



# Gold Stern Hotel

7 Vas Konstantinou str ♦ Paralia Katerinis  
Tel: +302351064370 Fax: +302351062429  
[www.gold-stern.gr](http://www.gold-stern.gr) - [info@gold-stern.gr](mailto:info@gold-stern.gr)

## HOTEL DIRECTORY

Dear Guests,

We are pleasant to welcome you to Gold Stern Hotel and in beautiful Paralia. In this directory, you will find helpful information about our hotel services. In case you need further assistance or information, do not hesitate to contact the Reception. Our friendly staff is committed to ensuring that your stay at Gold Stern Hotel is both enjoyable and comfortable and that you will have an unforgettable experience.

On Behalf of the Management and the Staff, We wish you a pleasant stay !

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## HOTEL PLAN

**GROUND FLOOR** Reception, Bar, Breakfast restaurant, Business Center -  
Internet and TV area.

**1<sup>ST</sup> FLOOR** ROOMS 101, 102, 103, 104

**2<sup>ND</sup> FLOOR** ROOMS 201, 202, 203, 204, 205, 206

**3<sup>RD</sup> FLOOR** ROOMS 301, 302, 303, 304, 305, 306

## RECEPTION 24-Hours SERVICE - CALL 0

Our hotel has an open 24-hour reception, with 24-hour internal or external telephone access. Wake up service and 24-hour phone access. To call from room to room just dial the room number that you wish to speak to. Dial 9 to get an external line followed by the number you wish to call.

## CHECK IN TIME

Check in time is after 14:00 In some cases your check in time can be earlier and it depends for the room situation. Please contact with Reception.

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## DOUBLE ROOM

Room with two single beds or one double bed, bathroom with shower cabin, furniture balcony with view to the square or to back side garden. Some of the rooms and accommodate 3 <sup>rd</sup> person (child) with extra bed.	Individual Air Condition
	TV LCD 32in - Satellite TV
	Refrigerator
	Wireless Internet
	Direct Telephone Line
	Hair Dryer
	Safe Box
	Amenities
Room Service - Upon Request	

## TRIPLE ROOM

Room with three single beds or one double and one single bed, bathroom with shower cabin, furniture balcony with view to the square.	Individual Air Condition
	TV LCD 32in - Satellite TV
	Refrigerator
	Wireless Internet
	Direct Telephone Line
	Hair Dryer
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## BREAKFAST BUFFET

Breakfast is over 3 hours 07:00 - 10:15 and breakfast is available in the room as well as a morning breakfast service with extra charge at the front desk. The price is 5,00€ per person. In case of early departure we can provide breakfast in special packs upon request. Please contact with Front Desk one day before.

## DINNER

Our hotel cooperates with an adjacent restaurant in Hotel Regina mare (chargeable at the front desk).

**IMPORTANT NOTICE:** It is not allowed to carry foods or drinks out of the food and beverage departments. Also it is not allowed to enter the restaurant area with shorts and swimming suits.

## ROOM SERVICE

Room service: 08:00 - 20:00 12 hours.

## HOUSEKEEPING

The Housekeeping team is at your disposal. All the rooms cleaned and arranged every day until 15:00. We change the towels every 2 days and the linens on your beds every 3 days. If you need any extra towel, extra pillow or ironing board, please let us know. For additional cleaning services, please contact with Front Desk.



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## NON-SMOKING ROOMS

All the rooms in the hotel are NON-SMOKING. Therefore we ask you kindly to smoke only at your balcony.

## HOTEL TOWELS

Guests are kindly requested NOT to use the white bathroom towels to the beach. We have to inform you that in case that you will lose them you will have to pay the equivalent.

## AIR CONDITION & HEATER

All rooms are equipped with air conditioning for your comfort. Use the remote control to adjust the air condition. If you need help or have questions about the system please contact with Reception.

**IMPORTANT NOTICE: You must keep the balcony door closed to make the A/C in operation.**

## DO NOT DISTURB SIGN

Please hang the provided "Do NOT Disturb" sign outside your door if you need so. Notice only that if you wish that your room has to be cleaned you have to remove this card not later than 14:00. If you want not to receive any telephone calls in your room, please contact with Reception.

**IMPORTANT NOTICE: Please turn off the lights and the air conditions before you leave the room and leave your key at the reception.**

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## TV CHANNELS

1	DEUTCHE WELLE	10	EPSILON HD	19	MEGA
2	BBC WORLD NEWS	11	MTV HD	20	TV 100
3	TV5 EUROPE	12	ERT HD	21	ATLAS TV
4	NIKELODEON	13	ERT 1	22	VERGINA
5	RIK	14	ERT 2	23	DION TV
6	ALPHA HD	15	ERT 3	24	EUROPE 1
7	ANT1 HD	16	ART	25	SUPER
8	STAR HD	17	VOULI	26	EXTRA THESS
9	SKAI HD	18	4E	27	KANALI 9
SATELLITE CHANNELS		0	TV ROMANIA	1	ROSSIYA 24

## SAFE DEPOSIT BOXES

The hotel does not accept any responsibility for the loss of any valuables. We therefore advise all our guests to use the safe deposit boxes which are available in every room or in Reception, free of charge.

## INTERNET

Each room has wireless internet access as well as all common areas of the hotel and is free of charge. If you are having problems with your connection please contact with Reception.



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## ΥΠΗΡΕΣΙΑ ΣΙΔΕΡΩΜΑΤΟΣ

You can ironing your clothes in our ironing room on 1<sup>st</sup> floor. Please contact with Reception for more information.

## AIRPORT - TRANSFER

MAKEDONIA Airport is approximately 80km from the hotel and takes 1hour by car. If you wish to organize a transfer from the airport, the Reception team is happy to assist you in this matter.

## BUS TIMETABLE

Please contact with Reception for bus time and schedules.

## CAR RENTAL

Please contact with Reception for more information.

## CREDIT CARDS

The credit cards that are accepted are MasterCard and VISA at Reception (not in other departments). If you have questions about payment methods, please contact with Reception.

## CHECKING OUT TIME

The departure time is 11:00am. Reception will help you to save your luggage if you want to spend more time in Paralia before leaving and make your departure shorter



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with the Quick Departure on request. Guests who wish to extend the checkout time should ask Reception one day before their departure with extra charge.

## BUSINESS CENTER

If you want to send a fax or make a copy, please contact your Reception to help you. There is shared computer and printing, faxing, copying and scanning for our customers.

## LIFT

Hotel have one (1) lift which connects the ground floor with the various other floors. We ask you to respect its weight and capacity limitations for your own safety and to ensure that they remain in good working order. For safety reasons please do not allow children under 12 years old to use the lift without be accompanied by an adult.

## TABLET - LAPTOP

Laptop and Tablet are available upon request in our Reception.

## LOST and FOUND

Please contact with reception.

## LUGGAGE

For luggage storage please contact with Reception. Luggage room is available next to Reception.





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## PETS

Pets not allowed at the hotel, because there isn't any suitable place for their stay.

## FIRE EXTINGUISHERS AND DANGER PLAN

- ❖ In case of fire do not panic.
- ❖ Call the reception from your room.
- ❖ Press the Fire Alarm button situated in the corridor.
- ❖ You will find fire extinguishers on each floor easy to use.
- ❖ If the fire persist, follow the Danger Plan situated behind your room door
- ❖ Do not use the elevator

## FIRST AIDS - DOCTOR

At the Reception there is a First Aid kit, with most vital medical supplies. There is also a possibility to arrange for a doctor visit at your room.

## VOLTAGE

220 Volt

## PHARMACY

Our Reception will give you information concerning the pharmacies.



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## PRIVATE PARKING PLACE

Hotel has a private outdoor parking place with a locked sliding door and located 120m away. For your best service, ask for the key from the reception and you should

- ❖ Regularly park.
- ❖ Always close and lock the entrance after your departure.
- ❖ Give your car's registration number to the Reception.

## HOTEL GUIDE

Guide to hotel services in at least two languages (printed)

## CUSTOMER COMPLAINT MANAGEMENT SYSTEM

Customer complaint management system: Please send us your complaints to [info@gold-stern.gr](mailto:info@gold-stern.gr) with the aim of independently investigating any issue.

Gold Stern Hotel has the right to make changes in all facilities and the services listed in this description without a prior notice.



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## SAFETY RULES

### SWIMMING

Please for your own safety do not swim to the sea if you have consumed food and alcohol. Wait at least 3 hours for safety reasons.

### ROAD ACCIDENTS

Please do not forget that a car accident can happen to anybody in any part of the world. If you hire a car or a motorbike, we strongly recommend you to drive safely and certainly not after consuming alcohol. Please follow the road circulation code and use always helmet when drive motorbikes.

### EARTHQUAKE

Greece frequently suffers from earthquakes so if a such an earthquake appears when you are in your room, simply do not panic. Just lie on the floor next to the bed having the shape of embryo, and wait there until the earthquake will pass. Do not use the elevator by any means.