

ADAPTER

If you need an adapter, please contact our reception

AIR CONDITIONING

Available in all rooms, individual function for your comfort

ATM

Closest ATM at 100 meters

BUSINESS CENTRE

Business center with computers for printing, faxing, photocopying and scanning

CAR RENTAL

Please contact our reception

CONCIERGE SERVICES

Our Guest Relations department will be happy assist you with any question or information

DOCTOR

If you need medical care, please get in touch with our reception

ELECTRICITY

All our power outlets have an electric voltage of 220V

ELEVATOR

For safety reasons, please do not allow children under 12 years to use them without any adult

EMERGENCY EXITS

Evacuation instructions and floor plans are located at your room door

ENTERTAINMENT & ANIMATION

Aerobics, evening entertainment and daily soft animation (seasonal function).

Entertainment Room available as well, with ping pong, billiard and darts

EXPRESS CHECK OUT

All guests have the possibility of an express check out. Please contact our reception for more details

EXTRA BED/ BABY CRIB

We can provide extra beds or baby cribs upon request. Please contact our reception

FIRST AID

First Aid kits are available at the reception and in the restaurant. Please contact the department heads in case you need assistance

FIRE LIFE & SAFETY

Please read carefully the safety precautions behind your door. There are fire extinguishers in each corridor. A fire sprinkler system operates in all public areas. Smoke detectors in each room

FITNESS/POOL

Gym Corner: 08:00-22:00 hrs

Main Pool: 08:00-18:00 hrs

GUEST RELATIONS

For any wishes or matters regarding your convenience, our Team is waiting for you

HOUSEKEEPING

As part of “Green Key” you get daily room cleaning. For a longer stay, your linen will be changed every 2 days.

For towel change, upon request. For further requests or additional supplies, please contact our reception

INTERNET

Complimentary Wi-Fi internet is available in all public areas and rooms

KEY CARDS

Key cards are electronically encoded and for your security the room number is not indicated on the card. Should you lose your card, please inform our reception immediately

LAUNDRY / IRONING SERVICE

Provided from Monday through Friday except on public holidays upon request and with extra charge. Please fill out the laundry list and put your items in the bag you will find in the closet.

Ironing Board and Iron upon request available for your room (free of charge). Please contact the reception

LIBRARY

Relaxing and reading area, next to the reception

LOST AND FOUND

Found items are kept in our reception according to legal requirements. Shipping to you is at your own cost

LUGGAGE SERVICE / LUGGAGE ROOM

If you need assistance with transporting your luggage, please call our reception.

A Luggage Room is available directly next to the reception for you

PARKING

Parking is available in an area up to 100 meters from the hotel. Please contact the reception upon arrival to be assisted

PETS

Please note that pets are not permitted in the hotel

PHARMACY

Closest pharmacy at 100 meters

POOL TOWELS

Every day you can change the pool towels at the SPA center. Please do not reserve sun beds with towels

POOL FACILITIES

Umbrellas and sun beds are provided free of charge at the pool area

POSTAL SERVICE

If you wish to send a card or letter, you may leave it at our reception desk to handle

PUBLIC COMPUTERS

Public computers available with printing, faxing, photocopying and scanning capabilities

PUBLIC TRANSPORTATION

Please contact our reception to get a map of Rethymno city and information regarding the bus routes

RECEPTION

24/07 daily, to contact our team please dial: 9

RESTAURANTS / BARS

Restaurant Daphne

Early Breakfast: 05:00 – 07:00

Breakfast: 07:00 – 10:30

Lunch: 12:30 – 14:30

Dinner: 18:30 – 21:30

Lunch Boxes available upon request

Baby Chairs available upon request

A la Carte: 19:00 – 22:00 seasonal function on specific days

Bar Ariane: 09:00 – 00:30

Pool Bar Arbona: 10:00 – 17:00

Lobby Bar: 17:00 – 00:00

ROOM TO ROOM CALLS

Just dial the room number. Room to room calls are complimentary

ROOM SERVICE

During the day, for Breakfast and all Meals, Snacks and Drinks.

To order please dial: 510

ROOM UPGRADE

If you wish to make a change to your reservation, we would be more than happy to assist you. Please call our reception for availability and upgrade costs

SAFE DEPOSIT BOXES

Please do not leave any valuables unattended. We kindly advise you to use the safe provided in your room. The hotel assumes no liability for lost items. Safe rent: €3 per day

SHOPPING

You will find a jewelry shop in our lobby area and there are many shopping possibilities close to the Hotel. Contact the reception for more details

SPA

Relaxation and well-being are the essential components of the newly renovated “aegeoSPA” facility. Opening hours daily: 09:00 – 19:00

SPORTS & ACTIVITIES

Table tennis, darts outdoors at the hotel, water sports at public beach (on charge by a third-party provider: windsurfing, Jet Ski, paragliding, pedal boats, banana boats, scuba diving)

TABLETS

There are tablets for your own use next to the reception

TAXI SERVICE

Please contact our reception in order to arrange any kind of transfer

WAKE-UP CALL SERVICE

Dial “70” and the desired time (4 digits). Example: Wake-up time 13:00, pick up the phone, dial “701300” and then hung up. You could also contact the reception