**GEOGRAPHY OF CRETE**

The island of Crete lies south of the Aegean Sea, a link between Europe, Africa and Asia. This geographical position, being at the junction of major civilizations and cultural currents, has influenced its history throughout the past 6000 years.

The island has an elongated shape, 260 km long from east to west and between 15 and 60 km wide. The coastline is over 1000 km long and consists of both sandy beaches and rocky shores. The high mountains are a characteristic of the Cretan landscape. They form three mountain complexes, each with its own ‘personality’. Between the ranges lie semi-mountainous zones which cover the greater part of the island. There are also a few low lying plains as well as a number of high plateau.

Crete has approximately 623,000 inhabitants, of which over a third live in the towns of Iraklion, Chania and Rethymnon. The rest of the island is sparsely populated, with large tracts of mountainous areas frequented only by shepherds.

**PLACES TO VISIT**

<table>
<thead>
<tr>
<th><strong>LASSITHI AREA</strong></th>
<th><strong>HERAKLION AREA</strong></th>
<th><strong>RETHYMNON &amp; CHANIA AREA</strong></th>
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<tbody>
<tr>
<td>The Spinalonga island</td>
<td>The archaeological museum</td>
<td>The Monastery of Arkadi</td>
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<tr>
<td>The village of Elounda</td>
<td>The Minoan Palace of Knossos</td>
<td>The Samaria Gorge</td>
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<td>The Palm grove of Vai in Sitia</td>
<td>The Minoan Phaestos Palace</td>
<td>The Balos beach</td>
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<tr>
<td>The Chrissi Island (the golden island)</td>
<td>The archeological Temple of Gortys</td>
<td>Preveli beach</td>
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GENERAL INFORMATION

HOTEL CATEGORY
4 star superior hotel

MEMBER OF HOTEL CHAIN
Castello Hotels Group

ADDRESS & CONTACT INFORMATION
I. Papatheodorou
Sissi • Crete • Greece • 72400
Phone number: +30 28410 71367
Fax: +30 28410 71462
Email: info@castellovillage.com
Website: www.castellovillage.com

GENERAL INFO
Number of rooms: 147
Built on 1988
Latest renovation: 2017
Open during summer season.

ACCOMMODATION BASIS
Bed & Breakfast
Half-Board & Full-Board are also available.

TYPE OF SERVICE
Buffet style breakfast.
A la carté lunch & dinner.
Drinks are being served.

BARS & RESTAURANTS
One main restaurant
Snack bar
Main bar by the central swimming pool
Pool bar

LOUNGE AREAS
Reception area lounge
Lobby area lounge

BASIC FEATURES
Air conditioning in all public areas
2 Fresh water swimming pools
Children’s playground
Animation - guests’ entertainment
Luggage storage
Valet parking
24 Hour Reception

SWIMMING POOLS & GARDENS
A central outdoor swimming pool by the snack bar of the resort
A large swimming pool by the bar overlooking the sea (includes a kids safe area)
Magnificent gardens

AVAILABLE ROOM TYPES
56 Superior rooms with garden, land or side sea view
28 Superior sea view rooms
6 Superior rooms with open air jetted tub
26 Executive rooms with garden, land or side sea view
10 Executive sea view rooms
11 One-Bedroom Suites with garden, land or side sea view
6 Sea view One-Bedroom Suites
4 One-Bedroom Suites with open air jetted tub

FACILITIES & SERVICES

ROOM EQUIPMENT & FACILITIES
Interactive 32” satellite flat screen tv with intergraded music channels
Free Wi-Fi Internet access
Silent individually controlled A/C unit
Cotton linen
Hair dryer
Direct-dial phone line
Bathroom phone
Dual voltage shaver outlet
Crystal cabin rainfall shower
Mini fridge
Baby cot**
Iron**
Private balcony or terrace
Laundry service** (charged extra)
Babysitting**
Safety deposit box
Mail envelope & stationery
Open air jetted tub*

COSMETIC & PERSONAL HYGIENE PRODUCTS
Bathroom amenities
Body lotion**
Hair conditioner**
Magnifying make-up mirror
Vanity set (incl. de-makeup, cotton swabs, nail file)
Shower cap**
Sewing kit**
Hygiene bags

EXTRA AMENITIES UPON REQUEST
Shaving kit
Shoe horn
Shoe polishing kit
Mouth hygiene kit (incl. toothbrush & tooth paste)
Android Tablet

CHECK IN – CHECK OUT
Check-in on your day of arrival is at 13:00 Check-out on your day of departure is 12:00 noon. Should you wish to extend your stay for a few hours, please check availability at the reception desk one day before departure.

EXPRESS CHECK OUT SERVICE
The Castello Village Resort offers an express check-out service for your convenience.

LUGGAGE PORTERAGE SERVICE
The hotel offers a porter who can handle your luggage upon your arrival & departure. Should you need the porter’s assistance, please contact the front desk.

RECEPTION
The reception desk is available 24 hours. Dial 0 from your in-room telephone.

BREAKFAST SERVING TIME
Breakfast is being served from 7:00AM to 10:30AM

BREAKFAST IN THE ROOM
The resort offers the option to receive your breakfast in your room. Should you wish to do so, please contact our front desk to place the request.

EARLY BREAKFAST SERVICE
The resort provides an early breakfast service for all guests who wish to receive their breakfast at any time prior to the official breakfast serving hours. Please contact our front desk to place your request.

LAUNCH BASKET
In case you would like to have your arranged meal outside the hotel, we offer a launch basket for your convenience.

RESTAURANTS & BAR OPERATING HOURS
MAIN RESTAURANT
07:00AM - 10:30AM & 06:30PM - 21:30PM
SNACK BAR

* Selected rooms & suites
** Provided upon request

The present information is subject to change without prior notification
11:00AM - 04:00PM
MAIN BAR
04:00PM - 12:00AM
POOL BAR
10:00AM - 06:00PM

ROOM SERVICE
Room Service is available throughout the day (24hrs). You will find the room service menu in your room. To place your orders please call the room service line on extension 661.

TURN-DOWN SERVICE
The hotel runs a turn-down service during the evening. Should you wish to have your room cleaned during that time, please place your request at the reception desk.

LAUNDRY & DRY CLEANING SERVICE
You will find the laundry list inside the wardrobe. Please fill it up and leave it on top of your bed, or give it to your housekeeper.
All orders will be returned within 48 hours.

PILLOW MENU
The resort offers a pillow menu for your personal comfort. You will find the menu in your room.
Available options:
1. Normal pillows
2. Hypoallergenic pillows

TOWELS
You will find body and face towels in your room which are being changed daily. The hotel provides the option to have your towels changed also any time during the day upon request.
Please notice that room towels and linen are not allowed to be taken out of the room.

TELEPHONES AND COMMUNICATIONS
For reception desk dial 0.
For outside calls dial 9, the local code number and the telephone number.
For international calls dial 9, the country code number and the telephone number.

WAKE UP CALLS
Wake up call service is available. Please contact the reception desk.

SMOKING POLICY
Smoking inside the rooms or public areas of the hotel is not allowed. Smoking is allowed on the balconies & terraces and open air areas of the resort.

VOLTAGE
220V. If you need an adaptor, please contact the reception desk.

ACCEPTED CREDIT CARDS

MOVING AROUND

SHUTTLE TRANSFER
The Castello Village Resort can arrange your transfer to and from the hotel. If you wish to do so you can place your request at the reception desk.
Transfer cost:
From the port: 60.00€ per car.
From the airport: 65.00€ per car.
The transfer cost concerns a single trip and includes the cost of transferring your luggage.
Each car can transfer up to four passengers.

PUBLIC TRANSPORT

The present information is subject to change without prior notification
There is a public bus from Sissi to Heraklion daily at 09:00 and from Sissi to Aghios Nikolaos daily at 09:00. The bus station is across from the hotel. Alternatively, the reception desk can arrange a taxi for you 24 hours a day. Rates vary according to desired destination.

**WELLBEING SERVICES**

**CALLISTA SPA***
Our Callista Spa was designed to inspire a sense of calm and tranquillity. The ‘Escape Suite’ is a place of relaxation for couples wishing to spend some ‘stress free’ time together. Our ‘Zero 1’ bed is unique in that it keeps the body warm in a water bed which changes colours during the massage.

Operating Hours: 10:00AM - 08:00PM

**FITNESS CENTER***
The hotel provides a fully equipped fitness room for all guests. Vigorous and gentle workouts in our fully equipped gym serve as the perfect solution to releasing any mental tension and surplus energy. The CYBEX cardio series consists of treadmills, arc-trainer, and recumbent bike suited for cardiovascular strength endurance training.

Operating Hours: 08:00 - 20:00

**SAFETY RULES**

**PERSONAL SAFETY INSTRUCTIONS**
1. Please never leave your room door open.
2. Place your personal valuables in the electronic safety deposit box.
3. Never give the code of the safety deposit box to anyone.

*** Available at our sister resort CASTELLO BOUTIQUE RESORT & SPA

**CCTV**
CCTV operates on all floors in the Castello Village Resort. Please note that the Hotel is not responsible for loss of valuables incurred during your stay.

**MEDICAL ASSISTANCE**
For medical assistance or ambulance, please contact the reception desk.

**FIRE EMERGENCY PROCEDURES**
In case of fire please leave your room immediately.
1. Walk down using the stairs.
2. Do not use the elevator.
The Hotel is equipped with an advanced Fire Safety system.

**Emergency meeting points:**
1. The area infront of the resort.
2. The main bar area.
3. The pool bar area

**EARTHQUAKE EMERGENCY PROCEDURES**
In case of an earthquake please stay calm and remember the following instructions:

**If you are inside a building:**
Stay inside.
Look for strong structures: underneath a table or bed, underneath a door lintel, next to a pillar, supporting wall or in a corner and protect your head.

**If you are outside:**
Remain outside. Stay away from balconies and old structures.

**Emergency meeting points:**
1. The area infront of the resort.
2. The main bar area.
3. The pool bar area