

RULES & REGULATIONS

GENERAL

Please read carefully all the points of the Thess Residences Rules and Regulations

- All Apartments are pre-paid. There is no cancellation or modification policy on the apartments after checking in.
- Check in time for Apartments is from 15.00 and check-out time is at 11:00
- Reception is available daily from 8.00 to 22.00 or from 9.30-17.30. From 22.00 onwards please contact our emergency telephone number +30 6981400012 or +30 6981400011.
- Please respect other guests. NO LOUD MUSIC/LOUD TV.
- Late check-out is available at €30 extra until 19.00, provided if there is availability and it must be requested 24 hours in advance.
- Only registered guests are allowed to use the premises. Unregistered guests will be asked to leave the premises and your reservation will be automatically withdrawn without any refund. In certain circumstances additional guests may be allowed, where reception team is notified and an agreement is made.
- The premises shall not be used as Party/Drinking Venue.
- Always close all doors, windows and other openings when leaving the premises. If nobody in the room, turn off all electrical equipment. Management is not responsible for any loss or damage of personal belongings
- Please store your garbage in the containers provided in the apartment. Additional bags can be found under the sink in the kitchen.
- Some apartments have dedicated sofa bed – sleeps 1.
- Wi-Fi code is “ilovethess”
- Please make sure you DO NOT leave any ELECTRICAL Appliances switched ON or ON CHARGE when leaving your apartment. It creates serious fire hazard in case something goes wrong when you are not there.

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SPECIAL ATTENTION

- 1. Gambling is not allowed on the premises
- 2. Use of Illegal Substances are strictly prohibited and shall be dealt with full force of the law
- 3. Apartments and public areas of Thess Residences are STRICTLY NON-SMOKING. Fine of €200 will be charged automatically for smoking in the apartment
- 4. Apartment KEY's are issued on arrival. Keys must be returned back to reception
- 5. It is understood that whatever things are provided in the apartments shall remain inside the apartments after the duration of the stay
- 1. Apartments are to be left in good and clean condition
- 2. Any breakage or damage of any equipment or furniture that is provided in the apartment during the use of the premises shall be charged to the guest and should be settled a day before check out time with Reception team
- 3. Management reserves the right to enter the apartments at any stage if the above conditions are not being followed
- 4. Fire Alarms being present at public areas. They are installed for your safety. Please do not play with break glass units and fire alarms. It is directly connected to Fire Brigade and cost of a call out once activated, is between (€250-€3000)

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APARTMENT INFORMATION

- Your Residence Host is available from 8.00 till 22.00. Please call +30 2310 500570, +30 6981400012 or +30 6981400011 to speak directly
- Please ensure the door closes behind you for security reasons.
- Adaptors are available at the reception
- In our neighborhood you can find a supermarket Galaxias (Olimpou 20), a pharmacy (Antigonidon 20), a bakery Pes Alevri (Papazoli 7), a mini market (Papazoli 7), a Eurobank bank (Karaoli & Dimitirou Ton Kyprion 18), Taxi station (Egnatia Street near Antigonidon) or you can call +30 2310211011. Bus stop Antigonidon on Egnatia Street
- In your apartment you can find an oven, a stove, a toaster, a Nespresso machine, a boiler, a hairdryer and a safe deposit box. Please contact your Host for instructions
- Attention when cooking, not to forget any electrical devices in use when departing from the apartment
- In order to use the oven, you have to press + or - at the bottom of the LCD screen of the oven once
- Shampoo, shower gel and handwash are available in your bathroom at no extra cost
- Cleaning utensils and household detergents, you will find under the kitchen sink
- Brooms and mops are available upon request
- Also, extra bedding is available upon request
- At the lower ground level (-1) you will find a Laundry room, a Lounge, Tv designated area (Mega Screen of 60 inches), a Business center, a Vending Machine, a Meeting room and a Fitness Room
- At the laundry room you can do your washing, drying and ironing. Washing detergent is available in within, at no extra charge
- You are allowed to use the fitness room only if you are a resident, at all times
- Meeting room and TV area can be booked with your Residence Host



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TIPS FOR YOUR TRIP

- For City guided tours & suggested city walks please contact your Residence Host. Please pre-book with your host our suggested wellness activities, our vineyard experience or any of our other close-by excursions.
- For all transfers contact the reception desk
- In case of an emergency contact:
 - The closest hospital General Hospital of Thessaloniki G. Gennimatas (Ethnikis Aminis 41, +30 2310 963100)
 - The police station (Dodekanisou 6) by dialling 100
 - For an ambulance, dial 166
 - For the fire brigade, dial 199



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ANTI-COVID INSTRUCTIONS

You must read & follow our anti-COVID measures when staying at Thess Residences

- Keep the required distances of 1,5m & follow the floor markings to stand in line
- Use an alcohol-based hand rub after contact with any object or surface & frequently wash your hands with soap for at least 20"
- Practice good respiratory etiquette, including covering coughs & sneezes into your elbow or sleeve, not your hands
- Do not gather in groups & avoid overcrowding in the public areas
- The elevator should be used by maximum 2 people
- Avoid any unnecessary contact
- Your key card should be used exclusively by you & you should not share with anyone else
- There are hygiene masks, gloves and antiseptic stations at your disposal
- If you feel sick or have a fever, please notify your hostess immediately in order to call our doctor
- Contact your hostess at +30 6981400011 & +30 6981400012 for any clarifications you might need
- In case of illness, especially fever (temperature check), our official health partner, the Bioclinic of Thessaloniki, is notified which immediately undertakes all necessary actions, including the Covid-19 test. All related costs, doctor and health exams are covered by the guest
- In compliance with the official health protocols, we have appointed specific quarantine rooms for handling suspicious cases
- The guest is obliged to remain in the quarantine room until their transfer to the designated COVID-19 hospital
- The guest is provided with a telephone device to facilitate their communication needs
- Any circulation within the property is strictly forbidden and the guest must avoid all physical contact with other people
- Contact with Thess Residences' staff is possible after taking all necessary safety and hygiene measures by both parts

Thess Residences complies with the official hygiene protocols for hotels by the Greek government and the Ministry of Health order