

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. When leaving the room, we kindly ask you to turn off lights and air-condition.

Help the environment by saving energy, think **Green**.

- **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. There is also an **ATM**, located opposite Kalypso Restaurant.

- **Check-in time:** 15:00 pm

- **Check-out time:** 11:00 am

(keycard will automatically be inoperative after midday 11:00)

- **Credit cards.** We accept Visa & MasterCard / Maestro

- **Day Use till 14.00** can be prebooked by email

- **Day Use till 18.00** is only bookable on spot few days prior and always subject to availability. Contact the Reception on time, to be informed for additional charges.



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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 first-aid kit is available at Reception Desk. In case of emergency, please contact the Reception immediately. There is also a doctor on call 24/7.
- **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 daily between 08.30-14.30. Should you require service at a specific time or cleaning frequency during your stay, please inform the reception. Kindly 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 contact the reception.

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- **Serving Hours:**

Early Breakfast service: 04:00-07:30

(Please notify Reception previous day)

Breakfast: 07:30-10:30

Dinner: 18:30-21:00

Snack/Pool Bar: 12.00-17:00

Bar: 11:00 – 23:00(last order)

- **Towels:** Please use **BLUE** towels at our Pool and Beach-they are included in the price.

Please note that **WHITE** towels are not to be taken out of your hotel room-not to be used at the Pool or Beach area.

- **Transportation:** public bus stop 100m from the hotel.

For information regarding 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.





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Scan this QR code to leave **your** review of our hotel on HolidayCheck and share your memorable experience with others!

