

DOMES NORUZ KASSANDRA

HOTEL DIRECTORY

The serene, crystalline turquoise waters of Kassandra, Halkidiki, bathed in the warm radiance of the summer sun, create a paradisiacal ambiance.

The scene here is straight fire in the downtime between Coachella and Burning Man. Noruz exudes a vibe of sophisticated nonchalance, striking the perfect balance between class and celebrity. Sunkissed and chill music, delectable cuisine, expertly crafted cocktails, established lounge sessions, and a fusion of art and fashion all contribute to a 24/7 pre-clubbing celebratory aesthetic. All in all, Noruz delivers the perfect equilibrium between chill events by day near an acclaimed party scene of long nights stretching into the morning.

The all-white, minimalist architectural aesthetic of the hotel, paired with the gleaming, stone and marble pools and sumptuous, luxurious white linen sunbeds is surrounded by tall palm trees and verdant lawns.

This harmonious blend of natural and man-made beauty leads seamlessly to the idyllic blue flag awarded beach providing the perfect setting for guests to unwind and socialize. The atmosphere of exclusivity and conviviality turns into a constant rotation between the beach firepit and midnight swims after nightfall.

This hotel directory includes information about the hotel facilities and services. If you have any further inquiries, please contact reception (ext. 0).

[Welcome to Domes Noruz Kassandra](#)

GENERAL INFORMATION ABOUT HALKIDIKI

Shaped like Poseidon's trident, Halkidiki's prongs jut out into the Aegean Sea. Lush green forests extend all the way to the beachfront where reflections of golden sunlight add sparkling hues to turquoise waters. Long stretches of beautiful ever-changing shoreline, unique archaeological sites, world-renowned Christian monuments, lesser-known natural wonders and man-made masterpieces have all helped shape the region's diverse identity, made even more interesting by the rich local culinary and cultural heritage. On this fascinating canvas of blue and green, at the westernmost peninsula; and archaeological sites such as Ancient Olynthos and Stageira, the birthplace of Aristotle. Last but not least, Mount Athos: the easternmost peninsula is home to a unique Christian Orthodox monastic state, inscribed on UNESCO'S World Heritage List. It is a millennium-old living proof of the Byzantine culture, surrounded by pristine nature. Please note that Mt. Athos accepts only male visitors.

GEOGRAPHY Chalkidiki consists of a large peninsula in the northwestern Aegean Sea, resembling a hand with three "fingers" (though in Greek, these peninsulas are often referred to as "legs"). Halkidiki has a vast coastline that stretches for more than 500^{km}, with a total land surface of 2,886^{km}². The region is generally mountainous, but not barren, and the largest mountain is Holomontas, located in the center of the region, which reaches up to 1,165 m above sea level. The most characteristic geological feature of Halkidiki is the Cave of Petralona, a marvelous cave with stalactites and stalagmites.

CLIMATE Halkidiki has a Mediterranean climate with hot, dry summers and mild winters. The hottest month of the year is July, with an average daily maximum of 33°C and an average low of 21°C.

MAIN RELIGION & LANGUAGE Greek Orthodox. Greek is the official language, but English is widely spoken.

DISTANCES FROM THE HOTEL
to Thessaloniki: 102^{km} / 1h, 17min.
to Chanioti village: 600^m / 7min.
to Kallithea village: 16^m / 16min.
to Thessaloniki Airport Makedonia: 92^{km} / 1h, 10min.

WI-FI INFORMATION Free Access
Network: Domes Noruz Kassandra

USEFUL TELEPHONE NUMBERS

Reception (24/7): **0**
Concierge: **7204**
Room Service: **7777**
Spa: **7800**

TELEPHONE CHARGES*

Local Calls: **0.40€/min.**
Mobiles: **1.5€/min.**
International calls: **1€/min.**
**hotel unit*

RECEPTION	The Reception is in the main building of the resort and is available 24 hours daily for your assistance.
RESTAURANTS & BARS	<p>A harmonious blend of traditional fare and haute cuisine are presented in a picturesque beachside setting imbued with bohemian elegance. Signature Domes eateries from Chania, Corfu, Elounda, and the Algarve bring a touch of regional exotica to the table, while the emphasis on the freshest seafood infuses dishes with coastal finesse. Without being loud and extra, the food is both refined and sophisticated, yet the open-air beach side ambiance is maintained discreetly luxurious.</p> <p>Dining at Noruz is a sensual feast for the senses, a journey of gastronomic delight, and aesthetic indulgence.</p>
Topos	<p>The epitome of a Cretan approach to classic dishes. Topos beach restaurant is an award-winning signature neo-Greek seafood restaurant nestled on the shore.</p> <p>Lunch 13:00 – 15:30 Dinner 18:30 – 23:30 Between lunch and dinner, drinks service is available.</p>
Gustatio	<p>Gustatio’s culinary team presents a decadent menu that tantalizes the senses with its artful blend of bold flavors.</p> <p>Breakfast 07:00 – 11:00 Lunch N/A Dinner 18:30 – 22:30 Variety of cold and hot buffet including action cooking. Between lunch and dinner, drinks service is available. Creative Mediterranean.</p>
Raw Bar	<p>Signature Raw Gastro Bar is an elegant evening cocktail & champagne bar. As you step into the chic atmosphere, you’ll be greeted by the top-of-the-top mixologists of Apallou, who have crafted a menu of original cocktails that are nothing short of masterful.</p> <p>10:00 – 00:00 Working Hours / Sushi 18:30 – 22:30</p>
ROOM SERVICE	<p>Dial 7777 At your service! Feel free to contact us anytime, night or day, for snacks, drinks or even a fine dinner (early breakfast available upon request). Breakfast 07:00 – 10:00 / Lunch 11:00 – 22:30 all day. Dinner 22:30 – 07:00 / Tray charge 2€ for Beverages / 5 € for Food.</p>
SOMA SPA	Award-winning, signature, Domes Soma Spa delivers revitalizing treatments, beauty rituals, and masterful massages that are made to eliminate tension and recharge your body and mind.
FITNESS CENTER	<p>For your session, please dial 0 Manicure / Pedicure Treatments. For further information, please contact the Spa Reception.</p>

ADDITIONAL INFORMATION

AIR CONDITIONING & HEATING

Operation Hours 24/7. Free access.

Instructor at your service available at specific times during the day. For more information, please contact Concierge Desk.

AIRLINES & PORT INFORMATION

Please contact the Concierge Desk for scheduled airline / ferry confirmation and any assistance to print boarding passes and arrange your ferry tickets.

BANK SERVICE & CURRENCY

Banks are open, from Monday to Thursday 08:00 – 14:30 & Friday 08:00 – 14:00. Nearest banks / ATM are located in 400m. away from the hotel. Currency exchange at the bank.

BEACH FACILITIES

Sunbeds and umbrellas are available free of charge at the beach and by the pools. You are kindly requested not to reserve sunbeds. If you leave clothing or other items on the sun beds and umbrellas they will be collected by the hotel personnel.

BEACH & SWIMMING POOL

Beach towels at all public areas and at your room.

BOAT TRIPS & HELICOPTER

Explore the extraordinary surrounding areas, the local tradition and the historical attractions and discover the secret side of the island.

BREAKFAST BOX

Please contact the Concierge Desk one day in advance if you wish to order a breakfast box.

BUSINESS CENTER

A business center is available at the main building, please contact Reception or Concierge Desk.

CAR RENTAL

Please contact Concierge Desk to make any arrangements for you.

CHECK-IN TIME

Please note that on arrival day, rooms are available after 15:00.

CHECK-OUT TIME

Please note, that on departure day, rooms must be vacated by 11:00. Before leaving the resort, please make sure that you have returned your key card to the reception and check that your bill has been settled.

CREDIT CARDS

All major cards are accepted: American Express, Diners Club, MasterCard and Visa. Personal cheques are not accepted.

ADDITIONAL INFORMATION

CHURCH SERVICES

A wide range of Monasteries, Churches, Orthodox and Catholic tell us what interests you and we can give you all the necessary information.

DESTINATION ACTIVITIES & ENTERTAINMENT

Attractions and Local Experiences. Enjoy the attractions and local unique experiences in Halkidiki

DRESS CODE

Daytime: Resort Casual. Please wear cover-ups in the restaurant. For safety reasons, shoes must be always worn in restaurants and bars. Evening: Smart Casual. Gentlemen are kindly requested to wear long trousers or smart long shorts in the restaurants. No flip-flops or slippers are allowed.

DRINKING WATER

Tap water is drinkable. However, bottled water is available in all hotel bars and Room Service.

DOCTOR ON CALL

Please note that the resort is cooperating with a Doctor on call on a 24 hour basis (extra charges apply). In case of need please dial 0.

EXPRESS CHECK OUT

Please inform us one day prior to your departure, should you wish to have an express check out.

FLOWERS

Romantic moments may blossom in Domes Noruz Kassandra, let us know your favorite flowers.

FIREWORKS

Let us create your magnificent surprise!

HAIRDRYER

A hairdryer is available in your wardrobe. We kindly ask you to use it only in the room area and not in the bathroom for greater safety.

HOUSEKEEPING

Daily offered housekeeping and turn down services. For special requests, pillow menu with a variety of selections (anti-allergic, feather, anatomic and more) please contact the Concierge Desk.

INTERNET CORNER

Personal computers, fax and a printer available 24 hours at Reception area. Please contact our Concierge Desk for more information.

LAPTOP & TABLET DEVICES

Tablet & Laptop devices may be provided at the reception area.

ADDITIONAL INFORMATION

LAUNDRY SERVICE

Laundry bags and price list can be found in your wardrobe. Please complete the laundry list, place clothes in the bag provided and contact reception desk to arrange for collection.

Regular Service — 48 hours

Ironing — 24 hours

Express service — +30% surcharge

For express service, please contact Reception Desk as soon as possible. We regret there is no service on weekends or public holidays.

LIBRARY

Please contact the Concierge Desk to borrow books from our small library.

LINEN POLICY

Bath and bedroom linen are replaced in respect and according to our environmental policy.

LOST & FOUND

For lost property please contact the Reception Desk.

LUNCH BOX

Please contact the Concierge Desk to place your order the day before until 15:00.

MAIL SERVICES

Express Courier. Incoming mail will be delivered to your suite. Express courier and postal services are available for the Concierge.

MESSAGES

All messages will be delivered to your room.

MINI BAR & ROOM SERVICE

Please note any items you consume on the Mini Bar list so that they can be refreshed. All mini bar charges will appear on your final bill. Please contact Room Service for any special requests.

PARKING

24 hours valet parking and parking area is available at the entrance of the resort.

PORTER SERVICE

Please contact the Reception Desk if you need help with your luggage. Please make sure it has been out of your taxi on arrival or that you have not forgotten anything on departure.

PETS

Domes Noruz Kassandra offers a pet friendly policy and accepts dogs up to 7kg. Your pet should have all the up to date recommended vaccinations and you agree to obtain and provide all current records from a licensed veterinarian. For more information, please contact the Front Desk.

ADDITIONAL INFORMATION

RESERVATIONS

Please contact the Reception Desk if you need help with future reservations at any of our sister hotels: Domes Miramare Corfu A Luxury Collection Resort, Domes Zeen Chania A Luxury Collection Resort, Domes Noruz Chania Autograph Collection (Adults Only Resort), Domes of Elounda Autograph Collection Resort, Domes of Corfu Autograph Collection Resort, Domes Aulūs Zante Resort Autograph Collection Resort, Domes Lake Algarve Autograph Collection Resort, Domes Aulūs Elounda Curio Collection, Domes White Coast, Domes Noruz Mykonos, Paxoi Resort and Pleiades Luxurious Villas.

SHOPPING

Open for extended hours of shopping therapy!

Regular Shops:

Monday —→ Saturday 09:00 – 14:00

Tuesday —→ Thursday & Friday —→ 18:00 – 21:00

Sundays closed

International Chains:

Monday —→ Friday 09:00–21:00

Saturday 09:00 – 20:00, closed on Sundays

Supermarkets:

Monday —→ Friday 09:00 – 21:00

Saturday —→ 09:00 – 20:00, closed on Sundays

Tourist shops: Monday —→ Sunday

The tourist shops are not required by law to keep normal shop hours, so the opening times vary widely. They will often stay open later in the evening (11.00pm) and will also open on Sundays. This applies to the summer season only. Apart from kiosks, pastry shops, florists and many tourist shops everything else is closed on Sundays.

SPECIAL OCCASIONS

Please contact Concierge Desk for any special occasion need to be organized.

SWIMMING POOLS

Opening Hours 10:00–18:00

We kindly ask you to follow the swimming pool rules and regulations. Diving, running, jumping, pushing and rough play by the pool it is not permitted. All guests are requested to use the showers before using the Swimming Pools. Any injury occurred in or by the pool area it is needed to be reported to a supervisor or at the Reception by dialing 0.

TAXI

Please contact the Concierge or Reception.

TELEPHONE & FAX

Country Dial Code +30. The fully automated system allows you to call any telephone number around the world by dialing 9 for external line and then the international code and the phone number.

For additional information please contact the reception by dialing 0.

ADDITIONAL INFORMATION

TELEPHONE & FAX

For additional information please contact the reception by dialing 0.

TELEVISION

Every room is equipped with Satellite TV.

TENNIS

Don't miss out on your favorite activities. The tennis Court is available is not available in the resort . There is a tennis court in Pefkohori approx. 10 minutes from the hotel. For reservations contact our concierge desk.

VALUABLES & SAFETY DEPOSIT BOXES

A safety deposit box is available free of charge in every room. As the hotel does not take any responsibility for unsecured personal valuables, it is recommended that you use the safety deposit box.

WAKE UP CALLS

Please contact the reception desk to arrange for the time you would like to be woken up. For Reception — Dial 0.

You can also set your own alarm directly from the telephone device.

WELLNESS PROGRAM

Fitness programs and private classes with additional Personal Trainer charges

FOR YOUR COMFORT & SAFETY

Emergency Exit Sign. We ask for our guests to carefully read the Emergency Procedures displayed near their guestroom door.

FIRE EMERGENCY

Fire extinguishers are available in all corridors of the main buildings. If you see signs of fire, please contact the Reception (dial 0) and immediately leave the building. We ask our guests to carefully read the Emergency Procedures displayed near their guestroom door.

FIRST AID

First aid kits are available in reception, all bars & restaurants. In case of emergency, please contact the Reception Desk. Dial 0.

MEDICAL SERVICES

In case of emergency, our hotel provides a 24h medical service*. For further information, please contact the Front Office Department. Dial 0. For further information please contact the Front Office Department, extra charges apply.

SAFETY

Safeguard your room key card as you would your house key. Do not leave your card in the room. If your key card is lost or stolen, report it to the front desk immediately. Do not reveal the name of your hotel or room number to strangers. Try not to discuss plans for excursions

ADDITIONAL INFORMATION

SAFETY

(cont.) in front of strangers. Be careful when leaving balcony doors and windows having access to the outside open at night when you are sleeping. Upon Check In ask for a business card with the hotel name and address. When checking out, remember to leave your key card with the front desk clerk.

VALUABLES | SAFE BOX

Do not keep loose valuables in your room. Every suite has a free safety deposit box for your use. Do not leave valuables inside parked vehicles. The hotel accepts no responsibility for any items of value left in the bedrooms

VOLTAGE

The hotel voltage is **220 Volts**. If you need to use a different voltage, please contact the reception desk and our staff will provide you all necessary information. The management reserves the right to change the information included in this service directory, at any time and without notice. Depending on weather conditions, the hotel departments' opening hours may change (with or without prior notice).

ENVIRONMENTAL MANAGEMENT

Proper environmental management and environmental protection are key objectives of Domes Noruz Cassandra. The adoption and implementation of an environmental management system according to International Standard in conjunction with involvement of employees, partners and particularly customers. We kindly ask you:

- To close the windows when the heating or air conditioning is switched on.
- To turn off the lights before leaving the room.
- To take notice that sheets and towels are changed either on your request or in accordance with the frequency determined by the environmental policy of the hotel. To avoid the disposal of substances (e.g. fats, oils, toxic liquid waste) that could hinder the proper and efficient operation of biological wastewater treatment of the hotel complex.
- To separate waste following the best techniques that have been decided upon according to the environmental policy of the hotel. In each room there are two bins: In the trash bin located in the room, please collect the recyclable waste (glass, paper, aluminum, plastic); in the trash bin located in each sanitary facility, collect non-recyclable waste (toilet paper, organic waste).
- To call the room service for proper collection and removal if there is hazardous waste (e.g. toners, inks, refrigerating and electronic equipment, batteries, energy-saving light bulbs, pharmaceuticals, grease and electrical appliances).
- Not to let the water run unnecessarily while brushing your teeth or taking a shower.
- Please fill a glass with water, turn on the faucet and rinse your teeth.
- Not to use more sheets, blankets and towels than you really need.
- To completely switch off electronic devices instead of keeping them in standby mode. Unplug electronic appliances.
- To use public transportation for your mobility.
- To immediately ask for repair of leaking.

DOMES NORUZ KASSANDRA

TERMS & CONDITIONS

1. DEFINITIONS

In these Terms and Conditions unless the context otherwise requires, the following expressions shall have the following meanings:

“Accommodation Unit”: the accommodation unit of any kind such as rooms, villas, residences, suites etc. that are being offered by the Hotel for overnight stay.

“Accompanying Person”: Any person travelling with the Guest and staying with them in the reserved Accommodation Unit overnight.

“Check-in”: the process of receiving and signing the Registration Card and receiving Accommodation Unit access.

“Check-out”: the process of leaving the hotel-room and giving back the Accommodation Unit access.

“Direct Reservation”: A reservation made for a booking via Hotel channels (website, email and/or phone).

“Force Majeure”: Any event beyond the control of the parties of an unpredictable and insurmountable nature that prevents either the Guest or the Hotel from fulfilling all or part of their mutual obligations. Cases of force majeure or fortuitous events are considered to be those that would usually be recognized by the jurisprudence of the Greek courts.

“Grievance”: any event or situation that is encountered by the Guest that hinders the enjoyment of their stay in any way

“Guest”: Any person that has checked in the Hotel and is staying overnight.

“Hotel”: The Hotel titled in the Registration Card.

“Manager”: A member of personnel with delegated authority.

“Personnel”: Persons employed by the Hotel.

“Platforms”: Third-party owned Web sites that provide travel services.

“Terms and Conditions” or “T&C”: The present Terms and Conditions

“Tour Operator”: Third Parties that provide tour services.

“Trademarks”: Markings that may or may not have been registered that are used by the Hotel to signify products or services.

Wherever hereunder the term “Guest” is used generally, it is considered that it refers to both the Guest and any Accompanying Person.

2. SCOPE

2.1. Notwithstanding opposite explicit agreements between the Hotel and Guests, the present Terms and Conditions (“T&C”) shall apply for all services provided by the Hotel to the Guest from the Check-in until Check-out.

2.2. Sub-contracting or sub-letting of Accommodation Unit, together with their use for any purposes other than accommodation is strictly prohibited.

2.3. The present T&C shall supersede any contrary general terms and conditions that Guest or Tour Operator has set.

2.4. Guest may seek to negotiate separate terms, in part or in whole, with the Hotel for issues that are regulated with these T&C. Such negotiation should be made known to the Hotel at least 60 days prior to the designated check-in date and concluded 30 days prior to the designated check-in date. It is at the discretion of the Hotel to accept the proposed changes, and if such a negotiation fails it shall be considered that the Guest agrees with the present T&C in their entirety. Failure of negotiation is not grounds for cancellation of a reservation by the Guest. For every term not differentiated it shall be construed that the Guest is agreeing with all other terms.

3. REGISTRATION CARD

These T&C apply to the Guest whose name, surname and signature appear in the Registration Card and his/her Accompanying Persons for whom the Guest is considered that is acting as their representative. By signing the Registration Card the Guest declares that accepts the T&C as well as the Hotel's policies. During the check-in procedure persons that are EEA or EU nationals ought to produce national identifications documents. Non-EEA or EU nationals ought to have a valid passport.

4. STAY PROVISIONS

4.1. Safety

Guests and Accompanying Persons ought to take all reasonable precautions for their own safety when they are in their rooms or circulating inside the Hotel's premises. Indicatively and not restrictively, Guests should be mindful of wet/slippery floor signs, glass doors or tables, vehicle circulation in the Hotel's internal road network, slippery floor near the pools, stairs, etc. The Hotel bears no liability for accidents caused by mere carelessness of the Guests.

4.2. Children

The following terms and conditions are not applicable where the Hotel adopts an “adult only” policy.

4.2.1. Unless they are attending the Hotel's Childcare Services, children under 14 years old should always be supervised by an adult.

4.2.2. For any damages caused (either to the Hotel, Personnel, or to other Guests) by Children of Guests the Guest who is related to the child shall be liable.

4.2.3. Likewise, any charges made by children of Guests while not under the supervision of their parents shall also be deemed to have been valid and binding to their parents as Guests.

4.2.4. Children that are attending the Hotel's Childcare Services are under the direct supervision of professional, qualified and experienced personnel operating the Hotel's Childcare Center. Childcare Personnel is specially trained by a certified, internationally recognized Consultancy and Training contractor of the Hotel. All childcare buildings, facilities and equipment of the Hotel are constantly checked and comply fully with all health and safety standards and all childcare related procedures are consulted upon and audited by the above mentioned Consultancy and Training Contractor.

4.3. Disabilities - Medical Conditions - Diseases

4.3.1. Guests with disabilities that require special considerations ought to make such considerations known to the Hotel at least at the check-in date.

4.3.2. If Guests have pre-existing medical conditions they should declare it during the check-in procedure. Medical conditions include but are not limited to: allergies, heart problems, skin diseases etc.

4.3.3. If it is medically ascertained that a Guest has an infectious disease, the Hotel retains the right to request their departure within 24 hours. If such a request is made by the Hotel, the Guest has the right to request the refund (if it has been already paid to the Hotel) for the remainder of the days.

4.4. Harassment

Guests should not behave in a way that constitutes harassment to other guests or personnel. In this sense harassment may include (indicatively and not restrictively): comments about ethnicity, religion, sexual orientation, political beliefs, gestures, physical contact, sexual lewdness or any other behavior that is deemed as harassment by relevant legislation.

4.5. Loud behavior

Guests should be respectful of other Guests and not be unnecessarily loud during their stay. Voice volume of Guests and electronic devices (e.g. TV, radio, laptops) shall be kept

to a minimum so as not to disturb other Guests. The present obligation includes both the Accommodation Unit and common areas, such as pools, restaurants, bars, lounge, etc.

4.6. Safety Deposit Box

4.6.1. The safety deposit box included in the Accommodation Unit may hold items (including cash) that are under 3.000 Euros of value.

4.6.2. With reference to the Safety Box manual of operation the Hotel does not assume any liability for missing items stored therein.

4.7. Food and Beverages (F&B)

4.7.1. Food and Beverages preparation inside the Hotel fully complies with all Health and Sanitary regulations.

4.7.2. Guests with allergies or any kind of ingredient intolerances are required to notify the Food and Beverage-handling Personnel of this issue and be mindful of the ingredients of the F&B that they purchase inside the Hotel.

4.8. Gym

4.8.1. All Guests that use the Gym declare that they do not suffer from an illness or injury that may be aggravated by the use of the Gym. Guests who suffer from injuries or illnesses that prevent them from exercising are not allowed to use the Gym. If they do engage in any kind of physical activity, the Hotel assumes no liability for potential accidents or injuries.

4.8.2. It is construed that all Guests that use the Gym are aware of the way that the Gym equipment they use works. In case the Guest is not familiar with the way the Gym equipment works, he is required to ask for help from the designated Personnel. The Hotel assumes no liability for any injury caused by the misuse of Gym equipment.

4.8.3. Young children under 18 years of age are allowed in the Gym only under the supervision of an adult.

4.8.4. Use of Gym equipment that requires sitting or lying on it is not allowed without the use of a personal towel.

4.8.5. Guests shall not leave personal items (i.e. cell phones, tablets, wallets) unattended at any time while at the Gym. Hotel assumes no liability for items lost or stolen in the Gym.

4.9. Swimming

Swimming and any other seaside activity in the sea or in public or in private pool should only be performed if Guests have swimming competency and are healthy to do so. In any case, the Hotel assumes no responsibility whatsoever for any damage to health of Guests arising out of sea side activities.

4.10. Use of Pools (either Public or Private).

4.10.1. Use of the pools available, is only allowed to persons above 18 years old who are competent to swim or healthy to do so. Persons entering the swimming pool will be considered by the Hotel to have declared their competency to do so.

4.10.2. Persons under 18 should always be under the visual supervision of an adult. **4.10.3.** Use of the swimming pools is not allowed while under the influence of drugs, alcohol or medications that inhibits physical ability.

4.10.4. Guests are required to be extremely careful when walking around the pools, especially when the floor is wet.

4.10.5. If special attention is required for Guests while swimming, it should be made immediately known to competent Personnel.

4.10.6. Hotel is not required to have a lifeguard present at the rooms' Private Pool areas. Guests and Accompanying Persons using the Private Pools acknowledge that, for privacy reasons, there will be no lifeguard on duty. Persons entering the Private Pools do so at their own risk and will be considered by the Hotel to have declared that they do not need lifeguard supervision.

4.10.7. Guests not following the above mentioned rules in any way regarding the use of swimming pools are waiving their rights to claim any sort of damages by the Hotel.

4.11. Club Cars

While being on the club cars, Guests ought to follow the driver's instructions and be appropriately careful.

4.12. Outdoor Activities

4.12.1. Hotel offers a variety of sports and other outdoor activities. Activities may indicatively include individual or team sports, games, athletic events and other leisure activities inside or outside the premises of the Hotel.

4.12.2. Guests and Accompanying Persons participating in Outdoor Activities declare that they are healthy and do not suffer from any allergy, illness or injury that may be aggravated by their participation in such activities. Guests who suffer from allergies, injuries or illnesses that prevent them from exercising are not allowed to participate in Outdoor Activities. If they do engage in any kind of physical activity, the Hotel assumes no liability for potential accidents or injuries.

4.12.3. Young children under 18 years of age are allowed to participate in Outdoor Activities only under the supervision and constant presence of an accompanying adult.

4.12.4. Guests participating in Outdoor activities are considered to declare that they are aware of the potential risks of all outdoor activities (including transportation - when needed- from and to the Hotel) and that they participate willingly at their own risk. Guests are required to take all reasonable precautions for their own safety, follow the instructions given and report any problem to the competent Personnel.

4.13. Internet Service

4.13.1. Internet service for use by Guests is provided "as is" by an internet service provider, therefore Guests are not guaranteed speed of internet access nor the continued use of internet access. The use of the internet service is not in any way designed for the conduct of business, and its scope is for personal use only.

4.13.2. The Hotel may restrict use of the internet service if it is found that Guests are abusing the service. Abuse may include indicatively and not restrictively include, the downloading of single files over 1 GB per/8 hours, attempting to hack network infrastructure of the Hotel and/or attempting to access other Guests private devices through the Hotel network.

4.13.3. Use of the internet service is construed as a waiver of any responsibility of the Hotel.

4.13.4. The Hotel does not assume any responsibility from the use of the internet service regarding data security or privacy.

4.13.5. For posts on internet media (including but not limited to: blogs, Facebook, Twitter, Instagram et.al) it is forbidden to use distinctive markings of the Hotel in a way that may be misconstrued that the Guest is affiliated in any way with the Hotel.

4.13.6. Guests may not make defamatory statements on internet media for the Hotel or the Hotel, and/or Hotel Personnel.

4.14. Parking

4.14.1. Though the Guest may be offered a parking space in the Hotel garage or car park, this shall not form a contract for its safe keeping, even if a parking fee is paid.

4.14.2. Hotel bears no liability for any damages caused by other Guests' willful or negligent behaviour when driving inside the parking lot.

4.15. Due to privacy and security reasons, Guests are not allowed to use portable helicopter cameras or drones inside the premises of the Hotel.

5. General Liability

5.1. Disclaimer The Hotel and its vicarious agents shall,

in accordance with statutory provisions, be liable for damages towards the Guest arising only from willful or grossly negligent behaviour. The same shall apply to damages to life, limb or health resulting from negligence. In cases of property and financial damages caused by negligence, Hotel and its vicarious agents shall only be liable if and when a fundamental contractual obligation been breached, however such liability shall be limited to foreseeable and contractually typical damages when the contract was entered into and anyhow are not exceeding the amount charged by the Hotel for accommodation; fundamental contractual duties being such, the fulfilment of which is substantial to the contract, and on which the customer may depend. Should any faults or shortcomings arise in the services provided by the Hotel, the Hotel will make every effort to correct this if the customer has brought these to its attention or made his objections promptly known. The Guest is obliged to make reasonable effort to rectify any fault or minimize any possible loss or damage, and to bring any faults or damage immediately to the Hotel's attention.

5.2. If the Hotel does not insist on strict performance of the T&C or if the Hotel does not exercise or delays to exercise any rights or remedies available, this will not constitute a waiver of such rights and remedies or a modification of the T&C.

5.3. Neither party will be liable to the other party in the event of a breach of its obligations resulting from an event of Force

Majeure. It is expressly agreed that Force Majeure suspends, for the parties, the execution of their reciprocal obligations and that each party shall bear the burden of the resulting costs.

6. Damages caused

6.1. Guests must take all reasonable precautions to avoid damage or interference with any property belonging to the Hotel. The Guest is liable for all inventory losses and damages caused by misuse, carelessness or negligence. Guests are requested to bring any damages to Hotel property to the Hotel's immediate attention by notifying Personnel. Malicious, willful, or negligent damage or interference Hotel property will be regarded as a breach of the present T&C and the Hotel reserves the right to terminate the Guest's stay, withhold the deposit and / or charge the credit card on file for the restitution of the damages.

6.2. For any damage caused to property owned by other Guests, or Personnel by Guests, the Hotel reserves the right to seek damages if it is forced to reconstitute them. The Hotel will contact the Guest to recover the costs for any repair, replacement or specialist cleaning necessary.

7. Contracted Services

Several services are being provided to Guests by third-parties indicated by the Hotel but not directly by the Hotel (herein after "External Contractor"). Such services may indicatively but not restrictively include: transportation services (private taxis), excursions, water sports, spa and child care services. If the Guest does not make a separate arrangement with the contracted External Contractor, it shall be construed by default that they have elected to pay the Hotel which will then in turn pay the External Contractor. The External Contractors are not in any way affiliated to or mandated by the Hotel so the Guest establish a direct contractual relationship. The Hotel is acting only as authorized by the External Contractor for collecting the fees for the relevant service. Hotel Guests using contracted services are waiving all responsibility of the Hotel from any damages arising out of their use.

8. Property

8.1. The Hotel reserves the right to charge Guests the cost of replacing any property owned by the Hotel that is removed from the Hotel by them without the Hotel's informed consent. The charge will be the full replacement amount of the missing item, including any carriage charges. Should the fact that the item is missing come to light after the Guest has departed, Hotel reserves the right to make a charge to the Guests credit / debit card, or send an invoice for the amount to the registered address.

8.2. The Hotel assumes no liability for safekeeping of

the Guest's personal items, unless it is explicitly agreed upon in writing. The Hotel is in no way liable for the loss of or damage to Guest's personal items that is not directly caused by Hotel's or its Personnel's acts or omissions.

9. Deposit for damages.

The Hotel may charge a deposit of up to ½ of the total rate paid (or to be paid) by the Guest to cover damages to the Hotel. Upon check-out the Hotel shall either return the sum within 15 days to the Guest (via the credit/debit card Hotel) or may elect to counterbalance it for charges arising from the use of Hotel or contracted services.

10. Personal Data

10.1. The use of a CCTV (Video Surveillance) system is in use in the hotel premises for the safety of the Guests, Personnel and Hotel property.

10.2. Surveillance records are kept for security purposes for up to 15 days or 30 days in case of accident report.

10.3 Provided that guest consents personal information (including but not limited to Name, Surname, e-mail addresses, postal address, telephone numbers, Accompanying Person) of Guests may also be stored and used for marketing purposes by the Hotel or other connected entities.

11. Final Provisions

11.1. Superimposed

These T&C regulate the stay of the Guest in the Hotel's Hotel. Therefore they are superimposed over any agreement the Guest has made with a third party, and the Guests waives all rights to seek compensation from third parties for issues that arise out of these T&C under which the Guest would be responsible.

11.2. Guest Grievance Resolution

11.2.1. For any Grievance that arises during their stay Guests ought to reach out to Personnel to resolve their Grievance.

11.2.2. If the Grievance is not resolved, then the Guest ought to reach out or request from Personnel to speak to a Manager for their Grievance.

11.2.3. If the Grievance is not resolved again, the Guest has the right to fill out a write Grievance Report and deliver it to the concierge or a manager. If that is not possible it ought to be sent electronically (via e-mail) with the Subject: "Grievance Report- (Surname, Name)" to the Hotel's official email address referred in the Registration Card.

11.2.4. If the above mentioned procedure is not followed, any grievances that are reported after the checkout date shall not be recognized as such by the Hotel.

11.3. Acceptance and Waiver Signature of the Registration Card constitutes acceptance of the T&C and conclusion of the Check-out without any written observation to the contrary constitutes a full waiver of responsibility of the Hotel for any damages occurring from the stay at the Hotel.

11.4. Nullity

If any individual term of these T&C is deemed void, the validity of the remaining provisions shall not be affected thereby.

11.5. Applicable Law and Competent Jurisdiction

11.5.1. Applicable Laws of Greece and relevant EU Legislation are to be applied for the present T&C.

11.5.2. For any disputes arising out of these T&C in connection with their total or partial validity, execution, compliance or resolution, competent courts shall be the Courts of Thessaloniki, Greece.

**DOMES NORUZ
KASSANDRA**

Signature

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