

# SERVICE DIRECTORY



## BRIEF HISTORY THE CASTELLO HOTELS GROUP

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The history of Castello Hotels is a story of inspiration, dedication and hard work by the chairman of the company, Mr. Charis Kasmirlis.

“Castello,, is an Italian word meaning Castle. During the Venetian occupation of the island of Crete fortifications were built around the city and Heraklion was called “Castello de Candia,, which meant the Castle of Crete.

Mr. Kasmirlis built the first hotel of the group, the Castello City in 1981 in Heraklion, the capital city of Crete. As the business started to grow he decided to expand his company and went around Crete to find the most suitable place for his business expansion.

After searching many places on the island, he found Sissi. The charming seaside village was the perfect place for the construction of his second hotel, the Castello Village Resort in 1990.

In 2010, he decided to expand his business even more and thus Castello Boutique was born. The owner’s business expertise and innate ability to foresee hospitality trends led him to build a 5 star boutique hotel, smartly designed using the latest in architecture which encompasses modern style, beauty and practicality, successfully blending with Classical Crete perspective. Mr. Kasmirlis latest creation is now a proud member of the “Small Luxury Hotels of the World,, family.

A church dedicated to the Greek Orthodox Saints Konstantinos and Eleni was built across the hotel in 2010. The church also pays homage to Saint Paraskevi, who is the protector Saint of eyes and Saint Fanouriou, who is the Saint helping us to find lost material items. A service is held every Sunday morning starting at 7:00am when the church bells will ring announcing the beginning of mass. The church is open to visitors Saturdays afternoon and Sundays all day.

*Out in the dark blue sea there lays an island called Crete, a rich and lovely land, washed by the waves on every side, densely peopled and boasting ninety cities.*

HOMER'S ODYSSEY 19, 172 - 174

## ABOUT THE ISLAND

Historically, Crete was home to the Minoan Empire which is considered to have been the first European civilization developed over 4000 years ago. Unfortunately, the Minoan civilization came to an end around 1400 BC.

After the end of the Minoan Era, Crete was invaded by all its neighbouring civilizations, starting with the Mycenaean, then the Dorians and later the Romans. The fall of the Roman Empire put Crete under the rule of the Byzantine Empire and Christianity was further established. The Arabs invaded and conquered Crete in the 8th – 9th century, it was taken back by the Byzantine Empire and eventually sold to the Venetians in the early 13th century.

The rule of the Venetians remained until 1669 when the island surrendered to the Turks. Turkish rule lasted until 1898 when Crete was placed under international administration. In 1913, Crete was officially attached to Greece.

## THE CLIMATE OF CRETE

With its 300 days of sunshine, Crete enjoys one of the healthiest climate in Europe.

The Mediterranean climate weather prevails in most regions of the Cretan island. Meanwhile, during the months of winter there is substantial snowfall in the highest mountainous regions.

But the divine gift of the eternal sunshine allows one to start their vacation from March and end it at the end of October.

## 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

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### HOTEL CATEGORY

5 star boutique hotel

### MEMBER OF HOTEL CHAIN

Castello Hotels Group

### ADDRESS & CONTACT INFORMATION

I. Papatheodorou

Sissi • Crete • Greece • 72400

Phone number: +30 28410 71102

Fax: +30 28410 71350

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Website: [www.castelloboutique.com](http://www.castelloboutique.com)

### GENERAL INFO

Number of rooms: 48

Built on 2010

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

ELEA RESTAURANT™

ELEA PREMIUM™ a la carté restaurant

AROMA BAR™

### WELLBEING & FITNESS FACILITIES

CALLISTA SPA™

Hair salon

Fitness room

### LOUNGE AREAS

Reception area lounge

Lobby area lounge

### BASIC FEATURES

Air conditioning in all public areas

Elevator

Indoor garage

Luggage storage

24 Hour Reception

Valet parking service

Welcome drink

Guests' entertainment - Animation

Free magazines & newspapers

Babysitter service

### SWIMMING POOLS & GARDENS

Central outdoor swimming pool with fiber optical effects

Indoor swimming pool

Highlights: heated • reverse swimming jets • jacuzzi • foot & back hydro-massage

Magnificent garden

### AVAILABLE ROOM TYPES

28 Superior rooms with garden or land view

3 Superior rooms with open air jetted tub

7 Superior rooms with individual pool

7 Junior suites

4 Junior suites with individual pool

1 Penthouse Junior suite with open air jetted tub

## FACILITIES & SERVICES

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### ROOM EQUIPMENT & FACILITIES

Interactive 32" satellite flat screen tv with intergraded music channels

Free Wi-Fi Internet access (wired network access is also available)

Silent individually controlled A/C unit

Premium cotton linen bedding • pillows • bathrobes

Luxury bed mattress

Hair dryer

Direct-dial phone line

Bathroom phone

Full length mirror

Dual voltage shaver outlet

Crystal cabin rainfall shower

Fully stocked refrigerated mini bar (extra charge)

Iron\*

Ironing board\*

Private balcony or terrace

Laundry service\*

Electronic safety deposit box (15" laptop size)

Mail envelope & stationery

Writing desk

Open air jetted tub\*\*

Individual swimming pool\*\*

### COSMETIC & PERSONAL HYGIENE PRODUCTS

Korres™ 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\*

\* *Provided upon request*

\*\* *Selected rooms & suites*

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.

### WELCOME DRINK

Upon your arrival we will welcome you with a home made fresh lemonade.

### EXPRESS CHECK OUT SERVICE

The Castello Boutique Resort & Spa offers an express check-out service for your convenience.

### LUGGAGE PORTER 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 7:00 to 10:30

The breakfast includes several gluten free options

### 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

#### **ELEA RESTAURANT**

07:00AM - 10.30AM & 07:00PM - 11:00PM

#### **ELEA PREMIUM RESTAURANT**

07:00PM - 11.00PM

#### **AROMA BAR**

10:00AM - 12:00AM

### DRESSING CODE FOR DINNER

The Elea & Elea Premium Restaurants require elegant attire. Long trousers and smart shoes are required for the gentlemen.

### 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 hotel offers a pillow menu for your personal comfort. You will find the menu in your room.

### **Available options:**

1. Soft pillows
2. Tough 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.

### INDOOR GARAGE

An indoor garage is available to all guests upon reservation request. Please ask for the garage's gate remote control at 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 Boutique Resort & Spa can arrange your transfer to and from the hotel. If you wish to do so you can place your request at the reception desk.

### 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 Boutique Resort & Spa.

*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 point:** The grass area next to the resort's swimming pool.

### 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 point:** The grass area next to the



resort's swimming pool.





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