

Welcome

Thank you for choosing to stay at Shotels. All of us here will do our best to ensure that your visit will be pleasant and enjoyable.

We hope that this folder contains all the relevant information you may need during your stay but please feel free to ask us for any further assistance you may require.

We look forward to seeing you again to Shotels in the near future.

G U E S T S E R V I C E S

- A**
- Air Condition:** You can turn it on with remote control but first make sure that all doors and windows are closed.
- B**
- Baby cots:** Baby cots are available with an extra charge.
- Babysitter:** Can be arranged on request, please check with the reception desk at Erato Hotel.
- Breakfast:** Buffet from 07:45 till 09:30 at Erato Hotel.
- BBQ and Pool Parties:** Organized occasionally please check our info boards in the reception desk at Erato Hotel.
- Bus Service:** Please check the last page or ask at the reception desk at Erato Hotel. Bus stop is at 80m east side both ways to Heraklion or 10m west to Chersonissos/Ag. Nikolaos.
- C**
- Credit Cards:** All major credit cards are accepted (Visa, Master Card, Maestro Cards).
- D**
- Day Use:** Can be arranged with the reception at Erato Hotel on request and upon availability
- Departure:** Check-out time is at 11:00 am. Please make sure, that you have paid your extras and have returned you room key to the reception desk at Erato Hotel. In case of a late departure we offer shower possibility.
- Dinner:** Buffet from 18:45 till 21:00 at Erato Hotel.
- Doctor:** Medical assistance is available 24 hours a day. If you require a doctor's attendance, please contact the Reception at Erato Hotel.

- E**
- Early Breakfast:** In case of an early departure, Early Breakfast can be arranged for you. Please inform the reception desk at Erato Hotel one day before until 06:00 p.m.
- Electricity:** The electrical voltage is 220 Volts. Adapters can be obtained from the reception. Wall sockets in the toilets are only for shavers use. You have to use your magnetic keycard in order to turn on the electricity.
- Exchange:** You may exchange foreign currency at the reception desk at Erato Hotel.
- Emergency:** In case of an emergency see the exit plan behind of the main door.
- Express Mail Service:** For all mail services, please contact the Reception desk at Erato Hotel.
- Entertainment:** For any event please check the information board at the reception area at Erato Hotel.
- F**
- Flowers:** Should you wish to order flowers, kindly contact the reception team at Erato Hotel.
- H**
- Hairdresser:** For more information, kindly contact the reception desk at Erato Hotel.
- K**
- Keys:** You may keep it with you or you can leave it at reception at Erato Hotel.
- L**
- Laundry service:** Laundry service is available with an extra charge.
- Lost & Found:** All items reported as lost or found are recorded and kept by the Reception Desk at Erato Hotel.
- Luggage Service:** Please contact the reception at Erato Hotel.
- M**
- Maintenance:** If there is any maintenance needed in your room, please contact the reception desk at Erato Hotel.
- P**
- Post Service:** For all mail services, please contact the Reception desk at Erato Hotel
- R**
- Reception:** Reception at Erato Hotel is operated daily from 08:00 am until 23:00 pm. In emergency and after that time, please contact us at **0030 /2810761277**
- Repeaters policy:** If you would like to visit us again, ask at the reception at Erato Hotel about special prices and other benefits.
- Rooms:** By leaving your room, please switch off all lights, A/C and electrical appliances and if the weather is windy, please make sure that balcony door is closed.

- S**
- Safe Deposit Box:** We recommend using a safety box. The hotel is not responsible for any valuable or money which is kept in the room, outside the safety box.
- Satellite - TV:** Each room is equipped with a satellite television with different channels from various main countries.
- Swimming pool:** Swimming pool at Erato Hotel with sweet water is always controlled according to the official sanitation instructions. Please do not forget that a shower is always necessary before diving into the pool. Check the pool rules on the pool info board.
- Sun beds:** Sun beds / umbrellas at Erato Hotel are available by the pool without any extra charge.
- Safety on the beach**
- Please check daily the flag on the beach as there are for your safety:
- Red flag means Swimming is forbidden
 - Yellow flag means Swimming with extreme caution
 - White Flag means Safe to swim
- Smoking:** Smoking is not allowed in the rooms.
- Snack Bar:** Snack Bar serves daily from 11:00 till 22:00 at Erato Hotel.
- Special offers:** You can discover the island by renting a car, motorbike or a bicycle. Furthermore, you can book all types of excursions with reasonable prices at the reception
- T**
- Taxi Service:** Taxi transfers can be arranged through the telephone operator.
- Towels:** It is not allowed to use the towels from your room at the pool or on the beach.
- W**
- Water:** Water from the tap is not drinkable.
- Wifi:** Wi - Fi is free of charge in main areas.

USERNAME: SHOTELS EVINA
PASSWORD: evina2022

ENJOY YOUR STAY!