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General Information from A to Z

Dear Valued Guest,

Thank you for choosing our hotel for your holidays.

We kindly suggest you to spend some time to go through this directory, where you can get all the essential information about your stay in our hotel. Moreover, our staff would be delighted to be of assistance at any time.

On behalf of the Management of H Hotels Collection I wish you a wonderful and memorable stay here at Boutique 5 Hotel & Spa.

Best Regards,  
Hotel Manager

member of



## BOUTIQUE 5 HOTEL & SPA

We are delighted to welcoming our guests in the award winning Boutique 5 Hotel & Spa, which opened in the summer of 2012. Spread over a beautiful landscape, boasting a panoramic sea view, the hotel features 44 luxurious sea view rooms with a guest experience second to none on Rhodes Island.

Boutique 5 Hotel & Spa is tailored for guests who seek the best accommodation Rhodes has to offer. Embraced by a breathtaking natural beauty, detailed excellence, the combination of an edgy contemporary architecture, timeless elegance and informal atmosphere makes this hotel so desirable to our guests.

"Boutique 5 Hotel & Spa" is a member of H Hotels Collection, a leisure and travel company that operates high-end hotels and resorts. Each hotel is distinguished by an absolute commitment to attentive service and the comfort of every guest.

## ABOUT H HOTELS COLLECTION

Welcome to H Hotels Collection

H Hotels Collection is a family owned business, which is truly passionate about genuine Greek hospitality. The group offers a wide range of hotel options that appeal to everyone. It consists of five hotels in southern Rhodes with total accommodation capacity of 1900 rooms.

Each H Hotel has its own distinctive personality, but all of them offer the expected quality a Guest is seeking in order to acquire new experiences and a different perspective in relaxation, luxury, satisfaction and entertainment.

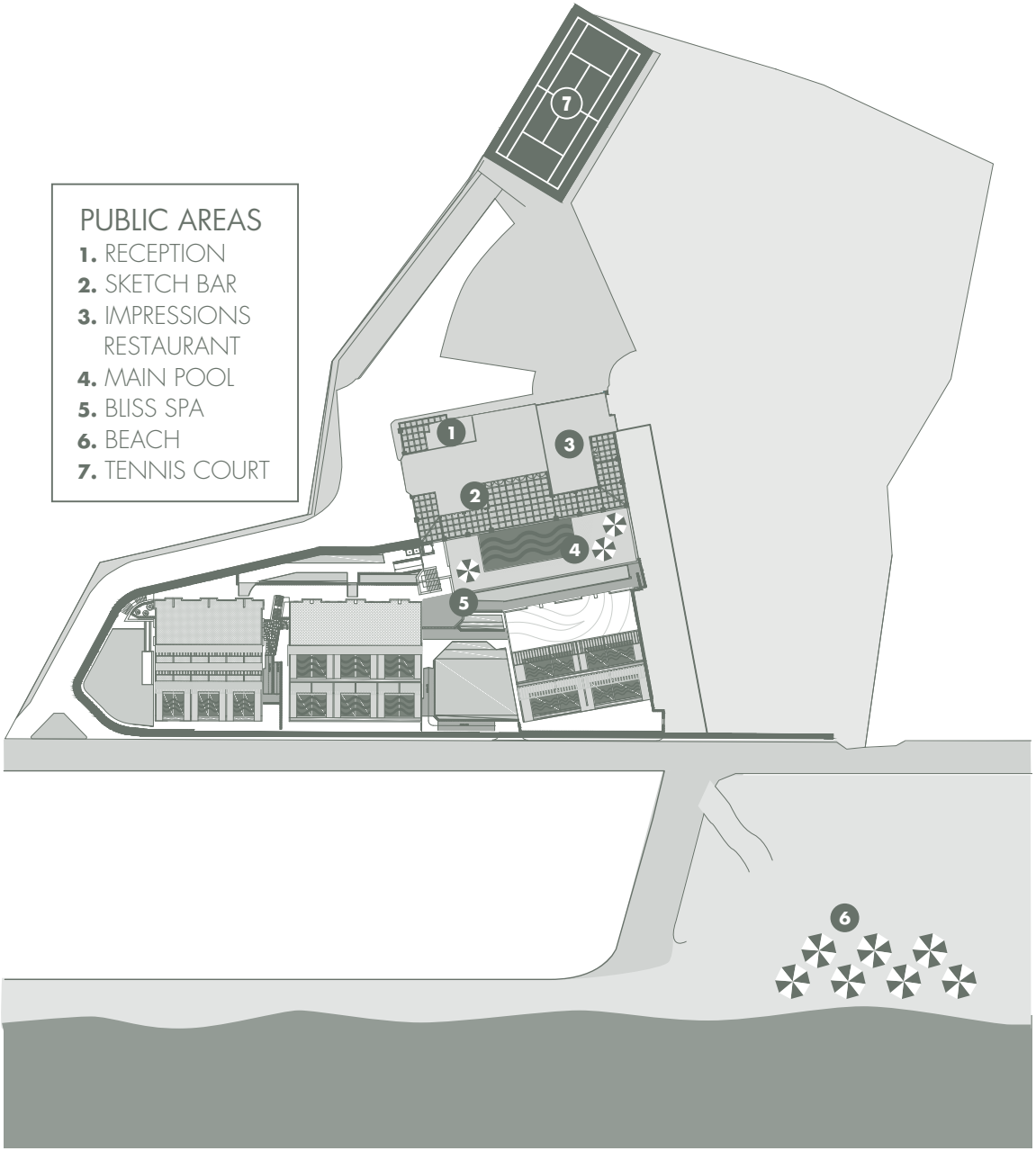
The hotel chain that belongs to the Hatzilazarou Family has built its history on a deep dedication to forging ties. It has always cared about upholding a high level of commitment to the employees, the guests and the communities where the hotels are located. Founded in 1993, today it is one of the most dynamic companies in the Greek tourism industry.

At the H Hotels Collection the guest can feel the balance of the very best family traditions and personal approach to customer care, combined with services of high value which are the key to our Rhodian Hospitality.

member of



- PUBLIC AREAS**
- 1. RECEPTION
  - 2. SKETCH BAR
  - 3. IMPRESSIONS RESTAURANT
  - 4. MAIN POOL
  - 5. BLISS SPA
  - 6. BEACH
  - 7. TENNIS COURT



# HOTEL SERVICES & GUEST ROOM AMENITIES

## AIR CONDITIONING

All rooms are equipped with a personal air conditioning unit. Your balcony door should be closed at all times in order for the air conditioning to operate effectively. In case you need assistance, please contact the Guest Services Desk (ext. 0). You are kindly requested to deactivate the air conditioning when leaving your room, thus contributing to the environmental protection.

## ADAPTOR

There are available adaptors at the Guest Services Desk (ext. 0). You are kindly requested to return the adaptors upon check out.

## ATM

There are some ATMs in the area, for more information please contact the Guest Services Desk.

## BANKING SERVICES

Banks are open from Monday to Friday, from 08:30 to 13:30.

## BANQUETING, PRIVATE EVENTS AND PARTIES

The hotel will gladly undertake any type of event. For any information regarding our event services, please contact the Front Office or the Guest Relations Manager.

## BATH & POOL TOWELS

Bath and pool towels are provided in your room. In case you require additional towels please contact the Guest Services Desk (ext. 0). According to our Environmental policy our room attendants will only replace the towels found inside the bathtub or on the floor.

## BATHROOM AMENITIES

We are pleased to provide our guests with branded bathroom products.

## BATHROBES & SLIPPERS

Bathrobes and slippers for our guests can be found in the room.

## BEACH / POOL AMENITIES

Umbrellas and sunbeds are provided free of charge at the main pool and the beach area. You are kindly requested not to leave clothing or other items on the sunbeds in order to reserve them, while you are not in these areas. \*

## BIRTHDAY / ANNIVERSARY CAKE

If you would like to order a cake please inform the Guest Services Desk one day in advance.

## BOTTLE OPENER

A bottle opener can be found on the mini bar.

## BEACH TOWELS

Beach towels are provided at the beach daily from 10:00 hrs to 18:00 hrs.

## **BUS SERVICES**

The bus stop is located on the main road. There are daily bus routes to Lindos, Rhodes and other places that are worth visiting during your stay on the island. For the time schedule and more information, please contact the Guest Services Desk (ext. 0).

## **BUSINESS CENTRE**

The Business Centre is located on the 1st floor. Computers, fax and a copy machine are at your disposal.

## **CAR PARKING**

You are welcome to use the hotel's car parking lot, free of charge. Please do not park on the beach road.

## **CAR RENTAL**

In case you want to rent a car, a bicycle, a boat or a plane, please contact the Guest Services Desk (ext. 0).

## **CHECK-IN**

Check-in time is at 14:00 hrs

## **CHECK OUT**

The check out time is at 12:00 (noon). In case you require a late check out, please contact the Guest Services Desk (ext. 0). This service is subject to availability and additional charges are applied. Our hotel offers also an express check out option which takes place via your TV with the "check out" option. For the express check out it is required to provide your credit card details to the Reception Desk upon arrival.

## **COMMENTS & QUESTIONNAIRES**

At Boutique 5 Hotel & Spa we strive constantly to improve quality and deliver the highest level of guest satisfaction. Trusting your judgment, which is valuable to us in order to implement this continuous quality improvement process, we welcome both positive and negative in our questionnaire, which you will find online.

## **COMMUNICATION**

### **\*CALLING ANOTHER ROOM**

Please dial the room number.

### **\*DO NOT DISTURB**

If you do not want to be disturbed by any telephone calls, please inform the operator.

\*Internal Numbers

Guest Service Desk	0 or 9970
Room service	9980
Impressions Restaurant	9983
Sketch Bar	9986
Bliss Spa	9988

### **\*INTERNATIONAL CALLS**

Please dial \*, then the country code and the destination number.

### **\*LOCAL CALLS**

Please dial \* and the destination number.

### **\*MESSAGES**

If you have any messages, the turned on light on your room phone will notify you.

Country	Country Code	Consulate Telephone No
Austria	+00 43	22410 - 25445
Australia	+00 61	2310 - 827494
Belgium	+00 32	22410 - 24661
Bulgaria	+00 359	210 - 6748105
Denmark	+0043	22410 - 94488
Finland	+00 358	22410 - 35780
France	+00 33	22410 - 22318
Germany	+00 49	22410 - 63730
Luxemburg	+00	210 - 7256400
Netherlands	+00 31	22410 - 31571
Israel	+00 972	210 - 6710570
Italy	+00 39	22410 - 27432
Norway	+00 47	22410 - 28816
Poland	+00	210 - 6716917
Roumania	+00	210 - 6728879
Russia	+00 7	210 - 6728849
Spain	+00	22410 - 22350
Sweden	+00 46	22410 - 31822
Switzerland	+00 41	2310 - 282215
Turkey	+00 90	22140 - 23362
Ukraine	+00 380	210 - 6856170
United Kingdom	+00 44	22410 - 22005
U.S.A.	+00 1	210 - 7212951

### CONFERENCE AMENITIES

The multi-purpose conference room "Chorus", with a maximum capacity of 120 attendees, is designed to meet the high-standard criteria of any kind of professional event. For further information please contact the Front Office or the Guest Relations Manager.

### CREDIT CARDS

All major credit cards including Visa, MasterCard / Eurocard and American Express are accepted.

### CURRENCY EXCHANGE

For currency exchange, please contact the Guest Services Desk.

### DOCTOR

Available 24 hours. Please contact the Guest Services Desk (ext. 0).

### "DO NOT DISTURB"

If you do not wish to be disturbed, please hang the sign provided on the door knob outside your room. As a general hotel etiquette, please respect your neighbors.



## **DRESS CODE**

Out of courtesy to all our guests, we kindly require Smart Casual attire for our Restaurant at dinner time. Shorts for men are not appropriate.

## **EARLY BREAKFAST**

In case your departure is prior to 07:00, we could offer you the choice of an early breakfast. Please inform the Guest Services Desk one day in advance.

## **ELECTRICAL SHAVER**

There is a special plug socket in your bathroom, 110 Volt.

## **ELECTRICITY/ENERGY SAVING**

Please insert your key card inside the key card slot in order to turn on the lights. The electricity voltage is 220 Volts. As part of our environmental program, you are kindly requested to turn off all lights and the air condition before leaving your room. \*

## **ELEVATORS**

The hotel is equipped with one elevator that can carry a maximum load of 13 persons (equal to 1000 kg). This capacity should not be exceeded under any circumstances. Smoking is strictly forbidden inside the elevator, which is nevertheless equipped with smoke detectors and alarms. The use of the elevator should be avoided in case of fire or earthquake.

## **FIRST AID**

First Aid kits are available at the Guest Services Desk, all of the boarding areas and at the beach.

## **FRESH FLOWERS**

Flower arrangements may be ordered at the Guest Services Desk. The Guest Services Desk Team will advise you about costs and will arrange for the flowers to be delivered to your desired location.

## **GUEST SERVICE DESK**

Our guest Service Desk operates 24 hours. If you wish to contact the Guest Services Desk from your room please call 0.

## **HAIR DRYER**

Available in your room and located inside the bathroom. The main switch must be on in order to activate.

## **LAUNDRY & DRY CLEANING**

A laundry service is available; please see the attached price list and instructions in the wardrobe. \*

## **EMERGENCY**

In case of an emergency please dial #.

Please familiarize yourselves with the Evacuation Plan and the Emergency Procedures displayed in your room. In case of fire or earthquake please use the stairs to evacuate. DO NOT USE THE ELEVATORS. \*

## **ESPRESSO / TEA MACHINE**

All guest rooms are equipped with an espresso / cappuccino / tea / chocolate machine. You will find instructions next to the unit. If you have any difficulties please do not hesitate to contact the Guest Services Desk (ext. 0).

## **EXCURSIONS**

The organized private or group excursions to the most interesting sights will give you the opportunity to discover the beauty of the island. Please contact the Guest Services Desk.

## **FIRE**

Please identify the location of your room in relation to the nearest fire escape. This information is displayed next to your front door. Please familiarize yourself with the closest escape routes as well as the location of the alarm-activating knobs. Fire extinguishers can be found in the corridor outside your room. In case of fire, do not use the elevators.

## **FITNESS ROOM**

The fitness room is located on the same floor as the Bliss Spa. Please take into consideration that the handling of the gym equipment is at your own responsibility. You can also attend gym classes such as yoga classes or water gym. Please consult the Guest Services Desk for more information (ext. 0).

## **HOUSEKEEPING**

In case you require additional pillows, blankets, towels or other services regarding housekeeping, please contact the Guest Services Desk (ext. 0). During your stay at Boutique 5 Hotel & Spa you will receive housekeeping service twice per day (turn down service). In case you do not want any of these services please hang the "do not disturb" sign outside the door, or simply press the button next to the entrance.

## **IN ROOM DINING**

For room service please dial ext. 9980. Room service is available 24 hours / 7 days a week. In case you want to have breakfast in your room please fill in the breakfast form which you will find in the room and hang it on the doorknob by 23:00 the night before. A service charge will be applied to your room bill.

## **IN-ROOM PRIVATE STORAGE LOCKER**

Your room is equipped with a private storage locker. It is offered as a complimentary service of the hotel to its guests. Please follow the instructions. Upon departure, please make sure that it is empty and open. Any objects stored inside are stored completely at your own responsibility. The hotel cannot accept responsibility for any items of value. \*

## **INTERNET**

Wi-Fi Internet is complimentary and it is available in all the hotel areas. For your convenience, we also provide a Business Center on the 1st floor, where you can access computers. Please contact the Guest Services Desk for more information (ext. 0). \*

## **INVOICES**

For invoice issuance please inform the Guest Services Desk (ext. 0) 1 day prior to departure.

## **IRON & IRONING BOARD**

You will find an Iron & an Ironing board in your closet.

## **KEY CARD**

Your key card may be used in order to open your room door & to activate electricity inside your room. If you misplace your key card, please inform the Guest Services Desk at your earliest convenience.

## **LAPTOP / TABLET RENTAL**

In case you require a laptop or tablet, please contact the Reception (ext. 0). This service is provided with extra charge.

## **LIBRARY**

There is a library on the first floor.

## **LOST AND FOUND**

In case you lose or find items, please inform the Guest Services Desk (ext. 0). The hotel does not take any responsibility for valuable items that are not placed inside the room safe deposit box. We advise you to make sure that your balcony door is closed and locked when leaving the room. \*

## **LOCATION**

If you are expecting a telephone call and will be away from your room, please inform the Guest Services Desk of your whereabouts in order for us to contact you directly.

## **LUGGAGE ASSISTANCE**

A luggage room is available for the safe storage of your luggage while waiting for your room upon arrival or departure. For luggage assistance please contact the Guest Services Desk (ext. 0). \*

## **MAINTENANCE**

In case of any maintenance issues please contact the Guest Services Desk at your earliest convenience (ext. 0).

## **MASSAGE TREATMENTS**

At the Bliss Spa you can experience a complete range of recreational and revitalizing services. You will find a detailed menu in your room. Please contact the Spa Team in order to arrange your desired treatment. \*

## **MEDICAL ASSISTANCE**

In case you need medical assistance, please contact the Guest Services Desk (ext. 0).

## **MESSAGES & MAIL**

If you would like to send a message to another guest you may contact the Guest Services Desk (ext. 0). If there is a message for you, you will be informed by the Guest Services Desk or the message will be delivered to your room.

## **MINI BAR**

A mini-bar is provided in your suite. The mini bar attendant will refill and charge the mini-bar unit on a daily basis. A mini bar pricelist is available in each suite.

## **MINI SHOP "U GOT IT"**

Our Mini shop operates 24 hours daily, with complimentary room delivery. For orders please contact the Guest Services Desk (ext. 0).

## **NEWSPAPERS**

Please inquire at the Guest Services Desk for international newspapers. This service is subject to availability.

## **PETS**

Pets are not allowed in the hotel. For health and safety reasons, you are kindly requested not to feed any stray animals that approach the hotel.

## **PHARMACY**

You will find the nearest pharmacy at the Kiotari Shopping Center, less than 500 meters away for the hotel. For further information, please contact the Guest Services Desk (ext. 0).

## **PILLOW LIST**

A list of pillows is provided in your room in order to choose the type of pillow you desire.

## **PORTER**

Our porter is at your disposal in order to help you with your luggage. Please inform the Guest Services Desk about your preferred pick-up time on your departure day.

## **PRIVATE LOUNGE & GAZEBO**

A private lounge area is available for organizing romantic events (such as Wedding Proposals) or private receptions. Please contact the Guest Services Desk (ext. 0).

## **PURCHASES - CONSUMPTIONS**

According to the Greek Legislature, all purchases - consumptions that take place in the public areas or the hotel main pool area, have to be accompanied by a hotel receipt.

## **RADIO**

Your TV set also has radio & music channels. Please check the TV and Radio program. Your room is also equipped with an i-docking station.

## **RESTAURANTS**

The hotel offers one restaurant, the "Impressions" Restaurant. For further information, please refer to the Food & Beverage Division. \*

## **ROOM SERVICE**

The room service is available 24 hours. Please contact us (ext. 9980)

## **SIGHTSEEING & DAY TRIPS**

For more information and assistance please contact the Guest Services Desk (ext. 0).

## **SMOKING**

According to the European Union Regulations, smoking is strictly prohibited inside the guest rooms and all the indoor areas. You may smoke outside on your balcony and at the designated outdoor areas.

## **STAMPS & MAIL**

We gladly offer you complimentary postcards to share your Boutique 5 Experience with your beloved ones. Stamps are available for purchase at the Guest Services Desk (ext. 0), where you can hand your mail.

## **SWIMMING SAFETY / SEA FLAGS**

Always take into consideration the flag color at the beach in order to ensure safe swimming. RED FLAG: DO NOT SWIM

YELLOW FLAG: SWIM WITH CAUTION

GREEN FLAG: SWIM WITH SAFETY

You are advised to always be cautious when swimming and we respectfully remind you that it is very dangerous to swim after drinking and eating. Always remember that swimming is done at your own responsibility. Please take into consideration that the pools have depth markings and that diving in the pool is not permitted.

## **TAXI / LIMO SERVICE**

In case you want to hire a taxi or limo, please contact the Guest Services Desk (ext. 0).

## **TELEPHONE**

All rooms are equipped with a direct dial telephone system. Your room bill is charged automatically with all the local and international calls. You will find all the hotel department numbers on the telephone device. To obtain an external line, please dial 9 followed by the number you wish to dial. Your room bill will be charged automatically. For prepaid telephone cards please inquire at the Guest Services Desk if the card type can be used.

## **TELEVISION**

Satellite LCD TV is available in every guest room featuring various international channels.

## **TIPPING POLICY**

There is no service charge on bills. In case you wish to reward a staff member for good service, please feel free to do so at your own discretion.

## **TENNIS COURT**

If you would like to take advantage of our tennis court please contact the Guest Services Desk for a booking. A tennis instructor is available with an additional charge. The tennis court is free of charge, except for the special lighting in the evening. Please take into consideration that there is a booking limit of maximum two hours.

## **TRANSFERS FROM/TO THE AIRPORT**

A transfer from the airport or vice versa can be arranged by the Guest Services Desk.

Travel Agents - Tour Operators

For any assistance please contact the Guest Services Desk (ext. 0) or your tour operator representative.

## **VISITORS**

If you are expecting any visitors, please inform the Guest Services Desk in advance in order to make the necessary arrangements.

## **VOLTAGE**

220/240 Volts. There is a plug socket at 110 volts for electrical shavers.

## **WATER**

Tap water is drinkable, however, we recommend you to drink bottled water during your stay. The Impressions restaurant & the Sketch bar offer a selection of local and international bottled water. \*

## **W/C**

Please note that none of the sewage systems in Greece is allowed to flush papers down the toilet. Please do not throw items in the toilet.

## **WAKE UP CALL**

For wake up calls, please contact the Guest Services Desk or dial XX and listen to the instructions from your phone.

# FOOD & BEVERAGE DIVISION

## RESTAURANT & BAR

"Impressions" is designed to mingle unique flavors, great sounds and endless horizon of this distinctive location. With the Chef's personal touch, the à la carte menu proudly presents selected courses from the Greek and Mediterranean cuisine. The wine list is no exception as it includes handpicked labels from local and international vineyards. Accompanied by fantastic sea view and live music, we guarantee one of the finest gastronomical experiences on the island.

Early Breakfast: Upon request at the Guest Services Desk one day in advance until 21.00 hrs

Breakfast: 07:00 hrs to 10:30 hrs - American Buffet / À la Carte

Lunch / Snacks: 12:30 hrs to 16:00 hrs – À la Carte

Dinner: 19:00 hrs to 22:30 hrs – À la Carte / Half Board menus to be ordered & served from 19:00 hrs to 21:30 hrs

*\* A table reservation in advance is required for dinner. Please contact the Guest Services Desk (ext 0) or the Impressions Restaurant (ext. 9983, 9980). In case of any food intolerance or allergy, you are kindly requested to inform our Guest Service Desk team.*

*\* Dress code for Dinner: Casual Smart ( no shorts / no slippers for men).*

*Operating hours are subject to change during the season. Please contact the Guest Services Desk.*

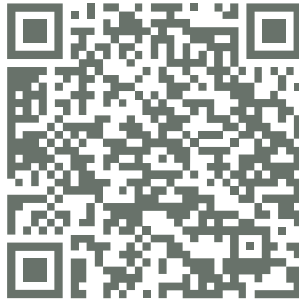
*Sketch Bar, a natural meeting point with an informal elegance, offers refreshing temptations from the morning hours until the night. During the day the bar operates as a Pool Bar but in the evening it changes its ambiance when turning into a chic Champagne Bar. Here you can enjoy your favorite drink, or why not try out the signature cocktail of the evening? With bubbles on ice, good vibes and friendly service, this spot is a must!*

*Operating hours: 09:00 hrs – 01:00 hrs*

*Operating hours are subject to change during the season. Please contact the Guest Services Desk.*

*\* Please read the Hotel's Accommodation Guide*

The Hotel's Rules and Regulation book that contains important information and rules regarding the hotel stay can be found at the designated hotel areas (at the Reception and the Info room) or you can download it here by using the following QR Code.



In case of any incident during your stay, that could have a physical harm, illness, materialistic damage or other type of damage as a result, that may happen to you or to the people accompanying you or to those who are under your supervision (minor or elderly), you are required to report it to the hotel reception, in written form and without delay. We remind you that the hotel has the character of a public space and omission of this obligation, could make you responsible for third parties / residents / clients or the hotel itself for any kind of damage they could suffer, directly or indirectly, from whatever situation that it might have come from because of your omission.