

FACT SHEET



Welcome to the Peninsula Resort & Spa!

This sheet contains all the information you will need throughout your stay with us.

Please use the map attached to locate the various hotel facilities and points of interest.



Front Desk | (SEE MAP - Point A):

The **Front Desk** is open 24/7 and is ready to answer all of your questions and assist you with any queries or problems you may have. To contact the Front Desk please dial 9 from your room's telephone.

A **Guest Relations Desk** is located by the main entrance of the resort. Our Guest Relations Officer can assist should you have any problems during your stay. Here, guests can also gain some local insight and tips as well as more information regarding activities, excursions and the various packages or offers available throughout your stay.

Stay Tuned: Follow us @peninsula_resort on Instagram to keep up with all of our latest news, giveaways and special discounts!

Check-In & Check-Out Times

Check-In from 14:00pm | **Check-Out** by 11:00am

HELP



A porter may assist you with your luggage upon arrival and departure. Please inform the Front Desk when you are ready to checkout so that a member of staff can help you. **Make sure to return your key/card to the Front Desk - if not returned a 5€ admin fee will be charged.**

Late Check Out: You may checkout late (subject to availability) depending on the period of your stay. The following charges apply:

- Until 18:00pm | 35€ + 3€ Government Tax
- Until 20:00pm | 50€ + 3€ Government Tax
- Until 00:00pm | 70€ + 3€ Government Tax

Please sign all receipts for any items you consume within the resort with your full name (as used on your reservation) and your room number. **The total bill will be paid at the Front Desk upon Check-out.**



The Front Desk accepts payments in cash or credit card. Cards accepted are: Master Card & Visa.



Bars

All our Bars offer an **All-Inclusive Drink List** which is freely available until 23:00pm:

Lobby Bar (SEE MAP - Point D): 17:00pm - 01:00am
Snack Bar (SEE MAP - Point E): 10:00am - 17:00pm
Pool Bar (SEE MAP - Point F): 17:00pm - 01:00am
Beach Bar (SEE MAP - Point G): 10:00am - 18:00pm
(Please Note: This bar is open from late May to September and has a limited All-Inclusive Service - available until 17:30pm.)



Food & Beverage

Main Restaurant | (SEE MAP - Point B):

Enjoy an abundance of authentic Greek, Cretan dishes and other diverse options at our main restaurant. All meals here are served in a Buffet-style. Soft drinks, juices, coffee, tea, draught beer and local wine are freely available for our All-Inclusive guests.

Traditional Cretan Night (with Live music & folk dancing) and Sea Food Night are organized once a week. Other theme nights may also take place.

Opening Hours:

| | |
|------------------------|---|
| Breakfast | 07:30am - 9:45am |
| Early Breakfast | Upon request until 07:00am Please notify the Front Desk one day before until 20:00pm |
| Late Breakfast | 10:00am - 11:30am (A smaller Continental Breakfast is served at the Snack Bar) |
| Lunch | 12:30pm - 14:00pm |
| Dinner | 19:00pm - 21:30pm |

* If you have any special dietary requirements or food allergies please notify the hotel Maître or the Chef and they will assist you in finding the right options.

À La Carte Dining at Meremeti

(SEE MAP - Point C):

Our À la Carte Restaurant offers authentic Cretan recipes made with the finest local products. Try a selection of traditional flavours with a gourmet twist. Please RSVP at least one night in advance at the Front Desk or with our Guest Relations Officer.

* If you have booked one of the following Room Types, you are entitled to a complimentary meal: Junior Suite, Superior Sea View with Individual Pool & Family Suite.

Wine List: A list of wines is available at our bars and restaurants, offering various Cretan, Greek and International wines as well as Champagne and sparkling wine options.

At our bars you can also find an À la Carte Menu with a Cocktail List offering tailor-made Greek cocktails, various other alcoholic beverages, light snacks and meals (subject to surcharge).

All-Inclusive Drink List includes:

- Cocktails and Long Drinks, which are based on locally produced drinks
- Draught-beer, Barrel-wine, Soft drinks, Juices,
- Coffee, Tea (Espresso and Nescafe are not included)
- A variety of snacks are served daily at the Snack Bar from 14:30pm - 17:00pm



Pools and Beaches

Pools | (Opening Hours: 10:00am - 18:00pm)

Main Pool (SEE MAP - Point H)

Sea-Water Pool (SEE MAP - Point I)

(with adjoining children's pool)

Indoor Pool (SEE MAP - Point J) **QUIET ZONE**

(Heated in April & October)

Kid's Pool with Water Slides (SEE MAP - Point K)

*Umbrellas and sunbeds are available free of charge at all of the hotel pools. Please do not reserve these.

Beach/Pool Towels are available and can be collected from the Front Desk. A 10€ deposit is necessary which is fully refunded when the towel is returned. If you wish to change your towel, the cost is 2€ per change.

Beaches

Tsimento Beach Bar (SEE MAP - Point G)

- Concrete platform situated on the edge of the sea
- **Boat Rentals are available here**

Mononaftis Beach (SEE MAP - Point L)

- Public beach / shallow water / sand & pebbles
- Extra charge for sunbeds & umbrellas
- Various restaurants/taverns & shops available
- **Scuba Diving Centre located here**

Psaromoura Beach (SEE MAP - Point M)

- Public beach / shallow water / sand & pebbles
- Extra charge for sunbeds & umbrellas
- Canteen available here



Spa & Wellness | (SEE MAP - Point R)

Our Spa (operates between 09:00am - 18:00pm) offers a wide variety of treatments: massage, sauna, hammam, various beauty treatments as well as nail care. These services are available at a surcharge. Please see our Spa Booklet for pricing and further information. **The hammam and sauna can be used freely for those who have booked an appointment.**

In-Room Extras



Laundry | A laundry service is available at a small surcharge per item. Please fill in the laundry list found in your wardrobe.



Safe Deposit Box | A safe deposit can be found in your room - a key can be found at the Front Desk at the rate of €2,50 per day.



Room Service | Our Room Service Menu offers a selection of comfort food and drink options. Please note that this menu is not a part of the All-Inclusive Package. **For Room Service please dial 6256.**



Wi-Fi & Telephone Service | Using a voucher acquired from the Front Desk, login to 'Peninsula Rooms'. The pricing is as follows (for 2 devices): 1 day: 2€ - 3 days: 5€ - 7 days: 10€



To place a direct dial call from your room, first dial 0 and then the number you wish to call.

Wi-Fi is freely available in all public areas of the resort: **(Network: Peninsula Resort, Username: peninsula, Password: 811313)**

Follow us on Social Media:  



Animation, Entertainment & Sports

Our animation team offers a range of activities and games throughout the day as well as evening entertainment with shows and other sketches. Animation activities include yoga, aerobics, salsa, water gymnastics, disco nights, pool games, table tennis tournaments, dart contests, sports activities such as football, tennis, volleyball etc. Their program is available on notice boards adjacent to the theatre (SEE MAP - Point N).

- **A Multi-Use Court** (SEE MAP - Point O)
- **Two Tennis Courts** (SEE MAP - Point P)
- **Table Tennis**

The tennis courts may be reserved at the Front Desk - equipment is also provided there free of charge. For other sports equipment, please contact our animation team.

A Kids Club (SEE MAP - Point Q) for children is also available and is open to all guests daily. Our animation team also provides activities for children aged 4-12 years old such as arts & crafts, musical games, board games, dancing, etc.



Health & Safety

- Children & Infants are to be supervised at all times
- Children should wear appropriate swimwear
- Lifeguards are not on duty at the pools or beaches
- Please shower before entering the pool
- Do not use glass items around the pool area



Transport

The local bus schedule is available at the Front Desk. Our staff can also arrange taxi transfers for you or assist you with the process of renting a car.



Events

If you are celebrating a special occasion or wish to organize an event, you may contact us at the Front Desk or via email at maria.c@peninsula.gr.



Shopping

Necessities and souvenirs can be bought at our Skepi store (Open daily: 07:00am - 22:00pm).



We hope that your time here is memorable and worth sharing. Please leave a review on Tripadvisor, Zoover, Holiday-Check, Facebook, Google etc.