



## **Welcome to The Lynx Mountain Resort & Casino**

Dear Valued Guest,

It is our pleasure to welcome you to The Lynx Mountain Resort & Casino.

Whether you are travelling for business or pleasure, we are honored that you have selected our Hotel.

Our professional and friendly staff is committed to ensure that your stay is both enjoyable and comfortable.

Our commitment, to the demanding traveler is to satisfy two essentials, yet simple, expectations:

- Provide friendly, courteous service in all our departments
- Provide modern comfortable rooms and suites, where everything exceeds the standards of a Luxury establishment.

During your stay, we will adhere to our Hotel's Service Commitment, by providing you with outstanding service. In other words, we promise you a sensational experience by providing the cleanest room, friendliest staff and best value while you are our guest.

If there is anything we can provide to make your stay even more pleasant, do not hesitate to contact us!

Again, thank you for choosing The Lynx Mountain Resort, where our promise to you is a full sense experience visit.

Sincerely yours,

**The Lynx Mountain Resort Management**

## GUEST SERVICES

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### **Air Conditioning/Heating**

Individual controls are located on the unit in your room. Please set the temperature to your comfort. You will find two controls on your unit: a thermostat to set the room temperature and a fan control with three speeds, high, medium and low.

### **Activities**

Outdoor activities and short excursions to the greater area of Western Macedonia and nearby destinations can be organized upon request. For further information, please contact the Guest Relation Desk dialing 0.

### **Amenities**

At The Lynx Mountain Resort, our Guests love our amenities. Bath robes, Duvets, towels, bathroom amenities and more may be purchased from our Front Office Department. Please dial 0.

### **ATM Service**

There is an ATM machine located on the Casino located at the entrance level.

### **Audio Visual Requirements**

Please contact our Front Office Department. Please dial 0

### **Baby Meals**

Please contact the Room Service. Dial 0.

### **Baby Sitting**

Please contact the Front Desk at least 24 hours in advance. Dial 0.

### **Banks**

Banking hours are generally Monday to Friday 08:00 a.m. to 2:00 p.m. Please call for exact times. The closest bank is the National Bank of Greece.

National Bank	M. Alexandrou 28	+ 23850 44323
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Alpha Bank	Stef. Dragoumi 15	+ 23850 49241
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Piraeus Bank	25 <sup>th</sup> of March 5	+ 23850 49100
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Euro Bank	Stef. Dragoumi 17	+ 23850 46947
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General Tips for Foreign Currency Exchange in Florina:

All the major banks listed above, deal with the public in exchanging foreign currency. However, it is recommended that you call ahead and make sure they have a sufficient supply on any given day.

### **Banquets & Events**

The best in catering expertise and facilities are available. If you are planning a banquet or any event, please contact our Food & Beverage Department. Please dial 0.

### **Bathrobes**

Luxury Bathrobes are available in your room. If you wish to purchase a bathrobe, please contact the Front office Department.

### **Bed linen**

Will be changed daily and/or upon request.



**Breakfast**

A Greek Buffet and American Breakfast are served daily in the "Six Lakes" restaurant.

07:30-11:00 a.m.

You can also order your breakfast in room by calling 0.

Early Breakfast is also available prior to arrangement upon request from the previous day.

**Boutique / Gift Shop**

Located on the first floor of the hotel, a unique boutique store, offers a selection of clothes, accessories, eye ware, jewelry and many more luxury items for our Guests and visitors. Don't forget to purchase some of the local products provided in our Boutique.

**Business Centre**

Our Business Centre features one work stations with the most popular programs (MS Word, Excel, Publisher etc.) pre-loaded. If you are registered in the hotel, the use of this work station and high-speed internet access is free. In addition, light typing, faxing, photocopying and secretarial services are available during business hours at a reasonable charge. Please dial 0.

**Car Rental**

Please call our Reception department, to arrange for a Car Rental Company, to be delivered to you at the Hotel. Please dial at 0.

**Casino**

THE LYNX CASINO FLORINA is the ultimate entertainment destination as, on every month, you will have the chance to participate at the most amazing draws that could grant you cash & great giveaways! Stay tuned for the upcoming calendar and...be a winner!

THE LYNX CASINO FLORINA has managed to secure a fleet of 103 slot machines from the best manufacturers worldwide (EGT, IGT, MERKUR, NOVOMATIC). You will be able to experience top thematic slots gaming entertainment like Book of Ra, Dazzling Hot, Amazons Battle, Age of Troy, Egypt Sky, Hot & Cash etc, while you will also have the chance to go after cumulative jackpots daily!

The Casino also offers table games such as American Roulette, Black Jack, Poker, Electronic Roulette.

**Catering**

The best in catering expertise and facilities are available. If you are planning a party, wedding, banquet, executive meeting or small conference, please contact our Food & Beverage Department. Please dial 0.

**Check-Out Time**

Check-out time is 11:00 a.m. Late check-out is available on request, subject to availability.

A charge may apply depends on how late the check-out will be. Express check out service is also available. Please contact our Front Office Department dialing 0.

**Coffee, Tea**

Your guestroom has a Nespresso coffee maker with a daily complimentary pouch of instant Coffee and tea. Additional pouches are available from the front desk for 0,50€ each.

Decaffeinated coffee is also available.

**Corporate Rates**

Please contact the Sales Department for corporate rates. Dial 0.



**Credit Cards**

We accept the following credit cards: Mastercard, Visa, Maestro.

The Hotel is required to obtain authorization from the respective credit company on charges incurred at the hotel. Please contact the Front Office Department for further information.

**Cribs and Cots**

Subject to limited numbers, extra beds, cots and cribs are available.

Please dial our Front Office Department at 0.

**Dentist or Doctor**

Please dial our Front Office Department dialing 0.

**Dietary requirements**

If you have any special requirements, please contact the Manager on Duty who will be happy to assist you with. Dial 0.

**Dress Code**

The Dress Code in the hotel is "Smart Casual". This applies to all the public areas of the hotel, with the exception of The Health hub and Gym area where at daytime, shorts and T-shirts are allowed.

**Dry-cleaning and Laundry**

Laundry bags and the according are located in your wardrobe. Same day service (in before 9 a.m./ back after 5 p.m.) is offered Monday to Friday only. Please complete the form provided, place with the laundry into the Laundry bag and bring to the front desk.

**Emergencies**

To ensure your safety and comfort, we encourage you to read the Security/Safety section in this directory along with the evacuation instructions on the back of your guest room door. Please dial 0 if you require immediate assistance.

**Emergency Exits**

Please check the back of your door for the emergency exit nearest you.

**Energy efficiency**

You are kindly requested to ensure that all doors and windows are closed when activating the air conditioning unit. Please note that if the windows are open, there will be an automatic switch off.

In order to preserve energy, each room is fitted with magnetic master switch, located on the walls as you enter the room. To switch on the electricity supply inserts the magnetic card. Please note that the mini bar fridge works independently from this system. Do not attempt to place other objects in the magnetic master switch as it will cause a short circuit.

**Entertainment**

Not to be missed our special theme night of gastronomy and music events, regularly held on premises for your enjoyment



**Exercise/Fitness Room**

The exercise room is located on the third floor next to the SPA area. Your key card will provide access. Please comply with the following rules:

1. Operating hours are 8 a.m. to 10 p.m.
2. The Exercise Room is a limited access facility.
3. All users must be at least 16 years of age or older.
4. Only registered Guests may use the facility.
5. The use of the room is limited to 4 guests at one time.
6. Please use the towels that are provided within the facility.
7. Please advise the Front Desk if there are problems with any of the equipment.
8. Alcohol and smoking are not permitted in the Exercise room.
9. The Hotel has made every effort to provide you with safe and reliable equipment.

The use of equipment will be deemed as complete acceptance of the responsibilities and physical risks normally associated with each equipment.  
The use of the equipment shall be at your own risk.

**E-mail and Photocopy Services**

To send an e-mail or have photocopies made, please see the Front Desk staff. E-mail and copy service is available 24 hours a day for a minimal charge. Our e-mail is [contact@thelynxresort.com](mailto:contact@thelynxresort.com) Please see also Business Centre.

**Fire Emergency**

To ensure your safety and comfort, please read the Security/Safety section in this directory along with the Evacuation Instructions on the back of your guest room door. Please call Front Desk 0 if you require immediate assistance.

**First Aid**

Please dial 0.

**General Manager** Please dial 0.

**Gift Shop / Boutique**

Located on the first floor of the hotel, a unique boutique store, offers a selection of clothes, accessories, eye ware, jewelry and many more luxury items for our Guests and visitors.

**Group Reservations**

Please dial 0.

**Hair Dryers**

Hair dryers are available in all guestrooms placed in the wardrobe.

**Housekeeping**

Please call Housekeeping if you require additional pillows, lost and found, cots, and stationery.  
Please dial 0.

**Ice**

Should you require ice in your room it can be obtained from the Room Service.  
Dial 0.



**Internet Service Provider**

Wireless, high-speed internet and business services to our property. To connect to the hotel's wireless service, all you need is a device with an internet browser installed.  
Enter the access code provided on each TV on the top left corner when it's turned on.

**Iron and Ironing Board**

Available upon request. Please dial 0.

**Key Card**

Should you lose your key card, please immediately notify the Front Desk so that your lock may be re-coded. For your own protection, you will be asked for identification. Please return your key card to the front desk upon check-out.

**Laundry**

Please refer to Dry-cleaning and Laundry Service.

**Local Telephone Calls**

There is no service charge on local telephone calls.

**Long distance Telephone Calls**

There will be a charge levied on long distance calls. Please contact Front Office Department at 0.

**Lost and Found**

Should you require assistance for property lost on the hotel's premises, please contact our Front Desk, dial 0.

**Maintenance**

If something is not in working order, please call your Front Desk Representative. Please dial 0.

**Manager on Duty**

Please dial 0.

**Master Switch**

By placing your key card in the energy saving switch located next to the door, you immediately activate the electric power in the room.

**Meetings**

The best in catering expertise and facilities are available. If you are planning a party, wedding, banquet, meeting or conference, please contact our Food & beverage Department. Please dial 0.

**Minibar**

Your minibar is stocked with a variety of drinks and snacks. Minibars are replenished daily, and charges are added to your account.

**Night Lights**

A limited number of Night Lights are available upon request at Reception for families.  
Dial 0.



**Non-Smoking**

The Lynx Mountain Resort is a non-smoking property. Should anyone smoke in the non-smoking guest room during the stay, an additional 250€ charge will be applied to your account for the cost of purification. We hope you will respect the fact that many individuals today have severe allergies. Thank you for your cooperation.

**Operator**

Please dial 0.

**Parking**

Free parking is available for all registered hotel guests. The hotel cannot be responsible for items left in vehicles on the hotel property.

**Pet Policy**

The Lynx Mountain Resort does not allow pets.

**Pillow options**

Two pillow options are available in the room. Choose between a hard or soft pillow according to your needs. Please check more options on the 'PILLOW MENU' further down.

**Photocopies**

Please refer to the Business Centre.

**Postal Service**

Outgoing mail may be left at the Front Desk.

**Reception**

Operates daily 24 hours 'at your service'.

**Reservations**

For room reservations please call 0.

**Restaurant, The 'Six Lakes' restaurant**

Our Six Lakes Restaurant serves great food, from 07:30 a.m. to 00:00 a.m. Mention Children's and Special Diet or Senior's menus and any promotions the restaurant may have. Take-away food is also provided prior to arrangement. Dial Extension 0.

**Room Attendant**

Maid service is available daily. Should you require your room to be serviced at a particular time, please contact our Housekeeping or Front office. Dial 0.

**Room service**

Elegant dining in the privacy of your room. Available 24 hours a day including the limited night menu. Please consult the menu for available food and beverage items. Dial 0.

**Safety Deposit**

Safety deposit boxes are provided in all rooms and suites. Please read carefully the terms and conditions for the use of the safety deposit box. The Lynx Mountain Resort is not responsible for any valuables left in your room. Please make sure the safe box door is left opened upon your departure.

**Secretarial Services**

Please refer to the Business Centre.



### Security

The Lynx Mountain Resort is equipped with state-of-the-art life safety features. Each Guest room, hallways and all public areas are equipped with a smoke detector.

Upon checking in, it is suggested that you please take the time to locate the fire exit stairway on your floor (marked EXIT). In case of an event that evacuation is necessary, you are requested to use the EXIT stairway. For your safety, the building elevators will not operate during a hotel emergency. If you have a physical condition that might impair your ability to either detect an alarm or evacuate via stairway, please notify the Front Desk.

### Shopping

The best shopping in Florina is in downtown. In addition, great shopping is available in the greater area of the county

### Ski Center

At the confluence of Varnous and Vernos mountain chains, 19 km on the west side of Florina and at an altitude of 1650 up to 2000 m, a «neck» is formed, where Vigla-Pissoderi crossing/ passage is located. In this area, in a dense beech forest one of the best ski-centers of Greece can be found.

The Vigla-Pissoderi Ski Center has a total of 12 ski runs, out of which 9 downhill ski slopes, 2 cross country ski runs (Lang Lauf) & one slope suitable for snowmobile. In details:

**1 black racing**, 1000 m in length, also suitable for snowboard. It begins on the right of the main double-seat lift top and ends to the Rea slope top.

#### **3 red**

Hera (Main), 1500 m in length.

Dionysus (Ring), 1850 m in length.

Oxia (New), 2200 m in length.

#### **2 blue**

Ermis (Touristic), 3500 m in length

Artemis, 2000 m in length. It's a blue - green slope that connects the ski centre's base to the starting point of the new double-seat lift at Pissoderi village.

**1 green**, Rea, for beginners, 700 m in length each one.

#### **2 Lang Lauf.**

**2 slopes**, suitable for learning ski and snowboard.

Hercules, 200 m in length.

Kronos, 200 m in length.

**1** suitable for snowmobile.

**9** of the slopes are of Olympic standards and can service all skiers' and snowboarders' categories.

The overall view of Prespa lake is combined with the view of the surrounding snow-covered mountain tops.

### Sundries

We truly care about your stay. If you've forgotten something, we have a variety of sundry items available at the front desk. Please call you Guest Service Representative. Please dial 0.

### Tablet

A tablet is provided for your convenience upon request.

### Taxis

If you plan to take a taxi, our doorman or Front Desk will be pleased to find one for you and save you valuable time.





**Television**

A smart TV set is available in every room and suite with a variety of satellite channels to watch.

**Towels**

Daily replacement and/or upon request.

**Transfer**

Complimentary transfer is provided to town center and to train or bus station.

**Trouser presser**

For your smart casual look, a trouser presser is available by an external collaborator. Please call 0.

**Turn down service**

Should you require turn down service in a certain time, please advise reception by 5pm.

**Wake-up Calls**

Please see instructions on your telephone or dial 0.

**Water**

Tap water in your room is not drinkable, you are advised to drink bottled mineral water from your mini bar or by ordering directly from the bar.

**Wellness Center, "The White Mist"**

The Lynx Mountain Resort is partnering with elegant fitness facility to provide you with the very best in wellness treatments and beauty services.

Show your key at the entrance of The White Mist and have access to a range of complimentary services. (Sauna, Steam Room, relax area)

The White Mist: Hours: Monday to Thursday, 10:00 am to 20:00 pm; Friday, 10:00 am to 21:00 pm; Saturday, 10:00 am to 21:00 pm and Sunday, 10:00 am to 20:00 pm.

**Wine tasting**

Available at selected wineries. Please contact Reception to arrange a visit. Dial 0.

**Wheelchair Access**

Some Guest rooms have been specially designed for wheelchair accessibility. These rooms are available at no additional charge.

**You**

No-one is more important to us than YOU. If there is anything we can provide you with, dial 0.



## PILLOW MENU

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### Existing pillow in your room

#### Microfiber

Totally hypoallergenic and antimicrobial pillows filled with the highest quality of silicone macrofibre. Large and medium size with medium thickness.

### Additional pillow type you may request

#### Memory Cool Water Gel (Natural Latex)

Anatomical and ergonomic shape. This pillow is perfectly adapted to body position and preserves the freshness needed.

#### Memory Foam

This pillow fully supports your back neck and maintains the spine in an appropriate position.

#### Heat Conduct

Specially made to sustain ideal temperature for a comfy and relaxing sleep.



## SECURITY, SECURITY SERVICES

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### FIRE EMERGENCY

Locate the nearest Fire Exit on entering your room (see back of room door). Locate alarms and extinguishers on your floor and review their instructions.

#### In the unlikely event of fire or upon hearing alarms:

1. Test the door for heat with the back of your hand before opening. If the door is cool, check the hall for smoke.
2. If smoke is present:
  - Close the door, call for help
  - Shut-off the air conditioning
  - Place wet sheets and towels in cracks and vents around the doors
  - Remove drapes from windows
  - Fill bathtub with water to keep all fabric moistened
  - After completing the above steps, calmly proceed to the window so you will be visible
3. If the hallway is clear:
  - Walk calmly to nearest stairwell exit, located at the end of each hallway
  - Do not use elevators
4. Please remain calm at all times

#### Fire Safety - Plan your Escape – Pre-Plan your Escape Route

- As soon as you check in, begin to plan your escape in case of fire. When you arrive at your room, take a few moments to locate escape routes.
- Walk down the corridor and find the nearest and alternate exits or exit stairways. • Count the doorways, turns in corridors and any other features between your room and the exits.
- Find the nearest fire alarm. Most frequently it will be located near the exit or stairwell door. Read the instructions on how to use it.
- Review the Fire Emergency instructions posted on the inside of your bedroom door.
- If you have a physical condition that might impair your ability to either detect an alarm or evacuate via the staircase, please notify the Front Desk.

#### If a fire begins in your room

- Leave your room and close the door behind you to keep smoke and flames out of the corridor. Sound the fire alarm and leave the building via the nearest exit. Do Not Use the Elevators.

#### If you hear the fire alarm

- If you hear an intermittent signal, stand by and prepare to leave the building
- If you hear a continuous signal, leave the building by the nearest exit. Take your room keycard and close your room door.
- Go to the door of your room. (If you are in bed and there is any evidence of smoke in the room, roll out of bed and crawl to the door. Do Not Stand! Smoke and deadly gases may rise).
- Feel the door with the palm of your hand. If the door or the knob is hot, leave it shut (see section dealing with securing your suite against smoke and gases). If the door is not hot, open it slowly, but be ready to close it immediately if necessary.
- Check the hallway. If you can leave safely, take your room keycard with you, close the door behind you and proceed to the nearest exit.



- If the nearest exit or stairway is blocked by smoke or fire, use the alternate route if one is clear (If it is blocked by smoke or fire, return to your room and close the door). Proceed with care down to ground level. Hold onto the handrail for stability while descending the stairs.

#### **What to do if the room door is hot or the hall is dense with smoke**

It may be safer to stay in your room. Here are some of the things you should do:

- Let someone know you are in the room. If the phone works, phone the switchboard.
- Soak towels and sheets to put around doors and cracks if smoke seeps in. Fill the bath tub with water. Use the ice bucket to re-wet towels or door as necessary.

#### **What you can do to prevent hotel fires**

Many hotel fires are caused by the careless disposal of smoking materials and by smoking in bed. Before leaving your room or retiring, check sofas and chairs for smoldering butts and make sure all butts in ashtrays are completely extinguished. Never empty ashtrays into waste baskets. Never smoke in bed. Do not use electrical appliances for cooking or other purposes that are not provided with the room.

### **IN CASE OF AN EARTHQUAKE**

#### **If you are inside the hotel**

- Stay indoors
- Keep calm
- Duck under a sturdy object such as a table
- Remain covered
- Keep away from windows
- Don't go out the balconies

#### **If you are outside the hotel**

- Stay outdoors
- Keep away from any building.
- Go directly to the parking lot

#### **Afterwards**

- Take with you only what is necessary • Don't go out the balconies.
- Don't use the elevator. Use the stairs to get out of the building.
- Don't run!
- Go directly to the outside area
- Don't use your mobile phone.
- Follow the instructions of the police and don't believe any rumors.
- Be prepared because others may follow.



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### TRAVELLER SAFETY TIPS

1. Do not answer the door in a hotel room without verifying who it is. If a person claims to be an employee, call the front desk and ask if someone from their staff is supposed to have access to your room and for what purpose.
  2. When returning to your hotel late in the evening, use the main entrance of the hotel. 3. Close the door securely whenever you are in your room and use all of the locking devices provided.
  4. Do not needlessly display guest room keys in public or carelessly leave them on restaurant tables, at the veranda, or other places where they can be easily stolen.
  5. Do not draw attention to yourself by displaying large amounts of cash or expensive jewelry.
  6. Do not invite strangers to your room.
  7. Place all valuables in the hotel safe deposit box.
  8. Do not leave valuables in your vehicle.
  9. Check to see that any sliding glass doors or windows and any connecting room doors are locked.
  10. If you are travelling with children, always provide adult supervision.
  11. If you see any suspicious activity, please report your observations to the management.
  12. Upon arrival, please notify the Front Desk if you require special evacuation assistance in the event of an emergency.
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### YOUR SECURITY

Although the style of lock on your guestroom door may vary from hotel to hotel, most lock types are fitted with an additional security bolt. This bolt is activated from inside your room. It is recommended that you use this feature whenever you are in your room, especially upon retiring.

