



Welcome to **GREY FAMILY 4\* & GREY HOTEL 5\***

We hope that your stay in our hotel will be pleasant and that you will find useful all the information provided in this guest directory.

GREY Hotel employees are pleased to be at your disposal for any additional questions, initiatives and desires you might have.

We hope that GREY Hotel will become your home away from home during your stay on Kopaonik.

Yours sincerely,





Grey is the color of silver

Kopaonik, the Silver Mountain is home to a magnificent animal – the grey wolf, the symbol of independence and freedom. Silver Mountain is home to the Grey Hotel. One step is all it takes for you to feel at home.

### A New Mountain Top

Situated near the Karaman Greben ski slope, Grey Hotel is located at the top spot, only a few steps away from all the key points in Kopaonik. It stands out with its refined design, personalized service, superb accommodations and abundant offer of additional facilities. When you step through the doors of our hotel you will enter a world of genuine hospitality, harmony and special time set aside just for you, which provides pure pleasure. In the winter the Grey Hotel is an unparalleled place for winter sports enthusiasts – all the conveniences of the ski resort are literally a step away from the hotel. In the spring, summer and autumn, the Grey becomes the ideal starting point for hikes to Pančić's Peak and other exciting trails that crisscross Mount Kopaonik.

### Grey Experience

The unique scenery of Mount Kopaonik's untouched nature is complemented by the note of Grey prestige. Regardless of whether you wish to enjoy skiing, spend an active vacation with your family, or just snuggle up and relax, the Grey is the accommodation that provides the opportunity for you to discover new heights of pleasure and relaxation. Designed so that everything is within reach, the Grey Hotel provides impeccable personalized service and supreme accommodations, which are there to meet your wishes and expectations. The comfortable and spacious rooms are furnished with the finest Italian design furniture and ceramics, high-speed WiFi and cable television.



**Check in/Check out**

Check in time is from 15.00h on the day of arrival. We kindly ask you to leave the room until 11.00h on the day of departure. Subject to availability, at the hotel reception, you can request a later departure, with an additional cost.

**Electricity**

To activate heating, air conditioning and electricity in your room, please place your key card in the key card holder next to the door. The voltage in our hotel is 230 V. In case you need an adapter, please contact the reception desk at extension 1000 or 200.

**Air conditioning**

The air conditioning system operates via individually adjustable automatic control. Please insert your key card into the key card holder next to your door to turn it on and to adjust the temperature in your room. If you need any additional help, please, contact reception desk 1000 or 200.

**Breakfast**

We offer breakfast daily from 08.00h to 11.00h in Grey Gourmet restaurant.

**Safe**

Each room is equipped with a safe. Please read the instructions for manual. We kindly ask you to make sure that you empty the safe prior to your departure.

**Radio/TV**

A wide variety of domestic and international channels are available in addition to listening to radio programming.

**Telephone**

From your room telephone, you can make internal phone calls. If you would like to make an internal phone call, for room to room call please dial 1 followed by room number or phone extension for any other services.

**Mini bar**

The mini bar is charged according to the attached price list. Mini bar will be recharged once a day.

**Room service**

During winter season It is our pleasure to provide room service from 00:00h to 24:00h. During summer season you can use room service from 08:00 to 23:00 .

You can order all meals from our regular Grey Gourmet restaurant menu, and room service is charged 600 RSD.

Please call extension 2001 or 2002.

**Internet**

We offer free Wi-Fi throughout the entire hotel area.

Wi-Fi Network : Grey Guest

Wi-Fi Password : greywolf

**Smoking**

Smoking is not allowed in Grey Hotel rooms and suites, Grey Spa Center and in some parts of the Grey gourmet restaurant area.

**Pets**

We kindly inform you that small pets (up to 15 kg) are allowed access to the hotel rooms of the Grey Hotel with an additional fee for the pet's stay of 12000 RSD.

**Hygiene sets**

If needed, please find shaving or dental sets at the reception desk 1000 or 200.

**Pillow**

If you need additional pillows, please contact the reception at number 1000 or 200. We can offer different types of pillows.

**Do not disturb**

If you do not wish to be disturbed, please hang "Do not disturb" sign on your door. Please note that housekeeping services will not be provided during this time.

**Lost & found**

For lost & found items, please contact the reception desk at extension 1000 or 200.

**Floor plan**

You will find the hotel floor plan on the back of your room door. Emergency exits are clearly marked by green and white signage.

**Fire**

In case you notice a fire, please close the door of the concerned area and inform the reception immediately at extension 1000 or 200. In the event of a fire alarm, please leave the hotel through the emergency exits only. In case of a fire, do not use the elevators. To avoid fire, please do not smoke in bed and do not empty ashtrays into the paper bins. Furthermore, please do not use personal heating devices.



**Emergency exits**

In case of an emergency, please follow the marked emergency pathways and use the emergency exits only. Please avoid using the elevators.

**Technical support**

Although we check our rooms regularly, if you notice any defect in your room, please contact the reception desk. Thank you for your support.

**Allergy**

Kindly inform us beforehand of any special dietary needs. We also offer suitable bed linen for those with allergy conditions.

**First aid**

A first aid kit is available at the reception desk. For more information, please contact the reception desk at extension 1000 or 200.

**Pharmacy / Doctor**

The nearest pharmacy is located approximately 5 min walking distance from the Hotel. Kindly be informed that our employees are not permitted to provide any medicine. If you require medical assistance, please contact the reception desk at extension 1000 or 200.

**Emergency numbers**

Reception desk:	1000 or 200
Police:	9 192
Fire brigade:	9 193
Ambulance:	9 194

In case of an emergency call, please contact the reception desk at extension 1000 or 200.

**Guest questionnaires**

Our goal is to justify our high standards and to continuously improve the quality of our services. Your desires, complaints and compliments are thus very important and of great assistance to us. Please fill in our guest questionnaire that you can find in your room.

**Reclamations**

If you have any concern during your stay, we kindly ask you to contact the reception desk at extension 1000 or 200.

**Wake-up call**

Please inform the reception desk at extension 1000 or 200 of your required time for a wake-up call.

**Early breakfast**

If you are an early bird or have arranged early departure, you may order take away breakfast. Please contact reception desk at extension 1000 or 200.

**Newspaper**

You may find newspapers in the restaurant.

**Laundry service**

Please find a laundry bag in your wardrobe and the price list is attached. Garments delivered for laundry service by 10:00h will be returned by 10:00h the following day. The cost of washing and ironing is added directly to the hotel bill. We kindly ask you to fill out the laundry list and leave it in your bag.

**Ironing service**

Ironing board and iron are at your disposal in the room. Should you wish to receive our professional ironing service, please contact reception desk at extension 1000 or 200.

**Hangers**

In case you need additional hangers, please contact the reception desk at extension 1000 or 200.

**Taxi**

It will be our pleasure to arrange a taxi transfer for you. Please contact the reception desk at extension 1000 or 200.

**Transfer**

It will be our pleasure to arrange any kind of transport for you. For more information and scheduling please contact the reception desk at extension 1000 or 200.

**Adapter**

If you require an adapter, please contact the reception desk at extension 1000 or 200.

**Umbrella**

It will be our pleasure to lend you an umbrella. Please contact the reception desk at extension 1000 or 200.

**Photocopy facilities**

If you need to make photocopies, please contact the reception desk at extension 1000 or 200.

**Messages**

If a message is left for you, it will be delivered to your room.



**Post**

Please leave outgoing mail items at the reception desk. We are also able to offer you the arrangements of Express Post service.

**Luggage service**

It will be our pleasure to assist you with your luggage. Please contact the reception desk at extension 1000 or 200 to make arrangements.

**Luggage storage**

If you need to store your luggage, please contact the reception desk at extension 1000 or 200 to make arrangements.

**Room bill**

All additional expenses can be charged to your room account.

**Payment**

According to your preferences, you may settle your bill by cash or with the following credit cards: Visa, Visa electron, MasterCard, Maestro and Dina card.

**Credit cards**

We accept the following credit cards: Visa, Visa Electron, MasterCard, Maestro and Dina.

**Money exchange**

The exchange office is located on reception of the new part of Grey Hotel on level B.

**Shopping facilities**

Supermarkets „MAXI" and "IDEA" are 5 min walking distance from the Grey Hotel.

**Skiing**

Kopaonik is known for its superbly groomed ski slopes. Please contact the reception desk at extension 1000 or 200 or Ski room at extension 2008 to find out current events and the state of the ski slopes.

**Ski Pass**

Ski Pass Center is located next to the ski rent and service of Grey Hotel, as well as on reception of the new part of Grey Hotel on level B.

Please contact the hotel reception desk at the extension 1000 or 200 if you need further information.

**Night life**

Beside skiing, Kopaonik is famous for its night life too. Please contact the reception desk at extension 1000 or 200 for recommendation and reservation of numerous clubs.

**Alcohol**

We do not serve alcohol to persons under the age of 18.

## GREY FAMILY HOTEL 4\*

### Capacity

17 units in total, 3 Deluxe Rooms, 12 Deluxe Suites, 2 Deluxe Superior Suites.

### Rooms

Comfortable and spacious rooms and suites are equipped with top-of-the-art Italian furniture and ceramics, shower cabins and high class bath amenities, individual air conditioning / heating control, Wi-Fi internet access, cable TV with free channels, direct dial telephones, safe deposit box, mini bar, ironing and coffee & tea making facility.

- **Deluxe Room** (24 m2) with king size bed.
- **Deluxe Suite** (36.5 - 40m2) consists of one bedroom with king size bed and one leaving room with sofa (king size bed dimension when opened).
- **Deluxe Superior Suite** (58 m2) consists of one bedroom with king size bed and one leaving room with sofa (king size bed dimension when opened).

### Gastronomy

The hotel restaurant Grey Gourmet with a Lobby & Lounge bar offers a unique menu of carefully redefined heritage and new culinary trends while terrace Grey Vista is giving you the opportunity to experience the atmosphere of the European ski centers during and after skiing moments.

### Fitness & Spa

Grey Spa is located on the -2 floor. It is ideal for relaxation and recuperation. Revive your body and forget the everyday stress and refresh your body and mind in a beautiful and pleasant environment.

Grey Spa includes a swimming pool with Jacuzzi, relax zone, Finnish sauna, bio sauna, Turkish bath, tropical rain, massage rooms and a fitness room. Access to Grey Spa center is free to all guests of Grey Hotel.

### Ski Room

Grey Rent & Service ski room is located directly on the ski slope. In our ski room, you can rent first-class ski equipment, or professionally service your own ski equipment. Ski Room (lockers) is free of charge to hotel guests.

### Garage

Grey hotel garage is located on -3 floor. One garage parking space per room is available to Grey hotel guests.

### Internet

Wi-Fi is available throughout the hotel area free of charge for hotel guests.



## GREY HOTEL 5\*

### Capacity

18 Standard Rooms, 12 Deluxe Rooms, 8 Standard Suites, 14 Deluxe Suites, 8 Deluxe Premium Suites (two bedrooms), 4 Executive Suites, 1 Penthouse Suite.

### Rooms

Comfortable and spacious rooms and suites are equipped with top-of-the-art Italian furniture and ceramics, shower cabins and high class bath amenities, individual air conditioning / heating control, Wi-Fi internet access, cable TV with free channels, direct dial telephones, safe deposit box, mini bar, ironing and coffee & tea making facility.

- **Standard Room** (25 - 29m<sup>2</sup>) with king size/twin beds and shower. Some Standard Rooms have balconies.
- **Deluxe Room** (25 - 32m<sup>2</sup>) with king size/twin beds and shower. Some Deluxe Rooms have balconies.
- **Standard Suite** (36,3 - 49m<sup>2</sup>) consists of one bedroom with king size bed and one leaving room with sofa (king size bed dimension when opened) and shower. Some Standard Suites have balconies.
- **Deluxe Suite** (45 - 54,1m<sup>2</sup>) consists of one bedroom with king size bed and one leaving room with kitchen with sofa (king size bed dimension when opened) and shower. Some Deluxe Suites have balconies.
- **Deluxe Premium Suite** (56,5 - 59,8 m<sup>2</sup>) consists of one bedroom with king size bed, another bedroom with two single beds and one leaving room with sofa (king size bed dimension when opened) and shower. Some Deluxe Premium Suites have kitchen or balconies.

### Gastronomy

The hotel restaurant **Grey Gourmet** with a **Lobby and Lounge bar** offers a unique menu of carefully redefined heritage and new culinary trends while terrace **Grey Vista** is giving you the opportunity to experience the atmosphere of the European ski centers during and after skiing moments.

### Fitness & Spa

**Grey Spa** zone is ideal for relaxation and recuperation. Revive your body and forget the everyday stress and refresh your body and mind in a beautiful and pleasant environment.

Grey Spa includes a swimming pool with Jacuzzi, relax zone, Finnish sauna, bio sauna, Turkish bath, tropical rain, massage rooms and a fitness room. Access to Grey Spa center is free to all guests of Grey Hotel.

### Ski Room

Grey Rent & Service ski room is located directly on the ski slope. In our ski room, you can rent first-class ski equipment, or professionally service your own ski equipment. Ski Room (lockers) is free of charge to hotel guests.

### Playroom

Grey Hotel offers comprehensive childcare and numerous activities for the youngest. A modern, advanced, comfortable and safe playroom adapted to different ages of children is available to all guests.

### Garage

One garage parking space per room is available to Grey Hotel guests.



### **Working hours during winter season:**

Reception desk	from 00.00h to 24.00h
Restaurant (Grey Gourmet)	from 08.00h to 24.00h
Bar (Grey Gourmet)	from 07.00h to 01.00h
Terace (Grey Vista)	from 09.00h to 17.00h
Room Service	from 00.00h to 24.00h
Fitness & Spa (Grey Spa)	from 10.00h to 22.00h
Ski Room (Grey Rent & Service)	from 08.30h to 22.00h
Children's playroom (Grey Spust)	from 13.00h to 21.00h
Hair salon (Luxe by Grey)	from 10.00h to 21.00h

### **Working hours during summer season:**

Reception desk	from 00.00h to 24.00h
Restaurant (Grey Gourmet)	from 08.00h to 23.00h
Bar (Grey Gourmet)	from 08.00h to 23.00h
Terace (Grey Vista)	from 09.00h to 17.00h
Room Service	from 08.00h to 23.00h
Fitness & Spa (Grey Spa)	from 12.00h to 22.00h
Children's playroom (Grey Spust)	from 13.00h to 21.00h

### **Reservations**

We will gladly make a reservation for your next stay in our hotel. Please contact us for your reservation at: [book@greyhotel.rs](mailto:book@greyhotel.rs) or call directly on number 060 80 90 900.

### **Events**

We will be pleased to organize your banquets, meetings, presentations, company and family celebrations. Please contact 060 80 90 900 or by e-mail: [book@greyhotel.rs](mailto:book@greyhotel.rs)

### **E-mail address**

Please reach us at the following e-mail address: [info@greyhotel.rs](mailto:info@greyhotel.rs)



### **GREY HOTEL House Rules**

1. Please be informed that your room is ready for check-in from 15:00h on the day of arrival. Our check-out time is 11:00h on the day of departure.
2. Rooms can be used only by guests who are properly registered with the reception desk.
3. Persons who are visiting hotel guests are obliged to register with the reception desk.
4. You may settle your bill up front or during check-out. Providing a payment guarantee is mandatory.
5. We kindly ask you to respect hotel rules and procedures.
6. We kindly ask you to respect the privacy of other guests.
7. A safe deposit box is at your disposal in your room for money and other valuables. Please read the instruction manual before use. The hotel cannot be held responsible for any damage or loss of property.
8. We kindly ask you not to cause unpleasant noise or odors during your stay in the hotel
9. We kindly ask you to avoid disturbing other guests. The hotel reserves the right to cancel further hospitality to guests who are disturbing the peace or disregarding hotel rules.
10. We kindly ask you to inform the reception of any irregularities, malfunctions or complaints you might have during your stay.
11. Please be informed that guests are responsible for any damage to hotel property that was caused and affected by them or by the persons they are responsible for.
12. Smoking is prohibited in all accommodation units, the Grey Spa center as well as in marked areas of the Grey Gourmet restaurant.
13. We kindly ask you to familiarize yourself with emergency procedures and follow them if the need arises.
14. We kindly ask you to report any lost or found item to the reception desk.
15. Please make sure that you have emptied your safe and collected all the valuables from your room prior to your departure.

### **GREY Instruction in case of Fire Hazard**

Fire extinguishers are distributed all over the building and on each floor. On every fire extinguisher, labels and text will guide you through the procedure in case of fire.

### **Emergency exits**

When accommodated in a hotel room, please follow the next steps:

- Make sure that all windows and doors are in good condition and report any irregularities to the reception desk.
- In case of fire please call the reception desk (1000 or 200) or the fire department ( 9 193). Never assume that someone else did.
- Check on the evacuation plan, located next to the room entrance door, your position and the position of the fire stairs.
- Get out into the hallway and check where the nearest fire stairs are located.

### **Danger of smoke**

Fires cause smoke and toxic gases. Remember that smoke rises toward the ceiling where it is the densest. Smoke can enter into your room through the ventilation shafts, openings around the front door or through an open window. Also, smoke can come from smoldering mattress fire from the bed – in fact 75% of hotel fires in the world were caused by the negligence of smokers.



## Evacuation

In case of fire, immediately warn everyone around you and leave the room following the next procedure:

- Take your documents and wallet and proceed to the room entrance door (if necessary, crawl to avoid inhaling smoke).
- Feel the room entrance door, including the handle, to determine if you feel any heat. If the door is hot to the touch, DO NOT OPEN THEM, because it means that the fire is in the hallway.
- If you do not feel any heat, gently open the door, holding hands on them - so you can quickly shut them if the hallway is filled with smoke. If there is no smoke in the hallway, leave the room closing the door behind you.
- Proceed to the nearest fire stairs, using the side of the hallway where the exit is, avoiding to miss the exit in case of low visibility.
- When you get to the fire exit, take the stairs down, holding the railing - because other people in panic, can knock you down hurrying.

## Note

During the evacuation NEVER USE THE ELEVATOR.

## If you are trapped in your room

- In case your room entrance door is hot to the touch or the hallway is filled up with smoke, it is safer to stay in the room and wait for the firefighters.
- If the outdoor air is clean, open the window (do not break the glass, you can hurt yourself).
- Phone the reception desk (1000 or 200) and inform them that you are trapped in your room.
- Soak linen, covers and towels and place them under and around the room entrance door to prevent smoke coming into the room.
- If the room entrance door become very hot to the touch, use a jug or a bigger glass to pour water with it over the door.

DO NOT FORGET THAT PANIC IS THE BIGGEST ENEMY IN FIRE HAZARD SITUATIONS, SO WE APPEAL TO FOLLOW THE ABOVE INSTRUCTIONS, AND CALMLY WAIT FOR THE ASSISTANCE OF THE FIRE DEPARTMENT.