

**Guest:** MsAshley Wheeler | **In/Out:** 31/08 - 06/09/2025 | **Source:** Marriott Blended | **Member:** X1

**Updated:** 04 Sep 05:10 | **Status:** OPEN | **Importance:** MEDIUM | **Type:** NEGATIVE | **Room:** 331

**Case:** The lady came to the reception at 11 PM, telling us that her room was freezing and that the maintenance technician had been there two hours earlier and adjusted the air conditioning, but the room was still cold. She was on the verge of tears, saying that her daughter was sleeping and feeling cold, and although she had changed rooms, her current room was small.(vasiliki prassou)

**Action:** We immediately sent maintenance again to fix it and also sent an extra blanket through housekeeping. We told her we were sorry for the situation, and three minutes after the technician's update, we informed her that the air conditioning had no issue and that it just needed a bit more time to reach the temperature she had requested two hours earlier, which was 21°C. Also we informed her that she had an upgrade. The lady thanked us and said that if she has any more issues, she will come back to the reception.(vasiliki prassou)

**Updated:** 02 Sep 19:09 | **Status:** CLOSED | **Importance:** LOW | **Type:** NEGATIVE | **Room:** 632

**Case:** The guest booked INFA and expected 2 bathrooms. She complained as the 2 bathrooms are necessary for her. (Aggeliki)

**Action:** Tomorrow she will move to 331 INFA again but with 2 bathrooms.

**Guest:** MrsCatalina Patrascu | **In/Out:** 29/08 - 05/09/2025 | **Source:** Individual | **Member:** Y1

**Updated:** 03 Sep 22:59 | **Status:** CLOSED | **Importance:** LOW | **Type:** NEGATIVE | **Room:** 316

**Case:** We were informed by our associate in FnB that the gentleman wasn't feeling very well and couldn't eat anything at all. (Aggeliki) 9/3: We called the guests to ensure that they are doing good since we didn't have any news about them. They told us that everything is going well and that they are thankful for caring. (Odysseas\_)

**Action:** We contacted them but haven't received a response yet. We will follow up again tomorrow.

**Updated:** 02 Sep 12:32 | **Status:** CLOSED | **Importance:** LOW | **Type:** NEGATIVE | **Room:** 316

**Case:** The guest arrived yesterday and was upgraded to a swim up suite - 119. She didn't like the room and requested to go back to the initial room type SOPS.(Aggeliki)

**Action:** The guest moved today and got to stay in the previous room until the new one was ready. She is satisfied with the move. 31.08.2025 - They have changed the room yesterday and are very happy with the room. Diana 01.09.2025 - Because the lady had her birthday on August a small present, flowers and a card were sent to the room. Diana 02.09.2025 - The lady came and thank me for the nice surprise. They are very happy with their stay so far. Diana Pinteala

**Guest:** David Kingandsoniaking | **In/Out:** 31/08 - 04/09/2025 | **Source:** Booking.com B.V.

**Updated:** 03 Sep 22:58 | **Status:** CLOSED | **Importance:** MEDIUM | **Type:** NEUTRAL | **Room:** 214

**Case:** The guests called late in the night to request a doctor visit, as his wife was vomiting since evening. Daniel Angelidis Kon/nos 9/3: We called the guests to ask them how they are feeling today and they told us that they are pretty good and a lot better since their visit to the clinic. They thanked us for caring. (Odysseas)

**Action:** We arranged through Medica Corfu the visit. As soon as the doctor finished the examination, his medical report mentioned gastroenteritis. He gave some type of medication to the guests but he arranged already an early morning transportation to the clinic for further exams. The guests were very happy of our response and how quickly we managed their issue. We will follow up with the guests in the morning. Daniel Angelidis Kon/nos how quickly we managed their req.

**Guest:** Dalia Sonnenfeld | **In/Out:** 31/08 - 04/09/2025 | **Source:** Booking.com B.V.

**Updated:** 03 Sep 22:56 | **Status:** CLOSED | **Importance:** LOW | **Type:** NEGATIVE | **Room:** 622

**Case:** The lady informed our FnB associate that her daughter has been vomiting since this morning. (Aggeliki) 3/9: After calling the guests to ask them about their daughter, they told us that they are doing fine and that they were thankful for the call.

**Action:** Rice was arranged to be delivered in the room.

**Guest:** MrsCatarina Heynes | **In/Out:** 03/09 - 10/09/2025 | **Source:** Individual

**Updated:** 03 Sep 22:54 | **Status:** OPEN | **Importance:** MEDIUM | **Type:** NEUTRAL | **Room:** T732

**Case:** Guests arrived at the resort for check-in on 03/09. During the check-in process, payment for the remaining accommodation balance was required. However, technical issues with the transaction occurred, and in order to avoid delaying or inconveniencing the guests, we proceeded with rooming them before completing the full payment. Later that day, the guests returned to the reception and successfully completed two partial payments, covering approximately two-thirds of the total accommodation cost. The final payment attempt was declined due to a spending limit on the guest's side.(odysseas)

**Action:** The remaining balance is expected to be settled on 04/09, once the guests are able to proceed with the final transaction. Reception will follow up accordingly to ensure completion of payment.(odysseas)

**Guest:** MrsHelena Kakouratos | **In/Out:** 01/09 - 08/09/2025 | **Source:** British Airways Holidays

**Updated:** 03 Sep 22:37 | **Status:** CLOSED | **Importance:** LOW | **Type:** POSITIVE | **Room:** 405

**Case:** Today, the guests visited the Mark and showed genuine interest in the history and story of the hotel. We had an in-depth conversation with them, as they also have Greek origins. They truly appreciated the poem we shared with them, mentioning that they are admirers of Kavafis and even own a book of his poetry. Plus they commented that they enjoyed the cocktail prepared for them by the Barman. Maria Pitsineli

**Guest:** MrAbdulaziz Alfayez | **In/Out:** 30/08 - 04/09/2025 | **Source:** Marriott Dine on Us | **Member:** X1

**Updated:** 03 Sep 22:30 | **Status:** CLOSED | **Importance:** MEDIUM | **Type:** NEGATIVE | **Room:** 530

**Case:** 02.09.2025 - In the afternoon , GRM was informed via what's up from the guest from the room 530 , her sister that he is sick and is vomiting. Diana Pinteala Update 03/09/25: The guests are not any better today. Now apart from the sister also two more members of the family are experiencing the same. The sister also went to

the hospital except for the clinic. (Aggeliki)

**Action:** 02.09.2025 - Doctor has arrived and consult the patient and as per doctor says he has gastritis. The doctor said that he has to go to the clinic for IV and further tests. Diana Pinteala Update 03/09/25: we asked if they need anything from us and sent farewell gifts in the room with KORRES products. 3/9: When we contacted them again later in the evening they told us that the girl is feeling better now and thanked us for checking up on them. Maria Pitsineli

**Guest:** David Murphy | **In/Out:** 23/08 - 06/09/2025 | **Source:** Trailfinders Ltd

**Updated:** 03 Sep 22:27 | **Status:** CLOSED | **Importance:** MEDIUM | **Type:** NEGATIVE | **Room:** 320

**Case:** 27/08/25 The guest expressed frustration as the housekeeping service did not meet their expectations. They reported that their room had not been cleaned properly, which caused dissatisfaction during their stay. (Vasiliki) 28/08 The guest came to the reception and reported that there was a mouse in the room. He did not want us to go to the room because the child was sleeping. We showed him room 312, where he will stay for the rest of his stay. In both rooms he has placed DND( in 320 because of their personal belongings, and in 312 because the baby is sleeping.) malou Later he came to the reception and mentioned that he again saw the mouse running from the corridor and into the elevator. We apologized for the incident and informed him that we are at his disposal for anything he may need. Follow up tomorrow. malou 29.08.2025 - In the morning the lady went to 320 to take something from the suitcase and when she opened the suitcase a MOUSE jumped on kid . The kid was very scared and the parents were very frustrated. GRM met them and took all the cloths for washing complimentary. After a deep cleaning they moved to 312 . Was offered dinner lunch complimentary at Mezze and a short boat Trip. Diana 29/08: Guests requested an extra duvet for their children and also reported that they have forgotten an item for the child in the previous room 320. (ODYSSEAS)

**Action:** They moved to 312, where they will remain for the entire stay. Tomorrow, the guest will inform reception at what time housekeeping may enter 312 to do some light cleaning. malou 30/8: We must ask the HSK if they have found something 30.08.2025 - The guest are better today and they spent the day into old town. They thank for all the good assistance yesterday. Diana 01.09.2025 - The guest thank us for the yesterday lunch which was amazing and the boat tour complimentary was organized for tomorrow at 11:00. Diana 02.09.2025 - The guest wife today was not feeling well today . He organized by himself medicine from the pharmacy. Grm talked with him and assured him that we are at his disposal. Diana Pinteala 3/9: The guest came to the reception to pay for the medicines; however, as he did not have any cash with him, he mentioned that he would return tomorrow to settle the payment. He also shared that his wife is feeling better today, although she is still very tired. Maria Pitsineli

**Updated:** 29 Aug 19:25 | **Status:** CLOSED | **Importance:** LOW | **Type:** NEGATIVE | **Room:** 435

**Case:** 24.08.2024 - The guest has come today to the reception to complain regarding the room because it does not have sea view and because there is a lot of noise and they can not sleep. Diana 25.08.25 The guest changed rooms upon their own request. Yesterday, they also celebrated their birthday, and the staff organized a surprise for them, to which the guest responded that they were very happy. Overall, the guest is enjoying their experience and is very excited. (Diana)

**Action:** 27.08.2025 - GRM and RDM have met the guest and will come with a resolution the following day . Today he has his birthday and we have prepared something nice to his room. Diana

**Updated:** 26 Aug 22:13 | **Status:** CLOSED | **Importance:** LOW | **Type:** NEUTRAL | **Room:** 320

**Case:** The guests approached us at reception to ask about the Haute Living Room—what it is exactly, and whether they have access to it. We explained that the Haute Living Room is available only to guests staying in

specific room types that are part of the Haute Living Collection, and that their room does not fall into this category. The guest then mentioned that he has been entering the space. When asked how, he responded, "by foot." We clarified that access requires a key card, at which point he explained that he enters when a staff member opens the door. MARIA

**Guest:** Amir Etinger | **In/Out:** 31/08 - 04/09/2025 | **Source:** Expedia VCC

**Updated:** 03 Sep 22:24 | **Status:** CLOSED | **Importance:** LOW | **Type:** NEUTRAL | **Room:** 304

**Case:** The guest came to the reception around 20:00 and requested that a housekeeper clean the room as soon as possible, as he had been out all day and the room had not been serviced. He mentioned that he had accidentally pressed the DND (Do Not Disturb) button and suggested that we could have knocked and entered if there was no response. We explained that, as per hotel policy, when the DND is activated, we do not knock or enter the room under any circumstances.

**Action:** Housekeeping was contacted immediately to attend to the room. Maria Pitsineli

**Updated:** 01 Sep 23:30 | **Status:** CLOSED | **Importance:** LOW | **Type:** POSITIVE | **Room:** 304

**Case:** 02/09/25 the guests informed us that the new room they got is much better and they really enjoy the holiday. (Lefteris Grammenos)

**Guest:** Viviana Rosmino | **In/Out:** 30/08 - 09/09/2025 | **Source:** Booking.com B.V.

**Updated:** 03 Sep 22:17 | **Status:** OPEN | **Importance:** MEDIUM | **Type:** NEGATIVE | **Room:** 510

**Case:** 03/09/25 The guests expressed the dissatisfaction they face as repeaters for the second year at the resort. We have been told that the doorknob in the bathroom was broke for two days even if they mentioned it couple of times from the first day. Furthermore they told us about the low service speed ( as they understand the staff is less than last year as they mentioned) but they have to wait too long to get their coffees while breakfast and they receive it in the end when they have finished eating or not at all. Guests also mentioned that every time they use the elevator they feel scared because make noises or stops suddenly. (Lefteris Grammenos)

**Action:** We apologized for the inconvenience to the guests and we thanked them for letting us know all these because as we explained to them our intention is not make them feel this way but to enjoy the accommodation and with their feedback we will improve. 3/9: We contacted the guests via WhatsApp message, as we were unable to reach them by phone, to inform them that we would like to discuss the issues they are currently facing in more detail. They replied that they will pass by reception tomorrow and thanked us for the quick response. Maria Pitsineli

**Guest:** MrsCaitlyn Park | **In/Out:** 28/08 - 04/09/2025 | **Source:** Jet2holidays Ltd.

**Updated:** 03 Sep 22:14 | **Status:** CLOSED | **Importance:** LOW | **Type:** NEGATIVE | **Room:** 634

**Case:** We were informed by our associate at reception that the guest requested a doctor for the kid. While the kid was running in the HL area fell and hit his head. The kid vomited and had a little nausea. The doctor suggested they go to the hospital. (Aggeliki) 2/9: At approximately 09:30 AM, the guest family returned to the property after spending the night at the hospital. They appeared visibly exhausted and shared that they were disappointed with the service received during their hospital visit. According to the guests, no medical tests were

conducted, and they were repeatedly told to wait, as the medical staff wanted to observe the child and check how he was doing over time. This prolonged waiting without clear updates contributed to their dissatisfaction. When asked about the child's current condition, the family stated that he looked fine and happy, and that he simply needed rest. The staff expressed empathy and reminded the guests that if they needed any further assistance, they should feel free to reach out at any time. Maria Pitsineli 3/9: We met the guests again today at the buffet restaurant and they told us that the kid is completely fine and happy and that tomorrow they are returning back home. Maria Pitsineli

**Action:** We called a taxi for them. In the meantime, the boy was awake and we told the guests to call us if they needed anything at all.

**Guest:** Linda Knoph | **In/Out:** 02/09 - 10/09/2025 | **Source:** Schauinsland Reisen

**Updated:** 03 Sep 22:11 | **Status:** CLOSED | **Importance:** LOW | **Type:** POSITIVE | **Room:** 531

**Case:** We met the guests at Agora and they told us that they are enjoying their stay so far and that the food in the buffet restaurant is really nice. Maria Pitsineli

**Guest:** MrMattias August Hoffmann | **In/Out:** 03/09 - 13/09/2025 | **Source:** DTS Incoming Hellas S.A

**Updated:** 03 Sep 22:10 | **Status:** CLOSED | **Importance:** LOW | **Type:** NEGATIVE | **Room:** 302

**Case:** The guests arrived today and told one of the bell boys shortly after check in that they don't like the room because it is quite small and with not nice view. Maria Pitsineli

**Action:** To be followed up

**Guest:** Robert Cosslett | **In/Out:** 31/08 - 06/09/2025 | **Source:** Expedia VCC

**Updated:** 03 Sep 22:03 | **Status:** CLOSED | **Importance:** LOW | **Type:** NEUTRAL | **Room:** 106

**Case:** The guests came to reception to inform us that the mother of the family has a red eye possible due to an inflammation.

**Action:** We contacted the Pharmacy and we arranged a taxi to bring the medicine to our resort. Maria Pitsineli  
Update later: The lady is still in discomfort but the pharmacy consulted she takes the medicines and check again tomorrow. (Aggeliki) The condition of the lady's eye got worse, so we ordered a taxi for her to visit the same pharmacy that provided the medicine yesterday. We also told her that if she needs a doctor, she should not hesitate to ask.- Maria Pitsineli 3/9: We contacted the guest via what's app message and they informed us that the condition is a bit better and, fortunately, not infectious. They also thanked us for the interest and concern we showed. Maria Pitsineli

**Updated:** 31 Aug 23:18 | **Status:** CLOSED | **Importance:** LOW | **Type:** POSITIVE | **Room:** 106

**Case:** The guests arrived today and they got an upgrade to their room type from SOPS to SSFP. They mentioned how happy they are that they got the upgrade and is the first time that this have happened to them. Once they got inside the room they mentioned how happy they are with it and that it is really convenient to have a pool. They thanked us many times. Maria Pitsineli

**Guest:** Howard Grossman | **In/Out:** 03/09 - 09/09/2025 | **Source:** PAID SEARCH CEC | **Member:** M1

**Updated:** 03 Sep 21:58 | **Status:** CLOSED | **Importance:** LOW | **Type:** NEGATIVE | **Room:** 318

**Case:** The guests went to the N. Kalleri and blatantly commented that we should provide free spirits there, since we do not offer them in the HL Room.

**Guest:** Lourenco Pestana | **In/Out:** 03/09 - 07/09/2025 | **Source:** Booking.com B.V.

**Updated:** 03 Sep 21:27 | **Status:** OPEN | **Importance:** LOW | **Type:** NEGATIVE | **Room:** 629

**Case:** 03/09/25 The guest contacted reception to express dissatisfaction with the assigned room, stating that the view did not meet expectations and requested an immediate room change. The receptionist explained politely that, due to the hotel being at high occupancy, it was not possible to accommodate a change that day. However, the guest was reassured that the request would be recorded in the system and reviewed regularly, and that if a suitable alternative became available during their stay, the reception team would reach out to offer a room change. This case needs to be followed up. (Vasiliki)

**Action:** RDM - The guest will move to an SSFP , Sapphire Suite with Pool. The guest is satisfied.

**Guest:** MrAnthony Richardson | **In/Out:** 03/09 - 10/09/2025 | **Source:** Tui Uk Ltd

**Updated:** 03 Sep 21:24 | **Status:** CLOSED | **Importance:** HIGH | **Type:** NEGATIVE | **Room:** 731

**Case:** RDM- The guest approached the reception visibly upset to discuss the room type he had received. Although the guest was upgraded, he expressed dissatisfaction with room 731 due to the railing obstructing the view. Additionally, he complained that the HL access should include spirits. While this offering was discontinued at the beginning of the season for our property, our main website still states that spirits are included as part of the HL amenities across our properties. Furthermore, the guest presented images from our website showing the SOPS Sapphire Junior Suite featuring a pool, which added to his concerns.

**Action:** RDM - The potential inaccuracies on the website have been forwarded to the relevant colleagues responsible for information distribution across all platforms. The guest will be moving to the originally booked SOPS room tomorrow. Additionally, we have extended a gesture of goodwill by allowing the guest to enjoy a few gin and tonics in the HL.

**Guest:** Viktoria Volokhova | **In/Out:** 28/08 - 09/09/2025 | **Source:** Expedia VCC

**Updated:** 03 Sep 20:29 | **Status:** CLOSED | **Importance:** MEDIUM | **Type:** NEGATIVE | **Room:** 326

**Case:** The guest came by the reception and informed us that the whole family of four hasn't been feeling very well over the past few days.

**Action:** We asked if they needed anything from us or from a pharmacy and suggested they eat some rice. They mentioned that they are already feeling better but just wanted us to be aware that they haven't been well in the past few days, and we told them to let us know if they need anything. -Stella Emmanouilidou

**Guest:** MrMichel Musa | **In/Out:** 28/08 - 09/09/2025 | **Source:** Dertour Suisse Ag

**Updated:** 03 Sep 20:18 | **Status:** CLOSED | **Importance:** MEDIUM | **Type:** NEGATIVE | **Room:** 119

**Case:** The couple came by the reception and informed us that the lady was not feeling very well and had some stomach pain. Later in the evening, the gentleman returned to the reception and asked if we could provide her with something light to eat, such as some bread. We suggested sending some rice along with the bread to their room, which he agreed to. We will follow up again tomorrow to check on her condition. -Stella Emmanouilidou  
03/09 We talked with the guest earlier, and she is feeling better. -Stella Emmanouilidou

**Updated:** 02 Sep 20:53 | **Status:** CLOSED | **Importance:** LOW | **Type:** NEGATIVE | **Room:** 119

**Case:** The guests are enjoying their new room and wish to return either here or DMI. However, they mentioned the food at Agora isn't meeting their expectations in terms of taste or salt. They suggested we do less variety but more quality. On top of it, there was a guest's car parked right next to his and he wasn't able to enter on the driver's side. He was demanding we contact the guest to ask him to come now (he intended to be aggressive towards the other guest). (Aggeliki) Later, on the way out, the lady said that she's not feeling very well and has a bad stomach. They requested information on finding a pharmacy on the way to town. (Aggeliki)

**Action:** We thanked them for their feedback and reassured him we will forward is feedback to our chef and we discussed sushi options which he enjoys. Regarding the car, we explained we can only contact the company and they will have to find the guest as they don't share information (GDPR). We claimed the company isn't picking up and our associate brought him his car in order for him to leave.

**Updated:** 30 Aug 16:50 | **Status:** CLOSED | **Importance:** MEDIUM | **Type:** NEUTRAL | **Room:** 229

**Case:** The guest requested a room change to a sea view, as he did not like his current room. We informed him that there is no availability today or tomorrow. His travel agent also called. We explained that he has received the room type he booked and that a sea view room cannot be provided. The guest mentioned Miramare (as it is adultsonly). They will sleep there tonight, and we will speak again in the morning. Follow up again.malou  
Update 29/08/25: The guest requested to speak to us along with the tour operator. The gentleman expressed his frustration on the room cleanliness. He had photos of hair on the floor, stains on the couch and bed and limescale in the bathroom. He also mentioned they cannot sleep due to noise. He said the check in wasn't welcoming as it was all about payment and is the first time he's asked to preauthorize an amount. (Aggeliki)  
Update 30/08/25: The guests are moving today to 119 and are excited. They thanked us for taking their issue under serious consideration. Moreover, they appreciated our gesture for offering lunch as it shows we want them to enjoy. (Aggeliki)

**Action:** Update 29/08/25: We apologized for the cleanliness and arranged with HK to enter the room. We explained the payment and preauthorisation process, which is applied in the majority of the hotels. In any case, we explained once again the lack of availability as the guest is requesting for a larger room. Miramare doesn't have any availability for the whole stay and we don't either. We are following up with the guest and a lunch was offered as a nice gesture from us.

**Guest:** Schlam Jesse | **In/Out:** 31/08 - 04/09/2025

**Updated:** 03 Sep 18:23 | **Status:** CLOSED | **Importance:** HIGH | **Type:** NEGATIVE | **Room:** 533

**Case:** Last night, the guest called reception and told us that she had placed her medication, worth €500, in the room's minibar. She said the medication is now spoiled because it wasn't kept at the right temperature. She was

upset and mentioned that no one had informed her that the minibar is not a proper fridge and that it wasn't working. Update 03/09/25: We followed up with the guests and they said that they took out the card from the slot and that is why the mini bar stopped working. The medication is specialized and asked if there is anything we could do. (Aggeliki)

**Action:** We told her we were very sorry and offered to store her medication in one of our fridges, as long as she filled out a form. She didn't want to, saying the medication was already ruined. We also explained that the minibar is not a refrigerator and that we could send someone to check or fix it if needed. She said she would like to speak with the Manager tomorrow. (Βασιλικη Πρασσου) Update 03/09/25: We didn't argue with them with what they said about taking out the card. We explained that the card should have been left in the slot and highlighted that it is a mini bar not a fridge. After discussing with OM we offered 100e resort credit as a nice gesture from us. They really appreciated the gesture and thanked us. (Aggeliki)

**Guest:** Yari Antonio Iannelli | **In/Out:** 30/08 - 04/09/2025 | **Source:** Marriott Member | **Member:** Y1

**Updated:** 03 Sep 17:08 | **Status:** CLOSED | **Importance:** MEDIUM | **Type:** POSITIVE | **Room:** 110

**Case:** 03/09/25 The guests informed us that they really like the smell of the hotel. We made as a generous kindness a surprise to them by giving our unique fragrance diffuser. We have been told that it was the best gift and they thanked us for this. (Lefteris Grammenos)

**Updated:** 01 Sep 23:20 | **Status:** CLOSED | **Importance:** LOW | **Type:** POSITIVE | **Room:** 110

**Case:** 02/09/25 The guests were enjoying the main swimming pool. We asked them if they are enjoying the accommodation at the resort. We have been told that everything is going great They like the place and mentioned that look like paradise. Furthermore they thanked us a lot for the birthday cake for the gentleman's birthday. We have been told that it was amazing. (Lefteris Grammenos)

**Guest:** MrsKristina Gorur | **In/Out:** 31/08 - 03/09/2025 | **Source:** Jet2holidays Ltd.

**Updated:** 03 Sep 17:03 | **Status:** CLOSED | **Importance:** MEDIUM | **Type:** POSITIVE | **Room:** 302

**Case:** 03/09/25 The guest informed us that is the first time for her son is traveling to Greece. He was very excited for visiting Corfu. We bought for the child a hat which had on it the name CORFU and a set of rackets with the map of Corfu on it. When we saw them next day they were so happy and they thanked us for the generous kindness. (Lefteris Grammenos)

**Guest:** MrsEmily Bobryk | **In/Out:** 30/08 - 04/09/2025 | **Source:** Individual | **Member:** M1

**Updated:** 03 Sep 11:14 | **Status:** CLOSED | **Importance:** LOW | **Type:** NEGATIVE | **Room:** 429

**Case:** The guest came to reception and said her boyfriend is feeling very bad. Is vomiting and has diarrhea. She claimed he had a bolognese for lunch and straight after he started vomiting with led them to think it's food poisoning. (Aggeliki)

**Action:** We explained that food poisoning cannot be the case as half of the hotel would be the same by now. We suggested to call a doctor but she wouldn't accept to pay. Because the gentleman was in a bad shape, we explained that we will call the doctor on our expense in order to feel safe in a foreign country and supported without us accepting any liability. -The doctor diagnosed gastritis and prescribed medication. A taxi was

arranged to purchase the medicine (at an extra cost). UPDATE the driver of the transfer could not reach out any pharmacy open at this time because it was late in the night. We informed the guests and they said that it is okay and that they want the medicine tomorrow / they did not pay anything (Vasiliki Prassou) A Misscommunication from our part happened and the guest wanted to check if they were going to need the medication first and then inform us to go and purchase them! The medication arrived without them knowing and since they have booked a car to go purchase them they refused to pay for the taxi and we settled the bill for the ride. Marianna Petropoulou

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**Updated:** 31 Aug 15:37 | **Status:** CLOSED | **Importance:** MEDIUM | **Type:** NEUTRAL | **Room:** 405

**Case:** The guest who arrived yesterday was tired and not in the mood upon arrival due to a significant flight delay. He requested an upgrade for the parents' rooms (two rooms: 405, 417). We explained no available room. Update on 31/08: He came to the reception and reported noise coming from room 405 and requested a room change. Follow-up needed. Antonaropoulou Maria Eleni