nearest to your room. There is relevant labeling, at the door of your room and at the hotel corridors.

#### **Fire warning**

If any smoke or fire comes to your attention, please activate the warning signal at the hotel corridors or inform the Reception. If there is a warning tone, this means that there is smoke or a possible fire break out. If the fire warning signal continues for more than two minutes, this means that the building should be evacuated immediately.

#### **Evacuation procedures**

Before evacuating your room please check if the door is hot. If it is hot, place a wet towel over the door handle before attempting to turn it.

It is important to turn your face away from the door before opening it, in order to ensure that you can leave your room safely.

Please close the door after you leave your room, as this will prevent the fire from spreading into the interior of your room. Do not take anything with you! Your personal safety is much more important than your personal belongings.

Bend down low or crawl alongside the corridor in order to avoid the smoke. Follow the indications towards the nearest emergency exit.

When you reach the emergency exit, walk down the stairs slowly.

The meeting point is the entrance of the hotel. When you arrive there, wait for the instructions of the hotel's staff or the Fire Department.

#### In your room

In case there is dense smoke or fire in the corridor outside of your room, it is safer to remain in your room.

Place wet towels and sheets under the door of your room, so that smoke cannot enter easily.

If there is smoke in your room, open the door of the balcony and breathe with the use of a wet towel.

Try to let us know of your situation by contacting the Reception. The hotel staff and the firemen will be able to rescue you.

#### Avoid smoking in your room.

Do not use inappropriate or incompatible electrical appliances.





### A

### Animation team

Our animation team is expert in motivating guests of all ages into getting involved in entertaining fun. Contact the Reception to learn the weekly programme.

#### B

#### Banquets

Blue Dolphin Hotel can organize social events, business lunches, balls and other celebrations.

#### Blankets

In case you need extra blankets, please contact the Reception.

### Baby cot

Baby cots are available and free of charge. Please contact the Reception.

### Bus station

There is a bus station in Metamorfosi village, 2 klm. away from the hotel  $\,$ 

### C

### Credit cards

You can pay for your stay with American Express, Diners, MasterCard and Visa.

#### Car rental

Contact the Reception for further information

### Chambermaid

You can contact the chambermaids through the Housekeeping Department or the Reception.

### Courier service

For further information please contact the Reception.

### D

### Departure

Check out time is 12.00 p.m. on the day of departure. No change may be made to this unless agreed by the Reception. In the absence of such an agreement a supplementary charge may be made in respect of a late checkout.

#### Doctor

If you wish to see a doctor, please contact the Reception.

### "Do not disturb" sign

If you do not want to be disturbed, please hang the "Do not disturb" sign on the door knob.

### Dry cleaning

See Laundry service.



#### E

### Electricity

The voltage of the electric current in Greece is 200/240 at 50 Hertz. Please contact the Reception if you need an adaptor. Excursions

Halkidiki provides many opportunities for excursions and sightseeing. Please contact our Reception for further information.

### **Emergency exits**

All emergency exits are prominent and will enable you to leave the building quickly in case of an emergency. If such an occasion arises, please follow the instructions of the hote's personnel.

#### Extra bed

Please contact the Reception in case you need an extra bed.

#### E-mail

The general e- mail address of Blue Dolphin Hotel is info@bluedolphin.eu

If you wish to receive e-mails during your stay, please use the aformentioned e-mail address and inform the Reception.

#### F

### Fire safety

Upon your arrival please read carefully the instructions on fire safety. You will find useful information concerning the evacuation of the building in case of fire as well as other important details.

### Flowers

The hotel collaborates with well known florists of the area. Please inform us if you wish to send flowers.

#### Fax

The number of the fax at the Reception is +30 23750 61421. Should you wish to receive a fax message, please contact the Reception.

#### G

#### Souvenirs

You can select gifts for yourselves and for your loved ones from the hotel's gift and souvenir shop.

### Н

### Heating

You can adjust the temperature in all rooms and suites. Please contact the Reception in case you need any further information.

### Hairdresser

Please contact the SPA center or the Reception for further information.





### Hairdryer

There is a hairdryer in every room. Ifyou need any further assistance please contact the Reception.

### Housekeeping Department

Housekeeping personnel is always at your disposal for anything concerning your accommodation.

#### Internet

Our internet website is: www.bluedolphin.eu and our e- mail is info@bluedolphin.eu Internet access is free and available through WIFI Hot Spot.

#### L

### Lost and Found

In the event of forgetting personal belongings in our hotel, please contact the Reception or the Housekeeping Department.

## Laundry service

You will find a special laundry bag in your closet, as well as a detailed list with the cost of services provided.

### M

#### Manicure -Pedicure

Please contact the SPA center or the Reception for further information.

#### Mini bar

There is a mini bar in every room. If you wish any alcoholic, non-alcoholic drinks and snacks, please contact the Reception.

#### Maintenance

Please contact the Reception if any technical problem occurs.

### N

#### Newspapers

You can buy national and international newspapers from souvenir shop. Alternatively, you can contact the Reception for special orders.

### P

### Petrol station

There are petrol stations alongside the national road Polygyros-Sithonia as well as in major villages in Halkidiki.

#### Pets

Pets are not allowed in the hotel premises.
There is a security guard in the hotel.

#### Pillows

Extra pillows are available in the room's closet or by the Housekeeping Department.





















### Photocopies

For a small amount of photocopies, please contact the Reception.

### **Parking**

There is a private parking place next to the hotel

#### R

#### Restaurant

You can enjoy the Chefs exquisite dishes and traditional Greek cuisine in Restaurant Celeste, which is open during 07.30-10.00 and 19.00-21.30, time can change in the season.

#### Room Reservations

We will be pleased to make your future reservations. Our Reservations Department will assist you: Tel: +30 23750 61461 Fax: +30 23750 61421

#### Room cleanness

The chambermaids clean and refresh the rooms on a daily basis as discreetly as possible. You are asked to leave used towels by the wash basin.

#### Room keys

In case you lose your keys contact the Reception immediately. At you departure you are requested to return the keys to the Reception.

### Reception

The Reception's staff is at your disposal 24 hours/day.

### S

### Safe Deposit Box

You can keep money and valuable documents in the safe deposit box at your room. For further information contact the Reception.

### Security

There is a security guard in the hotel.



### Sightseeing

In Metamorfosi village, near to the hotel, there are the monasteries of Saint John and Saint Arsenios. In Vatopedi village, there is the monastery Evaggelismos. Please contact the Reception for further information



#### Snack bar

There is a snack bar next to the swimming pool. and at the beach bar. Please contact the Reception to be informed about the working hours.

### Spa

Give yourself a chance to relax in the hotel's interior spa. Contact the Reception to know the hours that is open.

### Sports

In the hotel, you can enjoy playing tennis, basketball, mini golf, beach volley, chess on the floor and ping pong.

### Stamps

Please contact the Reception

### Shopping

You can find a great variety of shops in Metamorfosi and Nikiti.

### Swimming pool

You can use the swimming pool from 08.00 to 20.00. Please read carefully the hygiene instructions that are available nearby the pool.

#### Т

#### Tavern

The tavern operates daily 13.00-15.00 in the hotel's Restaurant.

### Telephone

In order to get an external line please dial "0" and then the desired number .If you wish to call another room, please dial the room's number.

#### Taxi

If you need to call a taxi please contact the Reception.

#### Travel information

For information concerning your trip, air tickets and reservations please contact the Reception.

#### W

#### Wake up call

Please inform the Reception's staff about the time you wish to wake up.

#### Weather forecast

Please contact the Reception.

