



Directory



180, Eleftheriou Venizelou St., P.C 700 14, Hersonissos, Crete
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Dear Guest,

'Kalos Orisate' is a warm Greek welcome greeting with which the *Sergios* Team and myself would like to welcome you to Crete and our home, *Sergios Hotel*. By contacting our friendly Staff, you are bound to find many things to explore within *Sergios Hotel* and Hersonissos.

On behalf of the *Sergios* Team, I would like to thank you for choosing our Hotel for your stay and to assure you that we will do our best in order to offer you an unforgettable experience.

If there is anything we can do for you, please simply ask any member of our Team who will be more than pleased to assist you.

We would like to welcome you again and invite you to indulge in our unique hospitality, and return with the fondest of memories.

Sincerely,

Dimitris G. Giannoulakis

Owner

General Information

air conditioning

Your room has its own individual controlled air-conditioning unit. You can adjust the temperature control to your required settings. Following our environmental and safety policy, all doors and windows must be closed in order to operate the Air Condition. Please, ask at the Reception for the remote control.

airport transfer

Heraklion international airport (*Nikos Kazantzakis*) is situated 27 km away from *Sergios Hotel*, approximately 25 minutes by car. Airport transfer, taxi service to / from the airport, can be arranged via the Reception

amenities (room amenities)

Room amenities (sewing kit & vanity pack) are available at the Reception upon request

animation / entertainment

Check out our Events Program of the current season

baby's facilities

Baby cots and high chairs are available on request, free of charge.
Please ask at the Reception

banking services / cash point - ATM

Banking services are available at Hersonissos. Opening hours are as follows:
Monday to Thursday: 8:00 - 14:30, Friday: 8:00 - 14:00
Saturday, Sunday and bank holidays: closed
You can find cash points on the main road of Hersonissos 24 hours

beaches

Sergios Reception Team can recommend you some beautiful beaches in the surrounding area. Please, ask for assistance and directions

breakfast boxes / early breakfast

Rich buffet breakfast is served every day in our Restaurant. Early breakfast on request (until 19:00). Breakfast box service on request (until 19:00)

business services

Business services are available from the Reception. These include: Courier service, Internet connection

car rental

Car Rental services are available at *Sergios Hotel*. Car Hire can be arranged via the Reception

cards & letters posting

Place your cards & your letters in the grey box at the Reception.

check-out / day use / express check out

Check-out time is at 11:00. You can extend your stay, in case of late departure, depending on availability. For more information, please contact our Receptionists. For express check out, please complete the relevant form at the Reception

chemist / pharmacy

A chemist / pharmacy can be found at the town of Hersonissos. Please contact the Reception for the opening hours

credit arrangements

We accept the following payment methods: Cash, Traveller's check, Visa, MasterCard & Maestro. Full details may be obtained from the Reception

dry-clean & laundry service

Should you wish to have dry clean or laundry service, please contact the Reception. Delivery time is one day after collection.

electricity

Voltage in Greece is 220V. If you need an adaptor please contact the Reception

emergency

On situations that require urgent action, please contact the Reception (the Reception is open 24 hours)

Police 100	Ambulance 166	Fire 199
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excursions

Crete has so much to offer you. Our Receptionists will be happy to give you any information, advices or tips for places you wish to visit

flight confirmation / pick-up time

For your flight information and pick-up time, please check the information board of your travel agent - within Meeting Room - one day before. For any further information about your flight or your departure time, you may contact directly your representative

internet

We provide free Wi-Fi internet. Please, ask at the Reception for log-in & password.

iron / ironing board

You can borrow iron and ironing board at the Reception desk. This service is 24 hours available and free of charge

library

At the Reception, you can borrow a book from our library. Please be kind to return the book

loyalty program

We are happy to invite you to join our Loyalty Program “Magic Key”. Our members enjoy enhanced benefits and discounts at the Pool Bar and Restaurant. For more information, please contact the Reception

luggage storage

At the day of your check-out, please store your luggage at the specified point by the Reception

maid service & linens / housekeeping

Maid service is carried out every fourth day. Please read our “in room” environmental policy for linens usage. If you do not wish your room to be cleaned, kindly place the “do not disturb” card, on the door knob. Please contact the Reception for extra pillows, blankets and / or anything that could make your stay more comfortable

maintenance

Should any issue arise in your room, please contact the Reception

maps

You can have city & island maps at the Reception, free of charge

massage & beauty treatments

For your massage and beauty treatments, please contact the Reception.

All our Guests have special prices

medical service

The “Cretan Medicare” in Hersonissos is open 24 hours. Please contact the Reception for any further information. Should you require any medical assistance, please take your travel insurance documents with you

Oliva Restaurant / Cretan diet

For Cretans, the secret of longevity is very simple. Fruits vegetables & greens, cheese and of course, Olive Oil of an excellent quality are largely consumed. Local herbs always enrich our traditional recipes and a glass of wine always accompanies every meal. Oliva Restaurant at *Asterias Village Resort* is aiming to awake lost recipes, using quality ingredients such as extra virgin olive oil of our own production and meat from local farms. Above all, we have established our own gardens in order to supply the restaurant with vegetables and greens of organic production. Reward yourselves by visiting Oliva Restaurant and we guarantee one of the best meals you ever had. Please contact our Reception team for bookings and any additional information, as the advantages of our loyalty member guests.

parking

There is a parking area, provided free of charge to our Guests.

It is located at the back side of our Hotel.

petrol station

The nearest petrol station is located on the main road of Hersonissos

pets

We regret that we cannot accommodate your pet

photocopier service

At the Reception we provide photocopier service for 0,20 € per page

pool bar

Our Pool Bar is open daily from 11:00, serving refreshments, beers, alcoholic drinks and cocktails, until 23:00 in the evening.

Snacks are served from 11:00 until 18:00.

Coffee Break is served from 16:30-18:00.

pool towels

Please ask at the Reception for pool towels. A deposit of €10 is required, which is refundable. Charge for washing: €1 /per towel. We kindly ask you not to use the towels from your room for the swimming pool or the beach

questionnaire

We would appreciate your views regarding your stay with us, since only you can tell us if we are meeting your needs and expectations. Please take a moment to complete our questionnaire and place it in the box provided at the Reception. The information will be processed and analyzed and the results will be used in improving our standards and services

reservations

We will be happy to give you our Special Offer before your departure for next year's reservation

restaurant

Our Restaurant serves Breakfast, Lunch and Dinner, in a buffet style, daily.

breakfast: Full rich American Breakfast buffet with show cooking served at the Main Restaurant from 7:30 - 10:30.

late breakfast: Late Continental Breakfast served daily from 10:30 - 11:00 at the Main Restaurant

lunch: International Lunch Buffet is served at the Main Restaurant from 12:30 - 14:30

dinner: International cuisine Dinner Buffet with show cooking, served in buffet style at the Main Restaurant from 18:30 - 21:30

In case you have booked a "Room Only" package, you can upgrade to "All Inclusive" on special discounted rates. Please ask at the Reception

safety deposit box

A safety deposit box is available within the wardrobe of the master bedroom. Charge: € 2 / per day

shops

Shops are open from 09:00 until 23:00, every day, except Bank holidays

sightseeing

At the Reception Desk, the *Sergios* Team is more than willing to recommend you places to visit, in the surrounding area

sun loungers & parasols

Sun loungers & parasols are provided for free for all our Guests. We kindly ask you not to leave your towels or your personal belongings as a way to reserve sunbeds of the swimming pool area. As we try to accommodate the wishes of our Guests who require sunbeds throughout the day, we would be grateful if your towels and your personal belongings are not left on sunbeds before 10.00 a.m

swimming pool

The swimming pool is open from 10:00 until 18:00. Please, read carefully the swimming pool information and safety signs. You are kindly requested not to use the room towels for the swimming pool nor the beach. Please ask at the Reception for Pool Towels

taxi service

Our Reception will be delighted to order a taxi for you

telephone

For calls from your room, please contact the Reception.
For the Reception dial 9