

SERVICE DIRECTORY



CASTELLO

BOUTIQUE RESORT & SPA



The present information is subject to change without prior notification

BRIEF HISTORY THE CASTELLO HOTELS GROUP

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.

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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 climates 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.

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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

PREFECTURE OF HERAKLION

The Minoan Palace of Knossos
The Archaeological museum
The Minoan Phaestos Palace
Gortys
The beach in Matala

PREFECTURE OF AGHIOS NIKOLAOS

The Spinalonga island
The village of Elounda
The Palm grove of Vai in Sitia
The Chrissi Island (the golden island).

RETHYMNON & CHANIA AREA

The Monastery of Arkadi
The Samaria Gorge
The Balos beach

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GENERAL INFORMATION

ROOMS

Number of rooms: 48

BARS & RESTAURANTS

ELEA™ Restaurant

ELEA PREMIUM™ a la carté restaurant

AROMA™ Bar

WELLBEING & FITNESS FACILITIES

CALLISTA™ Spa

Fitness room

LOUNGE AREAS

Reception lounge

Lobby lounge

BASIC FEATURES

Air conditioning in all public areas

Elevators

Indoor garage

Luggage storage

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

Superior rooms

Superior rooms with an individual swimming pool

Junior suites

Junior suites with an individual swimming pool

Penthouse suite

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FACILITIES & SERVICES

ROOM EQUIPMENT & FACILITIES

1 or 2 (depending on room type) 26" LCD TV in the bedrooms
Free Wi-Fi Internet access
Individual A/C unit
All-natural linen bedding • pillows • bathrobes
Hair dryer
Vanity mirror
Korres™ bath amenities
Mini-bar facility
Complementary tea & coffee facilities
Iron and ironing board (upon request)
Private balcony or terrace
Laundry service (upon request)
Safety deposit box
Room service available on an 16-hour basis

CHECK IN – CHECK OUT

Check-in on your day of arrival is at 14:00 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 front desk one day before departure.

RECEPTION

The front desk is available 24 hours. For any request please dial 0 from your in-room telephone.

BREAKFAST SERVING TIME

Breakfast is served from 7:00 to 10:00

DINNER HOURS

Dinner is served from 19:00 to 22:00

DRESSING CODE FOR DINNER

Gentlemen are kindly requested to wear long trousers and closed shoes.

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MINI BAR - FRIDGE

A mini bar or mini fridge is available in the rooms.

ROOM SERVICE

You may find the room service menu in your room. Room Service is available 16 hours a day from 07:00 – 23:00.

To place your orders please call the room service line on extension 661.

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.

TOWELS

Please notice that room towels and linen are not allowed to be taken out of the room. You can get your pool towels from the front desk. Pool towels are available in all rooms and junior suites with private pool. Pool towels cannot be taken outside of the hotel.

TELEPHONES AND COMMUNICATIONS

For the front desk dial 0.

For call between rooms dial 2 and the room number.

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.

SWIMMING POOLS

The main swimming pool is open from 09:00 to 18:00. The Spa swimming pool is open from 10:00 to 20:00.

Diving is not allowed.

WAKE UP CALLS

Wake up call service is available. Please contact the front desk.

MEDICAL ASSISTANCE

A medical doctor is in the hotel daily, please contact the front desk for more information.

INDOOR GARAGE

An indoor garage is available to all guests upon reservation request. Please ask for the garage's gate remote control at the front desk.

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SMOKING POLICY

Smoking inside the rooms or public areas of the hotel is not allowed.

VOLTAGE

220V. If you need an adaptor, please contact the front 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.

TAXIS

The front desk can arrange a taxi for you 24 hours a day. Rates vary according to desired destination.

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.

The treatments we have at Callista Spa includes products created by the Germaine De Capuccini laboratories which are based in Spain and the Cretan company BioAroma which develops natural products made with local herbs and olive oil.

Operating Hours: 10:00 - 20:00

FITNESS CENTER

GYM

The hotel provides a fully equipped fitness room for all guests.

Operating Hours: 08:00 - 20:00

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BARS & RESTAURANTS

RESTAURANT ELEA™

Our Elea™ restaurant offers a unique combination of Mediterranean & Cretan cuisine cooked with the highest-quality ingredients from local and artisanal producers. Elea offers breakfast and dinner buffet style. Breakfast buffet offers an extensive choice of cold and hot plates as well as live cooking. Dinner in the evening is a combination of buffet style starters and desserts with an A La Carte main course selection.

Operating Hours: Breakfast 07:00 - 10:00
Dinner 19:00 - 22:00

ELEA PREMIUM™

Our a la carté restaurant offers our guests the opportunity to dine in a private gazebo set in the garden and under the starry summer Cretan sky. The menu combines Mediterranean and Cretan cuisine as well as a special Lobster menu served with local or international wines.

Operating Hours: 19:00 - 23:00

AROMA BAR™

Open from mid-morning all the way past mid-night, our Aroma bar offers coffees, drinks, and snacks throughout the day. Enjoy your favourite cocktail, wines and sparkles around our lit swimming pool at night.

Operating Hours: 10:00 - 01:00

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EMERGENCY PROCEDURES

PERSONAL SAFETY

Please do not leave your room door open.

Place your personal valuables in the electronic safety deposit box.

Never give the code of the safety deposit box to anyone.

FIRE

In case of fire or any other emergency situation please leave your room immediately. Walk down using the stairs. Do not use the elevators.

The Hotel is equipped with an advanced Fire Safety system.

EARTHQUAKE

In case of an earthquake please stay calm, avoid panic and remember the following instructions:

If you are inside a building, stay inside; if you are outside, remain outside. Inside a building, 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.

EMERGENCY MEETING POINTS

Grass area next to the main swimming pool.



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www.castelloboutique.com