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**GIANNOULIS HOTELS & RESORTS**  
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*Dear Guest,*

*We are delighted to welcome you to Giannoulis Grand Bay Beach Resort. Wishing you an enjoyable stay, please note that the main priority of our whole team is to make your holiday a really special one and create experiences to remember.*

*In this Directory you may find all the useful information about our facilities, activities, and available services. If you have any additional questions or requests, please do not hesitate to contact Reception. We will be happy to assist you. Have a wonderful stay!*

*Yours sincerely,  
The Management*

### **Activities**

Giannoulis Grand Bay Beach Resort offers several organized activities for its guests (wine-tasting, cooking lessons, yoga classes etc), on a weekly basis, free of charge. For details, please contact Reception or consult the information boards.

### **Adaptors**

Greece operates on 220 volts, 50 Hz, with round-prong European-style plugs. If you require adaptors, please contact our Reception at ext. 502.

### **Air condition**

For environmental reasons, all our A/C units are centrally controlled. Therefore, temperature cannot be adjusted from the A/C panel within your room. Our A/C uses recycled air and is fully functional on a 24hr basis.

Please ensure that all balconies' doors and windows are completely closed when the A/C is on.

### **Airport**

Chania International Airport (CHQ) is located 43Km from our hotel, while Heraklion International Airport (HER) is 165Km away.

If you would like to arrange a transfer from/to the airport, our Reception team will be more than happy to assist you.

### **All Inclusive Extension**

Should you have booked with us on All-Inclusive basis, or on Premium All-Inclusive basis, please be reminded that the expiration of the booked package, on the departure date, depends on the arrival time at the hotel. As a result, on your departure date you will be able to enjoy any services missed on the arrival date.

For more information, or for extending the booked package on the departure date, please contact the hotel's Reception.

### **Anniversary**

For any kind of anniversary celebrations, we will be happy to assist you with all the necessary arrangements to ensure an unforgettable experience. Cakes, flowers, special dinner arrangements etc can all be settled. Just contact the hotel's reception.

### **ATM**

The nearest ATM is located 500m away from the hotel, at the entrance of the SYNKA supermarket.

### **Azzuro Restaurant**

The "Azzuro A La Carte" restaurant is located on the roof-top, above the Reception, offers Mediterranean fusion cuisine and operates from 19:00 Hrs to 22:00 Hrs (reservations required one day in advance, extra charges are involved for guests accommodated on All Inclusive basis). For information, and reservations, please contact our Reception staff, or our Guest Relations Officer.

### **Bars**

There are two bars available in Giannoulis Grand Bay Beach Resort

- Pool-Bar operates daily from 10:00 Hrs to 19:00 Hrs
- Lobby-Bar operates daily from 19:00 Hrs to 00:00 Hrs

### **Bathrobes**

Bathrobes are available in all our rooms.

### **Bathroom Amenities in your room**

The collection includes soap, shampoo, conditioner, shower-gel, body-lotion, shower caps, and make-up removal swabs. If there is lack in any of the items, please call 502, and we will make sure to refill those.

### **Beach Sunbeds**

Sunbeds and umbrellas on the beach are offered free of charge.

### **Beach/Pool Towels**

The designated beach-pool towels are colored either light blue, or light brown, are placed in your room prior to your arrival, and are renewed every other day. Should you require a renewal, you are kindly requested to leave the towels in the bathtub/on the bathroom's floor during cleaning days, or inform our Reception team in order to have fresh ones delivered to your door.

Guests are kindly requested not to use the white bathroom towels on the beach or at the Pool area.

### **Blankets**

Should you require extra blankets, please contact Reception at ext. 502

### **Breakfast**

Breakfast is served at the hotel's Main Buffet Restaurant from 07:00 Hrs to 10:15 Hrs.

If you are to depart from the hotel very early in the morning, prior to the opening of the restaurant, a light early breakfast can be arranged at your most convenient time. Please contact Reception one day in advance, prior to 21:00 Hrs. Please note that no breakfast boxes (breakfast on the go) are provided.

Breakfast can also be served in your room from 08:00 Hrs to 11:00 Hrs (extra charge). To place an order please call 502.

### **Bus Service**

The nearest bus stop, for the local public bus service, is right at the hotel's main entrance. Please bear in mind that not all destinations can be reached by this stop (i.e. Elafonisi). The next closest bus stop to the hotel is 500m away, by the SYNKA supermarket. Timetables are available at Reception, while our staff will provide all the necessary information.

### **Business Center**

A small business center is available equipped with PCs with internet connection, and offering printing, faxing, photocopying, and scanning facilities (extra charge).

### **Car parking**

The hotel's parking area, just opposite the hotel's entrance, is at your disposal. We would like to inform you that the hotel is not responsible for the guests' cars, or any objects left in those!

### **Car rental**

We co-operate with several very reliable local car-rental companies. Please contact the Reception for further information.

### **Check-In/Check-Out & Late Check-Out**

Check-In is at 15:00 Hrs

Check-Out is at 11:00 Hrs

If you wish for a late check-out, a surcharge applies depending on your preferred check-out time. For further information please contact the hotel's Reception.

Kindly note that late check-out is subject to availability and a notice of at least one day in advance is required.

### **Coffee/Tea facilities**

All the rooms of Giannoulis Grand Bay Beach Resort are equipped with coffee/tea facilities. Tea-bags, instant coffee sticks etc are replenished on a daily basis.

### **Complaints**

A complaints handling management system is available to our guests. For any complaints or suggestions, please send us an e-mail at [grandbay@giannoulis-hotels.com](mailto:grandbay@giannoulis-hotels.com), use the contact form on our website [www.grandbay.gr](http://www.grandbay.gr), or download and use the hotel's application on your mobile device

### **Courtesy/Shower Rooms**

There are courtesy/shower rooms available on the date of your departure. Please contact the Reception for details.

### **Credit Cards**

We accept the following credit cards: American Express, MasterCard/EuroCard, VISA, and Maestro. If you have questions concerning our payment policies, please contact Reception

### **Dinner**

Buffet Dinner is served at the hotel's Main Buffet Restaurant from 19:00 Hrs to 21:30 Hrs.

A-La-Carte dinner is served at the "Azzuro" roof-top restaurant from 19:00 Hrs to 22:00 Hrs. Reservations are required one day in advance (extra charges are involved for guests accommodated on All Inclusive basis)

### **Doctor**

Doctor on call is available and can be arranged through Reception.

### **Do not Disturb**

In case you do not wish to be disturbed, please leave the "Do not disturb" sign on the outside doorknob.

If you do not want to receive any telephone calls, please inform Reception accordingly (Internal room-to-room calls cannot be prevented!)

### **Dress code**

In our constant effort to ensure a friendly and relaxing environment for our guests in our Hotel we adhere to a smart casual dress code during dinner. Our Guests are to avoid beachwear (shorts, flip-flops, slippers etc.) during dinner, while cargos, caps and sleeveless t-shirts are not permitted. Three-quarter pants and t-shirts with sleeves are allowed.

The restaurant staff reserves the right to refuse entrance to guests who are inappropriately dressed.

### **Early Breakfast**

If you are to depart from the hotel very early in the morning, prior to the opening of the restaurant, a light early breakfast can be arranged at your most convenient time. Please contact Reception one day in advance, prior to 21:00 Hrs

### **Electricity**

The electric current is 220 volts. Do not use 120 Volt appliances without an adaptor!

### **Entertainment**

The hotel offers several organized events, on a weekly basis, free of charge (live music night, saxophone night, DJ night etc.). For details, please contact Reception or consult the information boards.

### **Espresso machines**

All the rooms of Giannoulis Grand Bay Beach Resort are equipped with espresso machines. Coffee capsules, placed in the room, are offered on extra charge.

### **Excursions**

In co-operation with several very reliable local travel agencies, we offer a wide range of organized excursions to various sights. You may also rent a car and discover the island on your own.

For more information, please contact our Reception. Our staff will provide you with a full list of suggestions and recommendations.

### **Florist**

If you would like to purchase, or send flowers, please contact our Reception at ext. 502

### **Fire alarm**

In case of a fire, or any other emergency, remain calm, and dial 0. For your safety, we strongly advise to check the floor plan, available on the back side of your room's main entrance, and locate your nearest fire exit. Our guest's safety is our priority at all times.

### **Fitness Room - Gym**

A small fitness room, with basic equipment (treadmill, bicycle, rowing machine, multi-machine, free weights, step-machine) is available in the spa area, operating from 08:00 Hrs to 20:00 Hrs.

### **Guest Questionnaire**

Prior to your departure, please take some time to fill the questionnaire left in your room with your comments, remarks, complaints, ideas, and suggestions. We need those to improve our services.

### **Hair Dryer**

All guestrooms are equipped with hair dryers.

### **Housekeeping**

Our Housekeeping team is at your service at all times. Our housekeeping program has been adapted as follows:

- Cleaning daily
- Linen and towels change: Every two days
- Light cleaning, and turnover: Every afternoon

Should you require extra towels, amenities, an extra, or specific type of pillow or mattress, please let us know by contacting our reception staff.

### **Internet connection**

Internet wireless connection is available all over the premises of the hotel, both in the public areas and in the rooms, and is offered free of charge. Codes for the Internet connection are provided by Reception.

If you experience any problems with your connection, please contact Reception!

### **Iron – Ironing facilities**

Iron and ironing facilities are available upon request. Please contact the hotel's Reception

### **Key card**

The key card is magnetic, and you should avoid any contact of it with your watch, mobile phone or credit cards.

Do not forget to leave the key card at the Reception on your departure.

### **Late Check-Out**

Check-Out is at 11:00 Hrs

If you wish for a late check-out, a surcharge applies depending on your preferred check-out time. For further information please contact the hotel's Reception. Kindly note that late check-out is subject to availability and a notice of at least one day in advance is required.

### **Laundry/Dry Cleaning/Ironing (with charge)**

Pricelists and clothes bags have been removed from your room

Please place any items you may want washed and/or ironed in the laundry bag that can be found in the wardrobe of your room, complete the respective form, and hand them over to our Reception Staff. Once washed, the items will be delivered to your room, approximately 24 hrs later:

- Collection Time: Monday to Saturday up to 11:00 Hrs
- Delivery Time: Monday to Saturday up to 14:00 Hrs

### **Library**

A small library and a sitting area for reading available in the basement area, below the hotel's Front Office.

### **Linen Change**

Linen and towels are changed every 2 days.

If you wish to receive a daily linen change service, please contact Reception!

### **Lobby Bar**

Operates daily from 19:00 Hrs to 00:00 Hrs

### **Lost and Found**

All "lost and found items" are stored in the housekeeping department for 3 months. Please contact the Reception team if you are missing, or find, something. Upon showing identification, items found will be returned to the rightful owner by our Reception staff.

### **Lunch**

Buffet Lunch is served at the hotel's Main Buffet Restaurant from 13:00 Hrs to 15:00 Hrs. If you have planned an excursion/trip for the day, please note that Lunch baskets are provided. For the necessary arrangements, please contact Reception, one day in advance, prior to 21:00 Hrs.

A-La-Carte lunch is served at the "Sea Line Taverna" (reservations required one day in advance, extra charges are involved for guests accommodated on All Inclusive basis).

### **Luggage room**

If you need to store your luggage, there is a luggage room available. Please contact Reception for information, and the keys.

### **Make-up mirror**

All guestrooms are equipped with make-up mirrors.

### **Mattress selection**

If you are not happy with the comfort of your bed, just let our reception staff know. We will fix it for you.

### **Maps**

Maps of Chania, and Crete, are available at Reception.

### **Medical services**

Doctor on call is available and can be arranged through Reception.

The closest Doctor Practice is 200m away from the hotel, while the closest hospital is 26km away. Should an emergency occur, please contact Reception at ext. 502.

### **Messages**

If you wish to leave a message, please contact Reception at ext. 502.

Messages left for you, will be delivered to your room by our staff.

### **Mini-bar**

All guest rooms are equipped with a mini bar. Items purchased are on extra charge and are not included in the All-Inclusive package. A price list can be found in your room.

### **Money**

We accept all payments in Euro.

### **Newspapers/Magazines**

Newspapers and magazines can be delivered in your room upon request (extra charge). Please contact the hotel's Reception for the necessary arrangements.

### **PC**

There is a PC available, for public use, offering internet connection and printing, faxing, photocopying, and scanning facilities (extra charge). Please contact Reception for information.

### **Pets**

Pets are not allowed within the premises of the hotel.

Furthermore, you are kindly requested, under no circumstances, to feed any stray dogs or feral cats you may see roaming at the edge of the Hotel premises. Our staff takes care of those and feeds them in appropriate locations, in order to maintain a high level of hygiene for both our guests and staff alike!

### **Pharmacy**

The nearest pharmacy is located on the village's main street 500m away. Please ask our reception staff for opening hours, and further assistance.

### **Pillows**

Giannoulis Grand Bay Beach Resort offers a pillow selection. There are feather pillows, anatomical pillows, and hypoallergenic pillow available. Should you require extra pillows, or a specific type of pillow please contact Reception at 502.

### **Private Dining**

Private dining can be arranged, on the beach, directly on the wave's line. Please contact our Reception for the necessary arrangements.

### **Pool Bar**

Operates from 10:00 Hrs to 19:00 Hrs

### **Pool/Beach Towels**

The designated beach-pool towels are colored either light blue, or light brown, are placed in your room prior to your arrival, and are renewed every other day. Should you require a renewal, you are kindly requested to leave the towels in the bath-tub/on the bathroom's floor during cleaning days, or inform our Reception team in order to have fresh ones delivered to your door.

Guests are kindly requested not to use the white bathroom towels on the beach or at the Pool area.

### **Port**

Souda (Chania) Port) is located 31 Km from our hotel, while Heraklion Port is 160 Km away.

If you would like to arrange a transfer from/to the port, our reception team will be more than happy to assist you.

### **Porterage service**

If you need assistance with your luggages, or if you require arrangements for luggage storage, please contact our Reception team, or call us at 502.

### **Postal Service**

Leave any items you want posted with our reception staff, and we will post those for you!

Postage stamps are available at the hotel's Reception.

### **Reception**

Available 24/7

### **Restaurants**

The hotel's Main Buffet Restaurant offers International and Mediterranean cuisine, and operates during the following hours (no reservations required):

- Breakfast: 07:00 Hrs - 10:15 Hrs
- Lunch: 13:00 Hrs - 15:00 Hrs
- Dinner: 19:00 Hrs - 21:30 Hrs

The "Sea Line Tavern" operates in the beach-kiosk, directly on the beach front, offers mostly Greek and Cretan dishes, and snacks, and serves daily from 13:00 Hrs to 16:00 Hrs (reservations required one day in advance, extra charges are involved for guests accommodated on All Inclusive basis).

The “Azzuro A La Carte” restaurant is located on the roof-top, above the Reception, offers Mediterranean fusion cuisine and operates from 19:00 Hrs to 22:30 Hrs (reservations required one day in advance, extra charges are involved for guests accommodated on All Inclusive basis).

### **Room Service**

Room service is available from 08:00 Hrs to 22:00 Hrs. For the various menus and in order to place an order please call Reception at 502. Please bear in mind that there are extra charges for room-service.

### **Sea Line Tavern**

The “Sea Line Tavern” operates in the beach-kiosk, directly on the beach front, offers mostly Greek and Cretan dishes, and snacks, and serves daily from 13:00 Hrs to 16:00 Hrs (reservations required one day in advance, extra charges are involved for guests accommodated on All Inclusive basis).

For information, and reservations, please contact our reception staff.

### **Safety deposit boxes (en-suite)**

En-suite safety deposit boxes can be rented at the charge of Euros 25,00 per week. In all rooms the safety boxes are located inside the wardrobe. If you wish to rent the safety box, please contact the reception at ext. 502 for instructions on its activation and on how to set your personal code.

Attention: The Hotel Management does not accept responsibility for the loss of any items not placed in a safety deposit box.

### **Safety deposit box (central)**

There is a central safety deposit box available, in an area supervised by the hotel staff 24/7. Should you wish to use that one please contact Reception.

Attention: The Hotel Management does not accept responsibility for the loss of any items not placed in a safety deposit box.

### **Safety precautions**

Chania is a safe destination and has one of the lowest crime rates in Greece, as well as in Europe. However, we strongly recommend keeping your room always locked, while you should refrain from giving your room number to strangers. Please inform Reception right away, in case you lose your Key Card.

We inform you that you are not allowed to accommodate non-hotel guests in your room.

### **Satellite TV**

The hotel offers several satellite channels in English, French, German and Polish. You can find news channels, music channels and movies channels

### **Shopping**

To enjoy a shopping-tour please contact Reception. Our team will provide you with all the information you need on the most famous shopping-streets, and shopping spots.

### **Shower/Courtesy Rooms**

There are courtesy/shower rooms available on the date of your departure. Please contact the Reception for details.

### **Sightseeing**

In co-operation with very reliable local travel agencies, we offer a wide range of organized excursions to various sights. You may also rent a car and discover the island on your own.

For more information, please contact our Reception. Our staff will provide you with a full list of suggestions and recommendations.



### **Slippers**

Slippers are available in all our rooms.

### **Smoking policy**

Please note that we are a non-smoking hotel. Smoking is only allowed in designated areas such as room balconies and some common areas. Smoking is not permitted in our restaurant's outdoor area.

### **Spa**

Let us spoil you - you deserve it! Leave all your worries behind and relax! The hotel's "Petit Spa" offers a wide range of wellness treatments and massages. Contact the hotel's Reception, or the Spa Reception for detailed information.

### **Sunbeds**

The sunbeds around the hotel's pools are offered free of charge. If you need help in locating available sunbeds, please let our Pool-Bar staff, or our reception staff know, and we will take care of that.

Please note that the sunbeds at the shared pools, as well as the sunbeds on the inner side of the main pool (the ones directly next to rooms #107-#115), are for the exclusive use of the inhabitants of the neighboring rooms. Please make sure that you do not use those.

### **Swimming Pools**

The hotel's pools operate daily from 10:00 Hrs to 19:00 Hrs. All pools are non-heated and contain fresh water.

Please be kind enough as to follow the instructions provided, and the pools' rules.

### **Swimming Pools - Shared**

Giannoulis Grand Bay Beach Resort offers three shared pools, for the exclusive use of the inhabitants of the neighboring to those rooms. The shared pools are as follows:

- Pool next to the hotel's entrance (on your left hand while entering): shared by rooms #100 - #104
- Pool next to the hotel's lobby (on your left hand when exiting the lobby towards the beach): shared by rooms #207 - #210
- Beach-front part of the river-style pool (from the bridge towards the boundaries of the property): shared by rooms #307-#311

There is respective signage in all three areas.

Please ensure that those pools are not used unless you are allocated in one of the respective rooms.

### **Taxi service**

Taxis can be called and booked at Reception at any time.

### **Television - TV Channels.**

All the rooms of the hotel are equipped with TVs. You can find news, music, and movie channels.

### **Telephone numbers**

- Reception: 502
- Calling room to room: please dial the room number.
- Calls within Greece: please dial '9' for an outside line + area code + required number. The unit charge is Euros 0,11
- International Calls: please dial '9' for an outside line + country code + required number. The unit charge is Euros 0,11

If you need to know a country code, please contact Reception!

**Tipping**

All prices of the hotel are on a net basis and gratuities are at your discretion.

**Transfers**

Private transfers from/to the nearest airports, ports and worth-seeing locations can be arranged through Reception.

**Turndown service**

There is turndown service (light cleaning, towels change, preparation of the bed for sleeping) daily from 18:00 Hrs to 21:00 Hrs.

**Wake up calls**

Not to miss your early start of the day, let us wake you up in the morning. Please contact Reception to arrange your wake-up call.

**Wi-Fi**

Internet wireless connection is available all over the premises of the hotel and is offered free of charge. Codes for the Internet connection are provided by Reception.

If you experience any problems with your connection, please contact Reception!

*You  
No one is more important to us than YOU!  
If there is anything we can do for you, then just let us know.*