

ADAPTER

If you need an adapter, please contact our reception

AIR CONDITIONING

Each unit in the room can be individually adjusted according to your comfort

ATM

Closest ATM at 100 meters

BUSINESS CENTRE

Ability to surf the internet, print documents etc. It is located on the ground floor

CAR RENTAL

Please contact our reception

CONCIERGE SERVICES

Our Guest Relations department will be happy to assist you

CREDIT CARDS

We accept Visa, MasterCard and American Express

CURRENCY EXCHANGE

Major currencies may be exchanged at our reception

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 an 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)

EXPRESS CHECK OUT

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

EXTRA BED/CRIB

Upon availability, we can provide extra beds or cribs if required. 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: 09:00-19:00 hrs
Main Pool: 08:00-18:00 hrs
Open Air Pool: 10:00-18:00 hrs

HOUSEKEEPING

As part of "Green Key" you get daily room cleaning. For a longer stay, your linen will be changed every 2 days. For further requests or additional supplies, please contact our reception

INTERNET

Complimentary Wi-Fi internet is available in all public areas and rooms. To log on please select "Hotel-Theartemis"

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 SERVICE

This service is provided from Monday through Friday except on public holidays. Please fill out the laundry list and put your items in the bag you will find in the closet

LOST AND FOUND

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

LUGGAGE SERVICE

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

PARKING

No private parking lots are provided from the hotel. However you will find parking spaces all around the buildings

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. Unattended towels will be removed by designated hotel staff

POOL FACILITIES

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

POSTAL SERVICE

Stamps and postcards are available at the souvenir shop. If you wish to send a card or letter, you may leave it at our reception desk to handle

PUBLIC TRANSPORTATION

Please contact our reception to get a map of Rethymno city, as well as our souvenir shop to get tickets

RECEPTION

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

RESTAURANTS / BARS

Restaurant Daphne

Breakfast: 07:00 – 10:15
Lunch: 12:30 – 14:30
Dinner: 18:30 – 21:30
A la carte: 19:00 – 23:00 (last order 22:45) seasonal function
Bar Ariane: 09:00 – 01:00
Pool Bar Arbona: 10:00 – 17:00
Lobby Bar: 10:00 – 01:00

ROOM TO ROOM CALLS

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

ROOM SERVICE

Breakfast: 07:00 – 10:00
Drinks & Snacks: 10:00 – 23:00
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 souvenir shop and a jewelry shop in our lobby area

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, billiard, water sports at public beach (on charge by a third-party provider: windsurfing, Jet Ski, paragliding, pedal boats, banana boats, scuba diving)

TAXI SERVICE

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

TELEPHONE CHARGES

For outside calls dial "0" and the required number. The charges will be automatically recorded and charged to your account

WAKE-UP CALL

Dial "70" and the desired time (4 digits). Example: Wake-up time 13:00, pick up the phone, dial "701300" and then hang up