



Dear Guests,

It is our privilege and pleasure to welcome you to Corfu Palma Boutique Hotel and Spa. A modern Greek boutique hotel that respects our heritage, cuisine, and culture.

'Hospitality' is the official translation of the Greek word φιλοξενία (filoxenia), but it does not describe it adequately. Filoxenia (fee-lohk-sen-nya), which literally means the 'love for foreigners' comes to us from Ancient Greece. It was the ancient custom to receive and nourish foreigners at home, and it was the duty of all Citizens and a sacred rule of the gods (protector Xenios Zeus). That is why foreigners, as sent by the gods, they were considered sacred, honored, and respected. Filoxenia compels us to make you feel at home, to honor you, and to take care of you during your visit. It is a generosity of spirit and a joyful attitude in which Greeks take pride of. We will not be satisfied unless we accomplish this goal.

Here is a list of services and information about the hotel. Our Hotel Directory has been created to ensure you stay connected and make the most of your stay with us. Should you need additional information or have a special request, please do not hesitate to inquire at the reception.

We will be happy to answer any questions and help you create a memorable and very safe stay in our hotel.

Warmest Regards,

Spyros Ioannidis

Hotel manager



COVID-19 MEASURES AND PRECAUTIONS

We, at Corfu Palma boutique hotel, along with the relevant Greek authorities are continuously monitoring the development of the COVID-19 outbreak keeping the wellbeing, health and safety of our guests and staff our top priority.

We have fully implemented the protocols as developed by the Greek government. We have been certified with the “Health First” Protocol by the Hellenic Chamber of Hotels. We have put in place preventative measures to reduce the spread of COVID-19. We ask our guests to take self-protective measures and adhere to our house-rules to minimize exposure to themselves and others.

Based on the Health and Safety Protocol for COVID-19 as communicated or modified by the Greek Government, some of the described services may be modified or even cancelled. We will notify you of any changes at the time of your arrival.

LOCATION

We are in the heart of Dassia and only 100 meters from a beautiful beach with calm waters, offering sun beds and a variety of water sports. To access the beach, exit the hotel, cross the main street, and walk to your left. Turn right at the first road. You will be at the beach in 2 minutes.

Corfu International Airport is 12 km away and Corfu Port is at 10 km. A bus stop and taxi stand can be found very close to the hotel, along with a vibrant local life.

Dassia is an ideal location that allows guests to easily explore Corfu town and other parts of the island. A variety of sports and activities are available via the hotel reception and concierge services. You can relax and rejuvenate as well as explore the island and the old Corfu Town, a UNESCO World Heritage Site.

LOCAL TRANSPORTATION

The blue bus #7 will take you to Corfu town or to Ipsos and runs every 15 minutes. To get to the bus stop, turn to the right as you exit the hotel. The bus stop along with the taxi stand is about 30 meters (100 feet) away. It takes about 30 minutes to get to town. You can use the green buses to access locations that are further away. We will be happy to arrange for taxi



service or make recommendations regarding your transportation needs. Please inquire at the reception for any further information.

WAKE- UP CALLS

Our staff will provide personal wake-up calls if requested. Inform our Front-desk team about your requests.

PARKING

The hotel parking is located at the back of the hotel after the pool area. You may enter or exit using securely your room card. Please inquire at the reception for detailed information.

BANK ATM

An ATM is located as you exit the hotel on your left-hand side.

SMOKING POLICY

We thank you for not smoking inside the hotel or in your room as per hotel's and government legislation. Smoking can only be enjoyed in your balcony or outdoors.

CHOICE OF MEALS, RESTAURANTS AND BARS

Breakfast

The "Greek Breakfast" is a concept by the Hellenic Chamber of Hotels to promote the regional culinary heritage of Greece in a program formulated to highlight local specialties and products. We have been certified and offer "Authentic Greek Breakfast" using quality products from local producers. Local meat cuts and cheese, sweets, salted pastry, and house made pies, in-house jams, bio eggs, nutritional Corfu honey, dried nuts, fresh juice, seasonal fruits, fresh milk products, coffee, and choice of tea flavors.

Please communicate any special dietary restrictions or requests to our team.

Breakfast is served in the main restaurant indoor or on the terrace 07:30 – 11:00 A.M. It is possible to have your breakfast (Continental formula) in the room from our Room Service team.



Half board option is also available. You may be informed by our front-desk team or via our contactless software about our buffet program daily and book accordingly. Everything is cooked on the premises using the freshest, highest quality, natural local ingredients, and extra virgin olive oil. We favor the local cuisine and the Mediterranean diet based on relevant recipes.

Our Buffet dinner is served 19:30 – 22:00 in the main restaurant indoor or on the terrace.

Our A-La-Carte service offers possibilities for lunch and dinner and available from 11:00-23:00. You may enjoy your choices at the main restaurant indoor or on the terrace, at the pool area or privately inside your room.

Precisely we suggest two different A-La-Carte menus. Our All-Day menu served in all our restaurant areas from 11:00-19:00 and the Aura Fine dining menu at the main restaurant indoor or on the terrace 19:30-23:00.

For room service you may choose your preferences from our All-Day menu from 11:00-23:00.

Every evening at our Aura A-La Carte restaurant our chefs prepare meal options from modern recipes inspired by the Greek summer with amazing flavors. All meal preparations are executed in-house with highest quality local fresh ingredients and favor local producers. We follow the Greek and Mediterranean diet and cook using only extra virgin olive oil.

We are at your service if you may have any special diet requests.

Our main bar the Lobby bar serves great bar list options and is available 07:30-24:00.

Our Pool bar and restaurant is available 11:00-19:00.

We are also very sensitive for our guests with special nutritional requests to be communicated to our team.

EARLY BREAKFAST

It is possible to have an Early Breakfast if necessary, which is composed of coffee or tea, juice, bread, toast, cake, cookies, butter, jams, and honey. Kindly inform the reception one day in advance until 18:00.



LUNCH-PACKETS

If needed, we also offer lunch-to-go. The lunch packets are composed by baguette sandwich, fruit, cake, juice, and water. Kindly inform the reception one day in advance until 18:00.

OUTSIDE CATERING

Even if there is a possibility to order delivery formula from an outside restaurant this will depend on Greek government's Health and Safety Protocol COVID-19. For further information kindly contact the Reception.

SWIMMING POOL - OUTDOOR JACUZZI

The hotel has an outdoor swimming pool and heated Jacuzzi with fresh water. They are located at the back of the hotel, through a path from either side of the hotel. The depth of the water does not allow dives or jumping. Please use the pool at your own risk and always supervise children. Be kind and considerate to others when using the common areas. No outside food or drinks are allowed in the pool area.

The pool and Jacuzzi close at 19:00 for cleaning procedures. No swimming is allowed after this time and no swimming after dark. For your own safety, please stay out of the water during thunderstorms. The sun beds are free of charge for our hotel guests. Please do not reserve them when you leave the pool area. The pool area also offers outdoor games like chess, and ping-pong. The garden activities are free of charge. Please contact the pool bar attendants or the reception with questions. The pool bar is open from 10:30 till 19:00. Come and enjoy drinks and refreshments.

Pool area services depend on Greek government's Health and Safety Protocol COVID-19.

POOL TOWELS

You can pick up the blue towels at the pool. Please use one per person and make sure you return your old towel to take a clean one. We would appreciate if you do not use the white towels outside your room. For aesthetic reasons we kindly ask you not to hang your towels or clothes on the balcony glass.



HOTEL GARDENS

The hotel gardens are designed to showcase the local greenery, including olive trees, fruit trees, cypresses, kumquat, and prickly pear trees, that are a trademark of Corfu. The focal point of our garden is the 700+ years old olive tree located on your way to the pool and next to the solar clock. The solar clock sculpture is made by the artist Andreas Galanakis. We invite you to visit the garden, relax and contemplate as you watch the passage of time marked by the movement of the sun reflected on the sundial.

THE HOTEL APHRODITE SPA

The spa is in the lower level of the hotel. You can access it directly from your room by taking the elevator or walking to the back of the hotel and taking the stairs in the garden.

Our spa concept is based on the holistic approach of Hippocrates philosophy towards health and beauty, respecting the body's needs and natural rhythms.

In the spa and in the room toiletries, we use products made by APIVITA. They were inspired by the Hippocratic philosophy, which stresses the importance of living in complete harmony with nature, using the power of plants and 100% pure essential oils.

Massages, Face, and Body Spa treatments are available by appointment. Please see the spa menu in your room or at the spa for treatments and prices. You could also inquire at the spa reception which is located at the garden entrance of the spa.

The spa also offers an indoor heated Jacuzzi, infrared sauna* and hydro massage. These facilities are free of charge to our guests, but must be used by appointment only, which can be booked at the spa or at the reception. Towels and bath robes will be offered at the Spa. For Spa treatments and prices please inquire at the Spa reception.

SPA OPENING HOURS DAILY: 10:00 - 18:00.

All Spa services depend on Greek government's Health and Safety Protocol COVID-19. This might affect, modify, or even cancel available services.

WiFi - FAX - MAIL - COMPUTER - TABLET

The hotel is pleased to offer complimentary wireless access in your guestroom and in all public areas, including the pool. Please contact the reception for the password.



A computer with email access, printing and scan facilities, and a pad are also available for public use. Please inquire at the reception desk.

We will be happy to take your correspondence and forward them to your room. Let the reception know if you need to send or receive a fax or a mail, or if you need to print documents.

Common use of computer or tablet depend on Greek government's Health and Safety Protocol COVID-19. These options might be excluded from proposed services.

TELEPHONE

From your room phone you can call directly as follows:

Reception	9
Spa	123
Lobby Bar & Restaurant	102
Pool Bar & Restaurant	104
From room to room	Dial room number
For outside line	0 (charges apply)

For national calls dial 0, then the city code and then the phone number.

Here are some city codes for Greece:

Athens	210
Thessaloniki	2310
Corfu	26610
Southern Corfu	26620
Northern Corfu	26630

For international calls dial 0, then the country code, the city code, and the phone number.

Here are some country codes:



Austria	0043
Belgium	0032
Czech Rep	00420
France	0033
Germany	0049
Great Britain	0044
Holland	0031
Hungary	0036
Italy	00390
Luxembourg	00352
Poland	0048
Russia	007
Spain	0034
Sweden	0046
Switzerland	0041
USA- Canada	001

RECEPTION

At the reception desk we offer concierge services. We can help you plan excursions and water sports, make reservations for restaurants or activities, inform you about the island, call a taxi, or anything you may be interested in.

Aiming always to upgrade our digital services we offer all guests the possibility to use our contactless in-house software Exclusivi to manage all your requests, bookings, and orders.

The Front Desk Staff can assist you with your needs or help you with any special requests. The reception is open 24/7.



EXPRESS CHECK-OUT

It is possible for all guests to use the Express Check-out service by signing the relevant Express Check-Out Authorization form, upon arrival or before departure. For further details kindly contact the reception.

GUEST'S LAUNDRY – DRY CLEANING (charges apply)

Laundry and dry-cleaning service is available from outside supplier and is usually returned within 24 hours or depending relevant notice. Our team would be happy to assist with any emergency laundry needs. Please contact the reception for more information.

SAFE-DEPOSIT BOXES

Please do not leave money or valuables in your guestroom. Under state law, hotels cannot be responsible for the loss of articles unless properly secured in the complimentary safe-deposit inside your wardrobe. In addition, if you wish you may use the option of our main hotel safe deposit box, by contacting the front desk.

LOST & FOUND

Our team will be glad to assist you in finding any items you may have lost at the hotel.

ROOMS

Each room is equipped with Air Conditioning, plasma Satellite TV, refrigerator, safe, hair dryer and a direct phone line. The Suites are equipped with the latest technology TVs both in the main room and sitting area. All these services are included in the room price. Please note that there will be a charge if you lose your keys or the remote controls. Voltage is 220V.

Check in time is from 15:00 and Check out time is till 11:00 noon. We usually accommodate late departures by providing storage for your luggage.

Hotel complies with all measures and actions as per Greek governments Health and Safety Protocol COVID-19.

HOUSEKEEPING

The rooms are cleaned daily between 8:00 and 15:00 hrs.



The towels are changed daily unless you leave them on the towel holders. It is possible upon request to provide guests with more towels. Our hotel also offers the turndown service. For any housekeeping needs including extra linens or blankets please contact The Front Desk Staff. Please help us conserve energy. We take many measures to sustain the environment.

Hotel complies with all measures and actions as per Greek governments Health and Safety Protocol COVID-19. This might modify housekeeping schedule.

LUGGAGE ASSISTANCE

For assistance with your luggage kindly contact the reception.

GROOM-BELL BOY SERVICE

Our hotel offers a groom-bell boy service. Kindly contact the reception.

LUGGAGE STORAGE

If you may wish we have the possibility to secure your luggage in our luggage area.

BUSINESS CENTER REQUESTS

For business center requests kindly contact the reception.

BABY COT/CHILD BED

Baby cots are offered at no extra charge. Kindly inquire at the reception.

IRONING FACILITIES

If necessary, you may request an iron and an iron board at the front desk. The use of such elements in the room must be done with all security precautions.

PILLOWS IN THE ROOM

We have selected the most comfortable pillows for your room and rest. In addition, if you wish any other kind of pillow such as anatomic or hypo allergic please contact the reception.

Hotel complies with all measures and actions as per Greek governments Health and Safety Protocol COVID-19.



ENTERTAINMENT

The hotel is organizing on weekly basis live music events and a marvelous Greek night.

Hotel complies with all measures and actions as per Greek governments Health and Safety Protocol COVID-19. This might affect, modify, even cancel entertainment options.

SMALL LIBRARY

For your convenience, a small library is located by the reception. If you have any special requests, please inform the front-desk team.

TRANSFERS

Our hotel collaborates with taxi and local transportation companies for transfers to and from the airport, or port, and to schedule excursions. Contact our reception for any further information.

HOTEL INSURANCE

Our company has undertaken all the necessary insurance policies for the hotel guests and staff, as mandated by the Greek law.

BABY SITTING AND CHILDREN KEEPING SERVICE

Kindly contact the reception.

Hotel complies with all measures and actions as per Greek governments Health and Safety Protocol COVID-19. This might affect, modify, even cancel this service option.

DAILY NEWSPAPERS

Our hotel can offer daily newspapers. For any special request please contact our reception team.

FEEDBACK AND COMPLAINTS

Our hotel has an organized feedback and complaints process they can be accessed at the hotel, at the hotel web site and via our contactless software Exclusivi for guests use. For any queries you may refer to our outlets and reception.



THE FITNESS CENTER

The fitness center is in the lower level of the hotel and is adjacent to the spa. You can access it directly from your room by taking the elevator or the back garden staircase.

The fitness center is equipped with strength training and cardiovascular equipment, including the TRX** training system.

Hotel complies with all measures and actions as per Greek governments Health and Safety Protocol COVID-19. This might affect, modify, even cancel this service options.

BEACH SUN BEDS AND UMBRELLAS

Our hotel, for your convenience, offers you the possibility to use very comfortable sun beds and umbrellas, on the main beach of Dassia (with a charge), through its special summer partnership with the famous Beach Bar Malibu.

For this case it is necessary to make your reservation (for the next day or days) at the hotel reception one day before by 18:00.

After your reservation is registered you will receive the adequate Voucher to be presented to the Beach Bar Malibu staff.

Malibu Beach bar shall always comply with all measures and actions as per Greek governments Health and Safety Protocol COVID-19. Our hotel is not responsible of any issues might occur related to the external supplier.

For further information feel free to contact our Front-Desk.



ENVIRONMENTAL POLICY

The Environment is Important to Everyone.

The greenhouse effect and other ecological concerns are increasing day by day and so we all need to actively contribute to environment and climate protection. Our response in respect of the environment here at the Corfu Palma Boutique Hotel has made significant environmental contributions such as:

- *Reduction of energy consumption
- *Reduction of water waste
- *Maintaining and improving the natural environment
- *A magnetic card system in all rooms to monitor electrical systems (reducing the required energy by 15%)
- *Installation of the capacitors to improve the tendency of the electric energy throughout
- *Use of energy saving bulbs in the whole building which reduces energy by the 25%
- *Double glazed, insulated glass or in all rooms
- *Automatic watering -high performance system with an energy saving of 20%
- *Installation of special valves that control the flow of the water from public springs and water supplies in general to reduce water consumption
- *Installation of a complete osmotic system
- *Tertiary waste water management for irrigation
- *Reduction of single -use products
- *Regular inspection for maintenances and leakage
- *A monthly chemical analysis of the hotel's water
- *Selection specific Mediterranean plants with low water requirements
- *Use of ecological fertilizers



*Exclusive use of certified ecological paints in environmentally friendly colors

*Conducting training seminars for our staff

*Regular evaluation and updating environmental policies