

Service Directory

- **Air conditioning & Heating:** individually controlled in order to adjust the temperature as you wish. Just keep your window closed when air conditioning is on.
- **Banking Services :** Most Greek major banks operate at the center of Malia. Working hours: 08:00-13:30. Make sure you have a valid identity document or you will probably not be served. There is also an **ATM**, located opposite Kalypso Restaurant
- **Beach Towels:** Can be provided for a small rental fee. Please note that Hand towels/bath towels are not to be taken out of the Hotel room.
- **Bouffe Serving Hours:** Breakfast : 07:30-10:30 **Snack/Pool Bar** 11:30-17:30 There is also an **Early Breakfast service**, if you need to be served between 05:00-07:00. Please notify the Reception the previous night.
- **Check-in time :** After 14:00 pm. **Check-out time :** 12:00 am (Please excuse any inconvenience, as after midday 12:00 your keycard will automatically be inoperative). If needed, **Day Use** can be arranged but is subject to availability and has an extra charge. Contact Reception beforehand so that it can be arranged if possible.
- **Credit cards.** We accept Visa & MasterCard / MAESTRO. We can't accept DINERS.



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- **Electricity** : 220V-50Hz throughout the Hotel. All outlets are grounded and use standard EU Schuko (type F) sockets. All rooms are equipped with an overcurrent safety relay switch.
- **Fire Safety**. The entire premises are equipped with modernized fire protection devices. However, for additional safety, please familiarize yourself with the fire alarm locations, exit routes, and the fire safety procedures.
- **First Aid / Medical Assistance**. A kit is available at Reception Desk. In case of emergency, please contact the Reception immediately. There is also a doctor on call 24/7.
- **Foreign currency**: With the exception of Russian rubles, currency may be exchanged at the Reception.
- **Gratuities service charges** are included in the rates. However, tips or gratuities to the staff, as a token of your appreciation for their services are at your discretion.
- **Housekeeping** is scheduled to service your guestroom daily between 09.00-15.00. Should you require service outside these hours or at a specific time during your stay, please contact the Reception. Please keep in mind that if the “Do not disturb” sign is at the door, housekeeping will be postponed for the following day, unless otherwise requested.
- **Ironing Board and Iron** are available. Please contact the Reception. A **Laundry & Pressing Service** is also available, thru external collaborators. Please use the Laundry bag in your closet, fill out the laundry list and leave it on your bed. We’ll take care of the rest.

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- **Library.** There is a variety of novels located at the Hotel lobby area.
- For **Lost & Found** items, please contact the Reception.
- **Luggage Pick up & Storage** is in the Hotel Lobby area.
- **Messages** sent to you (calls or fax) will be held on your room key box provided your key is left there, otherwise an attempt will be made for immediate delivery to your room.
- **Nespresso** or compatible capsules: gratis daily refilling of 2. For additional capsules the price is 1,50 € per capsule.
- **Parking** area is available on site, free of charge.
- **Pets:** Unfortunately, pets are not allowed.
- **Pool operation hours:** 09:00-till sunset. Parents are required to be present while children are in the pool area and all guests are asked to follow the posted rules.
- **Safety Precautions:** Keep your room keycard always with you, or leave it in the Reception desk. In case it gets lost, please notify the Reception immediately so that it can be voided. A new keycard will be issued to you. When leaving the room make sure door and windows are closed. For your valuable items, use the safe deposit box located in your room. We can take no responsibility for any items left in plain sight.



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- **Transportation** : There is a public bus stop 100m from the hotel. For bus timetables or to arrange for a TAXI service contact the reception.

- **Telephone Dialing Instructions:**

- o Room to Room: Dial Room Number directly

- o Reception: Dial 9

- o Local calls: Dial 0 + Number

- o International: Dial 0+ Country Code+ Area Code+ Number

- o Wake-up call : Contact the reception

- **Wi-fi** is available throughout the premises free of charge. Just use the password provided to you during your check-in.

