

# SERVICE DIRECTORY



## 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

<u>LASSITHI AREA</u>	
The Spinalonga island The village of Elounda The Palm grove of Vai in Sitia The Chrissi Island (the golden island)	The cave „Diktaion Andro” Bufos beach in Sissi Village Potamos beach in Malia The town of Agios Nikolaos
<u>HERAKLION AREA</u> The archaeological museum The Minoan Palace of Knossos The Minoan Phaestos Palace The archeological Temple of Gortys	<u>RETHYMNON &amp; CHANIA AREA</u> The Monastery of Arkadi The Samaria Gorge The Balos beach Preveli beach

## 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](mailto:info@castellovillage.com)

Website: [www.castellovillage.com](http://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

\* Selected rooms & suites

\*\* Provided upon request

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**

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

### PUBLIC TRANSPORT

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.

### 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 in front 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 in front of the resort.

2.The main bar area.

3.The pool bar area

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



[www.castellovillage.com](http://www.castellovillage.com)