

HOTEL FACT SHEET



GENERAL INFORMATION

HOTEL CATEGORY

Superior 3 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

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

Individual A/C unit

All-natural linen bedding • pillows • bathrobes

Hair dryer

Direct-dial phone line

Branded bath amenities

Mini-fridge (supplied upon request)

Iron (upon request)

Private balcony (Most rooms)

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 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.

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 10:00

THE FIFTH FLOOR OPERATING HOURS

Winter season:

07:00AM - 10:00AM & 06:30PM - 11:00PM

Summer season:

07:00AM - 01:00AM

DRESSING CODE FOR DINNER

The Fifth Floor Bar & Restaurant does not require a specific dressing code during dinner.

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.

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.

MEDICAL ASSISTANCE

For medical assistance or ambulance, 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

PUBLIC TRANSPORT

Public bus stops are located across the hotel.

GETTING TO THE CITY

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

TAXIS

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.

The present information is subject to change without prior notification

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

The area in front of the reception lobby.



www.castellocity.com