

HOTEL FACT SHEET



GENERAL INFORMATION

HOTEL CATEGORY

4 star hotel

MEMBER OF HOTEL CHAIN

Castello Hotels Group

ADDRESS & CONTACT INFORMATION

1, 62 Martiron Ave.

Heraklion • Crete • Greece • 71409

Phone number: +30 2810 251212

Fax: +30 2810 250000

Email: info@castellocity.com

Website: www.castellocity.com

GENERAL INFO

Number of rooms: 68

Built on 1981

Latest full renovation: 2017

Open throughout the year.

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

FIFTH FLOOR BAR & RESTAURANT™

CITY LOBBY mini bar

CONFERENCE HALL & BUSINESS MEETINGS

PLAZA™ Conference Hall

Business meetings can be held on the FIFTH FLOOR BAR

& RESTAURANT™

LOUNGE AREAS

Reception lounge

BASIC FEATURES

Air conditioning in all public areas

Elevator

Indoor garage

Luggage storage

24 Hour Reception

AVAILABLE ROOM TYPES

Deluxe Single

Deluxe Double

Deluxe Triple

Deluxe Family (Open plan)

FACILITIES & SERVICES

ROOM EQUIPMENT & FACILITIES

32" Satellite LCD TV in the bedrooms

Free Wi-Fi Internet access

Silent A/C unit

All-natural linen bedding • pillows • bathrobes

Hair dryer

Direct-dial phone line

Mini-fridge (supplied upon request)

Iron (upon request)

Private balcony (most rooms)

Laundry service (upon request)

Safety deposit box

Mail envelope & stationery

COSMETIC & PERSONAL HYGIENE PRODUCTS

Branded bathroom amenities

Body lotion

Hair conditioner

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)
Laptop with Microsoft Windows OS

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 City Hotel 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 10:15

BREAKFAST IN THE ROOM

The hotel 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 hotel 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.

THE FIFTH FLOOR OPERATING HOURS

Winter season:

07:00AM - 12:00PM & 06:30PM - 12:00AM

Summer season:

07:00AM - 12:00PM & 06:30PM - 12:00AM

DRESSING CODE FOR DINNER

The Fifth Floor Bar & Restaurant has a long trousers dress code for men during the evening hours.

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.

VOLTAGE

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

ACCEPTED CREDIT CARDS



MOVING AROUND

SHUTTLE TRANSFER

The Castello City Hotel 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: 12.00€ per car.

From the airport: 15.00€ 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.

GETTING TO THE CITY

The hotel is located 800m away from the Heraklion city center.

PUBLIC TRANSPORT

Public bus stops are located across the hotel.

A taxi station is located opposite the hotel.

Alternatively, the reception desk can arrange a taxi for you 24 hours a day. Rates vary according to desired destination.

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 City Hotel.

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 area outside the hotel in front of Reception.

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 area outside the hotel in front of Reception.



www.castellocity.com