SERVICE DIRECTORY

PORTO FINO

luxury apartments

Welcome to Porto Fino Luxury Apartments in Asprovalta.

It is our great pleasure to have you as our guest.
Whether you are staying for one night, one week, or one month, Porto Fino is an excellent choice for your accommodation.

This Service Directory has been designed to provide you with useful information regarding our services and facilities. We hope it will be helpful throughout your stay.

Should you require any additional information or assistance, please do not hesitate to contact us.

We wish you a pleasant and enjoyable stay.

Kind regards,
The Management & Staff

Porto Fino Luxury Apartments
Welcome Message

IMPORTANT INFORMATION FOR YOUR APARTMENT

Reception

Reception service is available daily during operating hours.

Apartment Key & Power Card

Attached to your apartment key, you will find a power card that activates the electricity supply in your room when inserted into the designated slot next to the entrance door.
Please treat your apartment key with the same care as your home keys. Do not leave the key inside the apartment. Return your key to Reception whenever you leave the hotel.
If your key is lost or misplaced, please notify Reception immediately. Before leaving your apartment, please ensure that all windows and doors are securely closed.
Upon departure, kindly return your key to Reception.

Air Conditioning

All apartments are equipped with individually controlled air-conditioning systems with adjustable thermostats.

Complimentary Wi-Fi Internet

Free unlimited Wi-Fi access is available in all apartments and throughout the common areas of the hotel, whether you use the internet for personal or business purposes.

Status monitor

Outside each apartment, there is a status monitor.
A red indicator means “Occupied – Do Not Disturb”, while a green indicator means “Vacant – Housekeeping Service Requested.”

enjoy your stay

Safety Deposit Box

All apartments are equipped with a complimentary safety deposit box located inside the wardrobe.

We strongly recommend storing valuables, important documents, and personal belongings in the safe.

Please keep the safe key with you at all times.

Baby Cots, Playpens & High Chairs

Upon request, we can provide baby cots, playpens, and high chairs for our younger guests.

Housekeeping Service

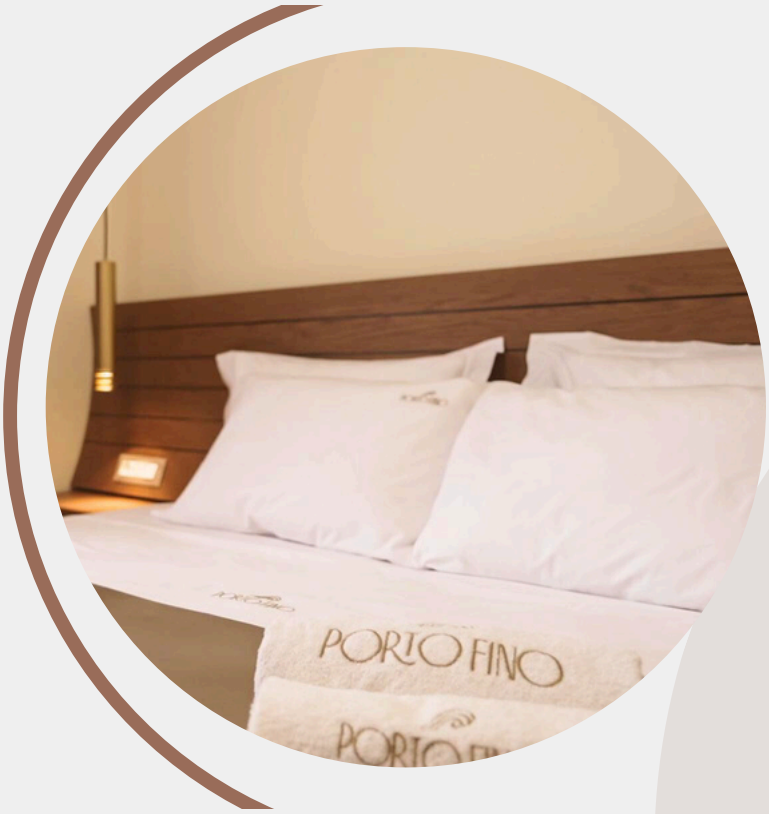
Towels are changed daily, while bed linen is changed every three days.
Our housekeeping team is available to assist you during your stay.
Should you require additional towels, pillows, or extra housekeeping services, please contact Reception.

Iron & Ironing Board

Available upon request and subject to availability.

Pool Towels

Pool towels are available upon request with a refundable deposit of €20 per towel.
The deposit will be fully refunded upon return of the towel.



we emphasize cleanliness and comfort

In Your Apartment Kitchen

All apartments feature a fully equipped kitchenette including a kettle, toaster, and coffee maker. Should you require anything additional, please contact Reception.
If you need assistance operating any of the equipment, our Reception team will be happy to help.
For safety and comfort reasons, frying is strictly prohibited inside the apartments.

Parking

Complimentary parking is available for all hotel guests.

Pets

Pets are not permitted within the hotel premises or pool area.

Check-Out Time

Check-out time is between 08:00 and 11:00 a.m.
Before departure, please return your apartment key to Reception.
Guests wishing to arrange a late check-out are kindly requested
o contact Reception one day in advance,
subject to availability.

Airport Transfers

For guests travelling by air, we can arrange transportation to and from the airport through our trusted transportation partners.
Please contact Reception for further information.

GENERAL USEFUL INFORMATION

Bus Services

For information regarding bus stops and schedules, please contact Reception.

Postal & Courier Services

For information regarding postal services, opening hours, or courier shipments, please contact Reception.

Banks

For information regarding local bank branches, opening hours, and ATM locations in Asprovalta, please contact Reception.

Doctor & Pharmacy

If you require medical assistance, please contact Reception.
The nearest pharmacy is located within a short distance from the hotel. Asprovalta also offers a public health center and private medical practices.
Reception will be happy to provide opening hours and any additional assistance you may require.

FOR YOUR SAFETY

Elevator

In the event of an elevator malfunction, please remain calm. Press the emergency button located inside the elevator, and a technician will be notified immediately.
For safety reasons, children under the age of 12 must always be accompanied by an adult when using the elevator.

Fire Safety Instructions

In the event of a fire, please notify Reception immediately and evacuate the building using the stairs.
Do not use the elevator. Fire extinguishers are located in the corridors on every floor, and a fire detection system operates throughout all common areas and hallways.

Children Under 12 Years Old

For safety reasons, children under the age of 12 must always be supervised by their parents or guardians within the hotel and pool areas.

Lost & Found

If you have found or lost any personal belongings, please contact Reception.

Complaints / Suggestions

Should you have any suggestions, complaints, or concerns regarding the operation of the hotel, please contact Reception. We value your feedback and are committed to improving our guests' experience.

Thank You

FOR STAYING WITH US

PORTO FINO

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