ATRIUM
HOTELS AND RESORTS

FREQUENTLY ASKED QUESTIONS

Welcome to Atrium Hotels & Resorts

Discover helpful information about your stay at Atrium Platinum, Atrium Palace and Atrium Prestige. The following guidance applies across our resorts unless a property-specific detail is indicated. Our Guest Relations team will be delighted to assist with any additional enquiries.

Arrival & Stay

What are the check-in and check-out times?
Check-in is available from 15:00 and check-out is by 11:00. Our Reception teams are at your service 24 hours a day.

Can I request an early check-in?
Early check-in may be arranged free of charge, subject to room availability. Please contact Guest Relations in advance so that we may assist with your request.

Is late check-out available?
Late check-out is subject to availability and may incur an additional charge depending on your room category and requested departure time. Please contact Reception or Guest Relations 24–48 hours before your departure for availability and the applicable rate.

Can I store my luggage or use a shower after check-out?
Complimentary luggage storage is available before check-in and after check-out. Departure shower facilities may also be reserved free of charge through Reception or Guest Relations, preferably one or two days in advance.

What if I arrive late at night?
Our 24-hour Reception team will welcome you at any hour. Guests on Premium All-Inclusive arriving after 22:00 are offered a cold supper plate in their room. In-room dining is available around the clock, with charges according to your board arrangement.

Can I arrange an early breakfast or takeaway meal?
Early breakfast and takeaway meals or lunch boxes may be arranged upon request. Please inform Reception in advance, particularly for early flights or excursions.

Do you offer luggage and concierge assistance?
Porter assistance is available upon arrival and departure. Our Concierge and Guest Relations teams are happy to assist with local recommendations, bookings, wake-up calls and special arrangements.

Which payment methods are accepted?
We accept major credit and debit cards, including Visa and Mastercard, as well as cash in euros. Bank transfers can be arranged for eligible advance payments. Charges made throughout your stay may be added to your room account and settled upon departure. An up-to-date statement is available from Reception on request. In accordance with Greek national regulations, single cash transactions cannot exceed €500 per transaction. Any amount above €500 must be settled via credit/debit card or bank transfer.

What cancellation policy applies?
Cancellation terms depend on your selected rate and booking channel. Under the Atrium Flexible Policy, the retained 30% deposit may be transferred to an amended reservation or offered as a credit voucher for a future stay, in accordance with the booking conditions. For reservations made through a tour operator or third-party platform, the corresponding partner's terms apply. Please refer to your booking confirmation for full details.

Is an accommodation tax applicable?
The applicable Climate Resilience Fee is shown according to your reservation terms. For direct reservations made through our official website, the fee is included in the displayed total, as described in our booking information.

Do you offer benefits to returning guests?
We are pleased to offer selected loyalty benefits and exclusive offers for returning guests. Please contact our Reservations or Guest Relations team for more information.

Atrium Mobile App & Reservations

How can I use the Atrium Mobile App?

You can download the Atrium Mobile App from the Apple App Store or Google Play Store. Before arrival, you may browse selected information and menus using the pre-arrival access details provided by our team. Upon check-in, you will receive a personal, room-linked code to unlock the full app experience, including dining and spa reservations, activities, excursions, entertainment schedules, in-room dining and direct contact with our Concierge team.

Can I reserve restaurants before arrival?

Certainly. Our Guest Relations team can assist with à la carte reservations before your arrival. During your stay, reservations may also be made through the Atrium Mobile App. Advance reservations are recommended.

Can I book activities before check-in?

Cooking classes, ceramics workshops and selected experiences generally require a room number and are booked once you have checked in. Guest Relations will gladly advise you of the available programme and reservation arrangements.

Can I request a room upgrade or a particular room location?

Room upgrades may be arranged at an additional charge, subject to availability. Preferences for a quiet room, higher floor, particular view, proximity to lifts or neighbouring family rooms can be noted in advance, although specific allocations cannot be guaranteed.

Can I continue using the app after check-out?

Room-linked booking and ordering features may become unavailable after check-out. Our service team will be delighted to assist you with any remaining food or beverage orders.

Rooms, Amenities & Signature Collection

Which amenities are included in the rooms?

Guest accommodation includes Nespresso coffee-making facilities, tea-making facilities, satellite television, a digital safe, bathrobes, slippers and bathroom amenities. Minibar provisions and replenishment vary according to the booking package. An iron and ironing board can be requested through Reception.

What bedding options are available?

Accommodation features double or twin beds depending on the room category, with sofa beds in selected rooms, suites and villas. Baby cots are provided without charge upon request. Please let us know your preferred arrangement ahead of arrival.

Can I request a walk-in shower?

Bathroom layouts vary by accommodation category and may include a bathtub or walk-in shower. Please share your requirements when booking so our team can advise on suitable options and availability.

What are the benefits of the Signature Collection?

Selected suites and villas feature elevated welcome amenities and exclusive services, which may include Moët & Chandon champagne, premium bathroom amenities, special arrival and departure arrangements, dedicated beach facilities, floating breakfast and spa experiences. Benefits depend on the specific accommodation category. Our Reservations team will be pleased to confirm the inclusions of your selected suite or villa.

Are the personal pools heated?

Private pools are heated to approximately 23°C and may naturally reach around 25°C during warmer summer weather. Please note that at Atrium Palace, only the private pools at the villas are heated, while at Atrium Prestige and Atrium Platinum, all private pools are heated.

Dining & Board Basis

What is included in Bed & Breakfast?
Bed & Breakfast includes daily breakfast in the main restaurant of your resort.

What is included in Half Board?
Half Board includes breakfast and dinner at the main restaurant, with the option to exchange dinner for lunch under the applicable dining arrangements. Drinks other than the included breakfast selection are charged separately. If you choose to replace your included meal with lunch or dinner at an à la carte restaurant, a 25% discount applies to the food bill. This discount excludes drinks and selected special dining events, including Lobster Night. Advance table reservations are recommended.

What is included in Premium All-Inclusive?
Our Premium All-Inclusive package offers meals, snacks, selected premium international beverages and cocktails, à la carte dining, daily minibar replenishment and spa access, together with selected pool and beach services. Certain premium items and special events may be offered at a preferential additional charge. For full details, please consult the current package inclusions or speak with Guest Relations.

Are airport transfers included in Premium All-Inclusive?
Complimentary return airport transfers are included for qualifying direct bookings made through the official Atrium Hotels & Resorts website for stays of at least seven nights. The benefits of other offers or meal plans depend on the conditions of the reservation.

Can I upgrade my meal plan during my stay?
Meal-plan upgrades may be requested through Reception or Guest Relations. The applicable supplement depends on the resort, season and stay arrangements.

Can I use my Premium All-Inclusive benefits on departure day?
Dining arrangements on your departure day may be extended according to availability and your departure schedule. Please speak with Guest Relations for assistance.

Do the à la carte restaurants require reservations?
Yes, we recommend booking your table in advance using the Atrium Mobile App or through Guest Relations. You may also contact the team ahead of your arrival.

What is the dress code for dinner?
Smart-casual attire is required. Gentlemen are welcome to wear tailored shorts with a polo or collared shirt and appropriate closed shoes or leather sandals. Swimwear, athletic shorts, tank tops and beach sandals are not suitable for evening dining.

Can you accommodate dietary requirements?
Vegetarian selections and kosher choices are available, while vegan, pescatarian, gluten-free and dairy-free requests can be accommodated upon arrangement. Kindly inform Guest Relations of any allergies or specific dietary needs before arrival.

Is breakfast available in my room?
In-room breakfast is available upon request. A floating breakfast experience can be arranged for accommodation with a personal pool, subject to the applicable category benefits or additional charge.

Where can I find restaurant menus and opening hours?
Current menus, restaurant and bar opening hours, drinks and dining experiences are available in the Atrium Mobile App. Opening hours may vary by season. Last orders are generally accepted up to 30 minutes before closing.

Pools, Beach & Wellness

Are all swimming pools heated?
The main outdoor pools are not heated. All three resorts feature heated indoor spa facilities, while additional heated pool options vary by property. Atrium Platinum features a small heated shallow section of the main pool; Atrium Palace also provides an additional heated pool; and Atrium Prestige features a heated pool near the Kids Club. Our team can advise on the pools available during your stay.

How deep are the swimming pools?
Pool depths vary. Main outdoor pools are generally approximately 1.20–1.50 metres deep, children's pools around 0.35–0.50 metres, and personal pools approximately 1.20–1.30 metres. Please observe the information and safety notices at each pool.

Are sun loungers, umbrellas and towels included?
Sun loungers, umbrellas and pool or beach towels are complimentary for staying guests, subject to availability. Please note that reserving loungers with unattended towels or belongings is not permitted.

Is the beach accessible from each resort?
Atrium Palace and Atrium Prestige provide convenient access to their beachfront areas, with food and beverage service available on the beach. The public beach opposite Atrium Platinum is reached through an underpass and is not operated by the hotel.

What are the spa opening hours and charges?
The spa facilities are normally open from 10:30 to 19:00. Standard spa access is €15 per person per day and includes selected sauna, steam and heated seawater facilities. Entrance is included for Premium All-Inclusive guests and guests booking qualifying treatments. Treatments and access are subject to availability and the applicable spa conditions.

What are the age restrictions for the spa and gym?
Spa and fitness facilities are available to guests aged 14 and above. Guests under 18 must be accompanied by an adult, in accordance with the spa and fitness guidelines.

Is gym access complimentary?
Yes, fitness-centre access is complimentary for staying guests. Opening hours are 07:00–23:00 at Atrium Platinum and Atrium Palace, and 06:00–23:00 at Atrium Prestige.

Can visitors who are not staying at the hotel use the facilities?
Selected spa treatments and facilities may be available to external visitors by advance arrangement. Access to other resort facilities or day-pass options is limited and subject to availability. Please contact the respective resort for details.

Activities & Family Experiences

What activities are offered?
Our resorts offer a changing programme of yoga, cooking classes, ceramics workshops, live music, evening performances and sports. Tennis and table tennis are available at all three properties; additional facilities vary by resort. Many activities require advance reservations and equipment is provided without charge where indicated.

Are water sports available?
Water sports and selected sea excursions may be arranged through independent local providers. Activities depend on location, operating conditions and the provider's availability.

Is there a Kids Club?
The Kids Club offers supervised activities primarily for children aged 4–12, together with a mini disco and a varied programme. Younger children may require a parent or guardian to remain present. Please consult the Atrium Mobile App for each resort's current schedule and participation conditions.

Are babysitting and baby equipment available?
Babysitting can be arranged upon request at an additional charge. Complimentary baby cots and highchairs are available on request. Additional infant essentials, including bottle warmers, sterilisers, baby baths and strollers, may be requested subject to availability.

Transfers, Local Travel & Services

Can the hotel arrange airport transfers?
Yes. Private airport transfers, including vehicles suitable for families and additional luggage, may be arranged through our Guest Relations team. Please provide your flight details in advance. For transfers arranged through our official partners, arrival times are monitored and pickup is adapted to reported flight delays.

Can I hire a car or arrange a taxi?
Car rental and taxi arrangements are available through our Concierge or Reception team. Complimentary on-site parking is provided at all three resorts. Please contact us for vehicle options, child seats, airport collection and applicable rates.

Is Wi-Fi complimentary?
Complimentary Wi-Fi is available throughout the resorts.

Do you provide housekeeping and laundry services?
Daily housekeeping and evening turndown service are provided. Additional fresh towels can be requested. Laundry, ironing and dry-cleaning services are available at an additional charge.

Are pets permitted?
Pets are not permitted at our resorts.

Is smoking permitted?
Guest rooms and indoor public spaces are non-smoking. Our teams can advise on any designated outdoor smoking areas.

Are accessible facilities available?
Our resorts provide accessible routes in selected public areas, while room and bathroom configurations vary by property and category. Atrium Platinum offers adapted accommodation options as described in our latest resort FAQs. If you require specific accessibility features, please contact Guest Relations before booking so we can confirm suitability and availability.

Can you arrange special celebrations and events?
We would be delighted to assist with honeymoons, birthdays, anniversaries, private dining, weddings and special events. Cakes, flowers, romantic experiences and tailored arrangements can be organised subject to advance notice and any applicable charges. For weddings and events, please contact weddings@atriumhotels.gr.

Is there a business centre or mini market?
Business-centre access is available upon request. Each resort also offers on-site shopping options for selected essentials, souvenirs and snacks.

Atrium Platinum | Resort Information

Which restaurants and bars are available?
Our dining venues are Archipelagos Main Restaurant, Porfyra Greek/Mediterranean Restaurant, KOI Asian Restaurant, Tramonto Italian Restaurant and Elia Greek Restaurant. Drinks are served at Chromata Main Bar, Rotonda Pool Bar and Fresco Pool Bar; a Gelateria is also available.

What are the breakfast and dining hours?
Breakfast is served in Archipelagos from 07:00 to 10:30. Gourmet restaurants typically serve dinner from 19:00 to 23:00, with additional daytime dining, snacks and bar services available. Please consult the Atrium App for the daily schedule and any seasonal changes.

Which sports facilities are available?
Enjoy padel, tennis, squash, table tennis and yoga. Sports equipment is complimentary where offered, and court reservations may be required.

What is the beach like?
The public pebbly-and-sandy beach is accessed through the underpass opposite the hotel. It is not operated by Atrium Platinum.

Which heated pools are available?
The main outdoor swimming pool is generally unheated, with a small heated shallow area. Heated spa facilities and heated personal pools are also available.

How far is the resort from Rhodes Town and the airport?
Rhodes Town is approximately 5–10 minutes away by car and Rhodes International Airport approximately 20 minutes away, depending on traffic. A bus stop and taxi station are located below the hotel.

Which room categories are available?
Our accommodation ranges from Deluxe Rooms and Deluxe Junior Suites to Superior and Executive Suites, including accommodation with shared or personal pools. For the most spacious stays, Ambassador and Presidential Suites offer generous terraces and personal pools. Our Reservations team can explain exact layouts and occupancy limits.

Is there a special gastronomic event?
Selected dining events, including Taste of Aegean, may be available according to the current programme. Rates and eligibility for dining-plan discounts can be confirmed through the Atrium App or Guest Relations.

Is outdoor breakfast seating available?
Breakfast at the main restaurant is served indoors.

Atrium Palace | Resort Information

Which restaurants and bars are available?
Enjoy Symposium Main Restaurant, Asterias Mediterranean and Seafood Restaurant, Zen Asian Restaurant, Il Gusto Italian Restaurant and Mesogeos Greek Restaurant. Bars include Il Cavaliere, Amphibian Pool Bar and Kalathos Beach Bar. Gelato di Rodi provides gelato and sweet treats.

When is breakfast served?
Breakfast is served daily at Symposium from 07:00 to 11:00. À la carte restaurants, beach dining and bars offer additional lunch, evening and snack service; current operating times are shown in the Atrium App.

What activities and sports are offered?
Sports facilities include padel, tennis, basketball, beach volleyball, table tennis and mini golf. Yoga, creative workshops and evening entertainment are offered according to the programme.

How can I access the beach?
Kalathos Beach is accessible through the gardens and poolside pathways. The pebbly-and-sandy beachfront area offers complimentary loungers and service for hotel guests.

Which pools are heated?
The resort provides heated indoor spa facilities, an additional heated pool and heated personal pools in selected rooms and villas. The main outdoor pools are unheated.

How far is the resort from the airport and Rhodes Town?
Allow approximately one hour by road for either Rhodes Town or Rhodes International Airport, depending on traffic. A public bus stop is close to the hotel entrance.

What accommodation options are available?
Choose from Double Rooms, Junior Suites, Family Suites and an exclusive collection of Suites and Villas. Selected rooms offer shared-pool access or personal pools, while larger villas provide separate living areas and added privacy. Our team can advise on capacities and category-specific benefits.

Is Lobster Night available?
A special Lobster Night takes place at Asterias according to the resort's current programme. Advance reservations are recommended.

Atrium Prestige| Resort Information

Which restaurants and bars are available?
Our venues include Aegean Main Restaurant, Thalassa Mediterranean Restaurant, Asia Asian Restaurant, Prestigio Italian Restaurant, Lachania Greek Restaurant and Grill Corner. Enjoy drinks at Kallithea Main Bar, H2O Pool Bar and Akteon Beach Bar, as well as sweet selections at the Gelateria.

When is breakfast served?
Breakfast at Aegean is served daily from 07:00 to 11:00. A variety of à la carte lunch and dinner options are offered throughout the resort; please consult the Atrium Mobile App for up-to-date opening hours.

What sports and activities are available?
Tennis, basketball, beach volleyball, table tennis, mini golf and yoga are available, alongside creative classes and evening entertainment. Reservations may be required for selected activities.

How can I access the beach?
Lachania Beach is reached through the main pool and landscaped beachfront areas. Sun loungers and umbrellas are available for hotel guests, with beach food and beverage service.

Which pools are heated?
The resort offers heated indoor spa facilities, a heated pool near the Kids Club and heated personal pools in selected accommodation. The main outdoor pools are not heated.

How far is the hotel from the airport or Rhodes Town?
The journey to Rhodes International Airport or Rhodes Town normally takes approximately 90–100 minutes by road, depending on traffic. Our team will gladly arrange a transfer or taxi.

Which accommodation categories are offered?
Accommodation includes Deluxe Rooms, Junior and Family Suites, Prestige Bungalows, Platinum Beach accommodation and exceptional Signature Collection beach villas, many featuring personal pools. Our team can advise on the exact layout and occupancy of each category.

When is Lobster Night?
Lobster Night takes place at Thalassa on Mondays and Thursdays, generally from 18:30, with last seating at 21:00. Premium All-Inclusive guests receive a 20% discount on the Lobster Night menu. Advance reservations are required and event arrangements may vary seasonally.

Contact Our Guest Relations Teams

For personalised assistance before or during your stay, our dedicated teams look forward to hearing from you.

Atrium Platinum
guestrelations.platinum@atriumhotels.gr | +30 22410 44901

Atrium Palace
guestrelations.palace@atriumhotels.gr | +30 22440 31601

Atrium Prestige
guestrelations.prestige@atriumhotels.gr | +30 22440 46222

Additional Department Contact Information

For general enquiries, reservations, spa services, weddings and events, please contact the relevant team below.

General & Group Enquiries

Central Email: info@atriumhotels.gr

Atrium Platinum: info.platinum@atriumhotels.gr | +30 22410 44901

Atrium Palace: info.palace@atriumhotels.gr | +30 22440 31601

Atrium Prestige: info.prestige@atriumhotels.gr | +30 22440 46220

Reservations Department

Atrium Platinum: reservations.platinum@atriumhotels.gr | +30 22410 44901

Atrium Palace: reservations.palace@atriumhotels.gr | +30 22440 31601

Atrium Prestige: reservations.prestige@atriumhotels.gr | +30 22440 46220

Wellness & Spa Department

Atrium Platinum Spa: spa.platinum@atriumhotels.gr | +30 22410 44901

Atrium Palace Spa: spa.palace@atriumhotels.gr | +30 22440 31601

Atrium Prestige Spa: spa.prestige@atriumhotels.gr | +30 22440 46220

Weddings & Events

Group Events: weddings@atriumhotels.gr | +30 22410 44901

Atrium Platinum: weddings.platinum@atriumhotels.gr

Atrium Palace: weddings.palace@atriumhotels.gr

Atrium Prestige: weddings.prestige@atriumhotels.gr

We look forward to welcoming you to Atrium Hotels & Resorts and sharing the warmth of authentic Greek hospitality.