

Dear Guest:

It is our desire and intention to make your stay with us as comfortable and pleasant as possible. Please feel free to contact us regarding any assistance.

Our management and staff are here to provide you with the best possible service. We welcome your suggestions and comments.

Sincerely Yours

Management and Staff

Hotel Directory

Address

The hotel address is:

Dolphin Bay Family Beach Resort, Galissas Beach, 84100, Syros Island, Cyclades, Greece.

Our email address is: info@dolphin-bay.gr

Telephone number is +30 22810 42924. Fax is +30 22810 42843

Bank payments

For bank deposit or payments, we work with the following banks

Account holder name: IOSIF VOUTSINOS S.A.

Alpha Bank GR1801406260626002330004190

Eurobank GR7502603400000760200320446

Piraeus Bank GR3701727100005710018247947

National Bank GR6401102540000025447002012

Breakfast

Begins every morning at 07:45 and ends at 11.00

Early breakfast service is available, up on request

Car hire

For assistance with car hire please contact reception.

Check in & Check out Time

Check in time is at 14:30 onwards. Guests are required to check-out by 11.30 on the day of departure.

We are happy to arrange early check in whenever possible. Late check out are available upon availability with additional charge.

Chemist/Pharmacy

Please contact reception for the details of our local Chemist.

Credit Cards

Visa, Mastercard, Maestro and American Express are accepted at all point of sale locations in the hotel.

Dialing room to room

To call another room please dial the room number.

Dogs

The Hotel accepts dogs. Kindly note that dogs may not be left alone in rooms and they are not permitted in public areas.

Electricity Voltage

The Hotel's electrical supply is 220/240V. Adaptors are available at reception.

Email address

The hotel email address is info@dolphin-bay.gr.

The reception email address is reception@dolphin-bay.gr

Extra bed / Baby bed

On request we provide you an extra bed or baby bed. Please contact the reception.

Fridge

A fridge is provided in your room for your use.

Food and Beverage

- Posidonia Restaurant

Our restaurant is open daily for Buffet Breakfast, Lunch and Dinner

Buffet Breakfast from 07.45 to 11.00

Buffet Lunch from 13.00 to 15.00 (limited period 23/06 – 16/09)

Buffet Dinner from 19.30 to 21.30

- Taverna "Cavos"

Situated next to the beach overlooking Galissas Bay, serving Mediterranean specialties open daily 13:00 – 23:30

- Pool Bar Day & Night

Situated next to pool, serving cocktails and refreshments open daily 10:00 – 18:00

- Ermoupolis Bar

Situated at the main lobby open daily 17:30 – 01:30

Hairdryers

Hairdryers are provided in all Hotel bedrooms.

Housekeeping

Housekeeping services and evening turndown service are provided daily. Please contact the reception desk for any special request or extra towel changing or extra pillow.

Laundry, dry-cleaning & ironing

All services are available 7 days a week. Details and costs are available in your room.

Lost & Found

For lost items, contact reception. Hotel is not responsible for any personal items lost.

Luggage service

Luggage service is available 24hours. Please contact reception.

Hotel guests may leave their luggage at reception for a few hours before or after their stay. Please be aware that the hotel assumes no responsibility for lost or stolen or damage items.

Parking

Free parking spaces are available on our property. The hotel accepts no responsibility for any loss or damage caused to vehicles or belongings left inside in the car park.

Pillows

We offer various range of pillows. Please contact reception.

Pool

Our pool is open daily from 0800 to 1900. Children must be accompanied by adults. Water are tested for ph. level and cleaned properly daily.

Pool towels

Hotel adult's guests can borrow beach towels with deposit payment. Loss of towel will result in a charge of the deposit. Due to hygienic reasons you are not allowed to use the white towels outside of your room. Please contact reception.

Questionnaire

Please fill in the questionnaire and drop it into the questionnaire box at the front desk upon your departure. Your comments and suggestions will help us to improve our services.

Reception

Reception is open 24 hours a day. Dial 0 to contact reception.

Room Service: Dial 0

Room service is available from 12 noon until 12 midnight.
The menu and cost are available in your room.

Safe deposit box

All guest rooms are furnished with a safe for guest use.
Please be sure that your safe is locked properly. The hotel is not held responsible for the loss of valuables.

Smoking

Smoking is forbidden in all close areas.

Sun Beds & Umbrellas (pool area)

Sun beds and umbrellas in the pool are free of charge. Please do not occupy the sun beds by putting your towel on it.

Sun Beds & Umbrellas (beach area)

Sun beds and umbrellas at the beach are not included in the room rate and are on extra charge. A municipal usage fee is charged per person (for the entire day).

Taxi

Taxis can be booked via reception. During peak rush hours it is advisable to book in advance.
Please contact out reception to order it for you

Tea & Coffee

Complimentary Tea & Coffee making facilities

Television

All hotel rooms include a television set with basic Greek channels plus other satellite international channels.

Tennis court

Our hotel offers for free of charge an outdoor tennis court with synthetic grass and is operational from morning until late at night with floodlights. Some amateur equipment can be found free of charge at our hotel reception. Bookings are always and kindly requested.

Towels

To help us protect the environment please place used towels on the floor to indicate you wish to be provided with clean supply. Towels placed on the rack will not be changed. For extra towels changing please contact reception.

Wake up calls

Kindly contact reception at 0 to request a wake-up call.
Service available 24 hours per day.

Water

Tap water in hotel is not drinkable. Only bottle water may be consumed.

Wi-Fi services

WIFI connection is available for FREE for Dolphin Bay Family Beach Resort clients. WIFI codes are 123456 or connect with your personal email or connect with your social media account.