



Dear Guests,  
The management and the staff at Giannoulis Cavo Spada Luxury Sports & Leisure Resort & Spa  
, welcomes you and wishes you a pleasant stay!

#### USEFUL INFORMATION & SERVICES

- A/C in the room: Individually controlled by a control on the wall inside the room. Please turn it on after you have secured that the balcony/terrace door is completely closed and the card key is inserted on the special slot in the entrance of the room.
- Acceptable Credit Cards: Visa, AMEX, Mastercard, Maestro, Dinners.
- Entertainment: 4 times per week we organize free of charge for all the guests Live Music Night, Violin , Saxophone & DJ Night .
- Beach Swimming: Please follow the flag indications, when you see the red flag waving, do not swim. Swim 4hours after your lunch.
- Beach & Pool sun beds and towels: Sun beds on the beach and at the pool area are provided free of charge. Beach and pool towels are provided from our Spa Centre. 10 euro deposit is kindly requested / Change of towels daily/ by return receive back of deposit.
- Car rental: Available at Reception. Check for availability and prices.
- Outdoor parking space within the plot / field.
- Charging station for electric vehicles.
- Coffee & Tea making facilities: Available in the room refilled daily, along with boiler. Only espresso capsules are chargeable.
- Conference & Business center facilities: Available, please contact the reception for arrangements.
- Internet Corner: Available, tablet or laptop please contact our Reception.
- Groom / Bell Boy Service / Luggage room: Available, please contact the reception.(24/07) Luggage room available next to reception ( Free).
- Doctor: Available upon telephone request. Please contact the reception. There is an extra charge.
- Excursions-Activities-: Please contact Reception for quotes.
- Fitness Room. Operating daily from 07:00-21:00.
- Mini Market Daily operating from 10:00-18:00
- Mini Club : Daily operating from 09:00-17:00 apart from Sundays
- Baby Sitting service : Please contact Reception ( available with a prior reservation in advance/ 12 euro charge per hour )
- Flowers order: Please contact the reception for your order (extra charge).
- Housekeeping: Cleanliness – Hygiene: Daily cleaning on common areas, daily cleaning of rooms, frequency of changing bed linen every day. Second cleaning service (turndown) in the evening as an additional room check. Change of towels on request.
- Choice of pillows: Available, please contact the reception about the type of the pillow. There is a choice between feather pillows, anatomical and hypoallergenic pillows.
- In-room ironing facilities: Available upon request at Reception.
- Laundry/Dry Cleaning/Ironing (with charge): Available pricelist and clothes bag in the wardrobe of your room. Please complete the laundry list, place it along with the clothes to the special bag and hand it over to the reception. The clothes will be returned to your room after the laundry service (extra charge).
- Baby Cot : Upon reservation request baby cot can be placed in room
- Spa Centre : Spa Centre daily operating from 10:00-18:00.(Heated Pool , Jacuzzi , Hammam & Sauna)
- Pharmacy (drug store): 0, 50 km away from the hotel. Please ask for directions at the reception.
- Post Office Service: Available at Reception (stamps are provided in our Mini Market).
- Provision of daily newspapers and magazines.
- Library ( Discrete area for reading)
- Power Supply: 220 Volt.
- Reception: Operates 24 hrs.
- Room Check out Time: 11:00 a.m.
- Day Use Services: Can be arranged, subject to availability (extra charge). Advice the Reception one day before your departure.
- Safety box: Available in the closet of each room. Please contact the reception for activation. Extra charge for Itaka & Cedok.
- Central Safe : Please contact Reception.
- Wake up call service: Please contact Reception to arrange your wake up-call.
- Swimming Pool: Daily operation from 10:00 to 19:00. The pool is non-heated and contains fresh water.
- Taxi: Please contact the reception for arrangements (extra charge).
- Telephone: If you wish to make an external call dial "9", wait for the tone and continue with the telephone number. **Unit charge is 0,11€**. For internal use just call the number of the room or the department directly.
- TV in Bars: Various satellite and local channels available. Please ask the reception.
- TV in Room: Various satellite and local channels available (see channel list available).
- Useful Internal phone-lines: Front Desk '0', Main Restaurant '816', Room service '200'.
- Organized customer complaint system
- Wi-Fi Internet: Available Wi-Fi on the whole property. Password available at the reception. Extra charge for Itaka & Cedok contract

- Internet Corner with Printing, Photocopying & Scanning facilities / Tablet or Laptop are available
- Sports Facilities: 2 Tennis courts, a Paddle Tennis court, Indoor & Outdoor Gym, Spinning Room, Beach Volley Court, Obstacle area, Two boule courts, a bicycle station & a running track.

#### *RESTAURANT & BAR FACILITIES*

- 24hrs Room Service: Advice R.S. Menu available in the room. With an extra charge.
- Room Service – Breakfast: Available, please contact the reception as to make your order(app is available) , the extra charge for the room service is 5,00 €.
- Change Dinner buffet to dinner A' la Carte: It is possible to exchange Dinner buffet to Dinner a la carte daily. Our guests with Bed and Breakfast & HB basis pay catalogue prices. Our guests with All Inclusive basis can change once their dinner to our A La Carte (drinks are not included & there is a minimum consumption for the drinks 15,00 € per Person/ reservation mandatory one day before ) & twice to our day A la Carte ( drinks included/ reservation mandatory one day before ) .
- Early Breakfast: If your plans for the day start before Breakfast time, you can ask for a light early breakfast at your convenient time. Please contact the reception to arrange it (voucher needed). Late Dinner: If you skip dinner, you can ask to replace it with a cold snack.
- Mini Bar: Available in the room (pricelist available).
- The Breakfast buffet is served from 07:20am until 10:30 am at the main restaurant of our hotel located in the main building.
- The Lunch buffet is served from 13:00pm until 15:00 pm at the main restaurant of our hotel located in the main building.
- The Dinner buffet is served from 19:00 until 21:30 at the main restaurant of our hotel located in the main building.
- The Lunch A' la Carte ( Sea Line) of our hotel receives guests from 13:00pm until 15:00pm-last order (reservation is required).
- The Dinner A' la Carte (Azzurro) of our hotel receives guests from 19:30pm until 22:00pm-last order (reservation is required).
- The Main Bar operates at the Main Lobby from 17:00pm until 01:00am.
- The Pool Bar operates at the pool area of our hotel from 10:00 until 18:00.
- Snacks are served in our A' la Carte (Sea Line) between 11am to 18pm daily.
- Providing food or breakfast to guests in special packages if requested.