

HOTEL DIRECTORY



DOMES AULÛS ELOUNDA

CURIO COLLECTION
by Hilton

Welcome!

Domes Aulus Elounda Curio Collection by Hilton
a member of Domes Resorts,
an exquisite reflection of luxury ambiance and high aesthetic,
offers its visitors a multitude of rich experiences.

Nestled within breathtakingly stunning nature, Domes Aulus Elounda
seaside resort and spa is an open-hearted retreat delivering a soulful
holistic take on Mediterranean escape that feels so intimate like
it was created at your request.

A coveted, exclusive spot for honeymooners and the
international jet-set, Elounda can now be your summertime haven too.

Offering sweeping views of every shade of blue, amazing amenities,
and comfort, our seaside hotel rises majestically onto the hill, overlooking
the inimitable Mirabello Bay, with its sparkling, crystal-clear waters,
World-Heritage site Spinalonga Island fortress, golden beaches,
and olive tree-dotted Cretan terrain.

Our dedicated team and staff are ready to answer
any question, organize any personal requests and guide
you through endless memorable moments.

This hotel directory includes information about the hotel
facilities and services. If you have any further inquiries,
please contact reception (ext. 0).

Once again welcome!

GENERAL INFORMATION ABOUT ELOUNDA

The scenic fishing village of Elounda brings together comforts and tradition and enjoys fantastic weather, with almost 3000 hours of sunshine per year.

Across the water, the mysterious islet of Spinalonga is the stuff of legends. From ancient fortification to a medieval fortress, Cretan War shelter, and later leper colony, its paved winding streets, and listed houses now stand empty until visited by enthusiastic travelers eager to uncover the secrets described in Victoria Hislop's bestselling novel. The rocky islet has been declared a UNESCO World Heritage Site of outstanding value thanks to its amalgamation of architectural remains from different eras, diverse cultural influences, and long, tumultuous history. Don't miss a visit to Spinalonga when you stay with us. These components establish the genius loci of the authentic Cretan hospitality.

GEOGRAPHY

Crete is the largest Greek island, and one of the most southerly areas of Greece; in fact it is closer to the African coast than it is to the Greek mainland! A mountainous island, it lies south of the Aegean Sea, a link between Europe, Africa and Asia. It covers 8,335 km² with 1.100 km of coastline.

Crete is one of the most prosperous areas in Greece due to its geographical location, climate, diverse natural beauty as well as its unique cultural and historical treasures. The island is renowned for its breath-taking mountain ranges and long sandy beaches running down to emerald-blue seas. This particular geography means that there are a large number of rare flora and fauna species, such as the sea lily on some beaches. In the valleys and semi-mountainous areas, one can find more than 100 different varieties of flowers and plants, while in the high mountains and deep Cretan gorges you may even see the wild ibex goat, Kri -Kri, which is unique to Crete.

CLIMATE

The climate in Crete is described as mild Mediterranean with differentiations of continental characteristics in the mountains. A basic characteristic of the local climate are large deviations from place to place. Crete has a privileged geographical position in the Mediterranean, which gives it a mild climate with mild changes of the weather.

MAIN RELIGION

Greek Orthodox

LANGUAGE

Greek is the official language, but English is widely spoken.

DISTANCES FROM THE HOTEL

to Elounda — 650 m / 3 min
to Plaka — 4,2 km/ 6 min
to Agios Nikolaos — 12 km/ 20 min
to Heraklion Airport — 67,8km/ 59 min
to Heraklion Centre — 72.9 km/ 67 min
to Domes of Elounda, Autograph Collection Hotel Elounda, Lasithi — 3km/ 5min
To Domes Zeen Chania, A Luxury Collection Resort 210km / 180min.
To Domes Noruz Chania, Autograph Collection Resort 210km / 185min

USEFUL TELEPHONE NUMBERS & WIFI INFORMATION

USEFUL TELEPHONE NUMBERS

Reception (24/7) — 0
Room Service — 2222
Spa — 2800
Wi-Fi Free Access Network — *

TELEPHONE CHARGES

Local Calls — 0.40 € per minute (hotel unit)
Mobiles — 1.5 € per minute (hotel unit)
International calls — 1€ per minute (hotel unit)

RESORT MAP

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FACILITIES

RECEPTION

Reception is at the main building of the resort and is available 24 hours daily for your assistance.

RESTAURANTS & BARS

Creative local and fusion dishes open your world to new dimensions of flavor with strong Cretan and Greek influences, making use of the freshly picked ingredients from the birthplace of the Mediterranean diet, Greece. We have prepared menus for kids and toddlers, as well as vegetarian menus and gluten free dinners upon request.

ISLAND RESTAURANT

Serving breakfast, lunch and dinner from morning till late, this is the spot of the summer sustenance. Flavorsome surprises courtesy of talented chefs pack local, organic produce- treats aplenty to impress every preference and dietary requirement.

BREAKFAST 07:00 — 11:00

Variety of cold and hot buffet including action cooking.

LUNCH 12:30 - 14:30

Between lunch and dinner, drinks service is available.

DINNER 18:00 — 22:00

Contemporary Greek Cuisine

Multicultural buffet style restaurant offers Cretan and Mediterranean tastes and ambience.

VATANEE

LUNCH 12:30 — 16:00

Midday haunt located by the main pool. This food court serves a wealth of pick-me-ups throughout the day, including Greek dishes meze style and salads made from local and organic products. Sunbathers may enjoy snacks, ice creams, and refreshing beverages by the pool.

AMPHITEATRO

DINNER 19:00 - 22:00

A great choice for dinner when the Aegean below reflects the light of the moon. An open air marketplace that offers a variety of Greek street food flavors and Italian trattoria in a contemporary environment.

AGORA BAR

18:00 — 00:00

Offering spectacular 360° views of the Cretan sea, you will enjoy the latest in mixology trends and classical cocktails.

ITALIAN TRATTORIA "TESSORO MIO"

19:00-22:00 *Reservation Required

Trattoria Italian casual restaurant offering freshly made Pizza and Pasta, always using the finest ingredients.

PITA CANTEEN

19:00-22:00 *Reservation Required

Food Canteen features expert Greek "Psistes" (grill masters) conjuring up Pitta wraps with a twist, such as gyros, souvlaki, vegan gyros and traditional Greek dips.

GRECO LEVANTE RESTAURANT

BREAKFAST BUFFET 07:30 — 11:00*

LUNCH *Grab n' Go* 12:00 — 17:30*

DINNER *The Griglia* 19:00 — 22:00*

*Reservation Required

Exclusively serving our Cool Living Selection guests. Located at the top of the hill, a buffet a la carte Bar Restaurant prepares Cretan and Mediterranean food and drink. Hot and cold snacks, fruits, salads, traditional delicacies, Salad Bar & a la carte main course for lunch and, set menu options for dinner.

GRECO LEVANTE BAR

10:00 — 00:00

With signature cocktails and a stylish yet effortless ambience that echoes the spectacular natural landscape surrounding it.

BLU BAR

10:00 — 00:00

Blu Bar is a modern all day venue to relax and socialize in, right next to the lobby. Also serves Asian Bites from 19:00-22:00

ROOM SERVICE

Dial 2222

At your service! Feel free to contact us anytime, night or day, for snacks, drinks or even a fine dinner. (Early Breakfast available upon request)

BREAKFAST / LUNCH / DINNER

Extra charge: YES

Tray charge 2€ for Beverages / 5 € for Food

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SOMA SPA

10:00 – 18:00

Award-winning, signature, Domes Soma Spa delivers revitalizing treatments, beauty rituals, and masterful massages that are made to eliminate tension and recharge your body and mind. FOR YOUR SESSION, PLEASE DIAL 2800 Manicure – Pedicure Treatments. For further information, please contact the Spa Reception.

FITNESS CENTER

OPERATION HOURS 24/7

Free access. Instructor at your service available at specific times during the day. For more information, please contact Concierge Desk.

WATER SPORTS

Canoeing, pedalo, scuba diving, water-skiing and a wide variety of sea activities are available at the Water Sports station at the beach.

CONCEPT STORE

Available at the main building with memorabilia, arts & crafts, delicacies and jewels store.



ADDITIONAL INFORMATION

AIR CONDITIONING & HEATING

Is available in all accommodation types.

AIRLINES AND PORT INFORMATION

Please contact the Concierge Desk for scheduled airline/ferry confirmation and any assistance to print boarding passes and arrange your ferry tickets.

BANK SERVICE & CURRENCY

Banks are open from Monday to Thursday 08:00 – 14:30 & Friday 08:00 – 14:00. Nearest banks / ATM are located in 300m away from the hotel. Currency exchange at the bank.

BEACH FACILITIES

Sunbeds and umbrellas are available free of charge at the beach and by the pools. You are kindly requested not to reserve sunbeds. If you leave clothing or other items on the sun beds and umbrellas they will be collected by the hotel personnel.

BEACH AND SWIMMING POOL

Beach towels at all public areas and at your room.

BOAT TRIPS & HELICOPTER

Explore the extraordinary surrounding areas, the local tradition and the historical attractions and discover the secret side of the island.

BREAKFAST BOX

Please contact the Concierge Desk one day in advance if you wish to order a breakfast box.

BUSINESS CENTER

A business center is available at the main building, please contact Reception or Concierge Desk.

CAR RENTAL

Please contact Concierge Desk to make any arrangements for you.

CHECK IN TIME

Please note that on arrival day, rooms are available after 14:00.

CHECK OUT TIME

Please note, that on departure day, rooms must be vacated by 12:00. Before leaving the resort, please make sure that you have returned your key card to the reception and check that your bill has been settled.

CREDIT CARDS

All major cards are accepted: American Express, Diners Club, MasterCard and Visa. Personal cheques are not accepted.

CHURCH SERVICES

A wide range of Monasteries, Churches, Orthodox & Catholic tell us what interests you and we can give you all the necessary information.

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DESTINATION ACTIVITIES & ENTERTAINMENT

ATTRACTIONS AND LOCAL EXPERIENCES

Enjoy the attractions and local unique experiences in beautiful and atmospheric Agios Nikolaos and Elounda.

DRESS CODE

Daytime: Resort Casual. Please wear cover-ups in the restaurant. For safety reasons, shoes must be worn in restaurants & bars at all times. Evening: Smart Casual. Gentlemen are kindly requested to wear long trousers or smart long shorts in the restaurants. No flip-flops or slippers are allowed.

DRINKING WATER

Tap water is drinkable. However, bottled water is available in all hotel bars and Room Service.

DOCTOR ON CALL

Please note, that the resort is cooperating with a Doctor on call on a 24hour basis (extra charges apply). In case of need please dial 0.

EXPRESS CHECK OUT

Please inform us one day prior to your departure, should you wish to have an express check out.

FLOWERS

Romantic moments may blossom in Domes Aulus Elounda, let us know your favorite flowers.

FIREWORKS

Let us create your magnificent surprise!

HAIRDRYER

A hairdryer is available in your wardrobe. We kindly ask you to use it only in the room area and not in the bathroom for greater safety.

HOUSEKEEPING

Daily offered housekeeping and turn down services.

For special requests, pillow menu with a variety of selections (anti- allergic, feather, anatomic and more) please contact the Concierge Desk.

INTERNET CORNER

Personal computers, fax and a printer available 24 hours at the main building.

Please contact our Concierge Desk for more information.

LAPTOP & TABLET DEVICES

Tablet & Laptop devices may be provided at the reception area.

Please contact the Reception for further information.

LAUNDRY SERVICE

Laundry bags and price list can be found in your wardrobe. Please complete the laundry list, place clothes in the bag provided and contact reception desk to arrange for collection.

REGULAR SERVICE 48 HOURS

IRONING 24 HOURS

EXPRESS SERVICE +30% SURCHARGE

For express service, please contact Reception Desk as soon as possible. We regret there is no service on weekends or public holidays.

LIBRARY

Please contact the Concierge Desk to borrow books from our small library.

LINEN POLICY

Bath and bedroom linen are replaced in respect and according to our environmental policy.

LOST & FOUND

For lost property please contact the Reception Desk.

LUNCH BOX

Please contact the Concierge Desk to place your order the day before until 18:00.



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MAIL SERVICES

Express Courier

Incoming mail will be delivered to your suite.

Express courier and postal services are available for the Concierge.

MESSAGES

All messages will be delivered to your room.

MINI BAR & ROOM SERVICE

Complimentary in-room open bar upon arrival (1st day usage) for cool living

Please note any items you consume on the Mini Bar list so that they can be refreshed. All mini bar charges will appear on your final bill.

PLEASE CONTACT ROOM SERVICE FOR ANY SPECIAL REQUESTS.

PARKING

24 hours valet parking and parking area is available at the entrance of the resort.

PORTER SERVICE

Please contact the Reception Desk if you need help with your luggage.

Please make sure it has been out of your taxi on arrival or that you have not forgotten anything on departure.

PETS

The Domes Aulus Elounda offers a pet friendly policy and accepts dogs up to 6kg. Your pet should have all the up to date recommended vaccinations and you agree to obtain and provide all current records from a licensed veterinarian. For more information please contact the Front Desk.

RESERVATIONS

Please contact the Reception Desk if you need help with future reservations at any of our sister hotels, Domes Miramare Corfu A Luxury Collection Resort, Domes Zeen Chania, A Luxury Collection Resort Domes Noruz Chania, Autograph Collection Resort (Adults Only), Domes of Elounda Autograph Collection Resort, Domes of Corfu, Autograph Collection Resort, Domes Aulus Zante Resort, Domes Lake Algarve.



SHOPPING

Open for extended hours of shopping therapy!

REGULAR SHOPS

Monday - Saturday — 09:00 - 14:00,

Tuesday - Thursday & Friday — 18:00 - 21:00

Sundays — closed

INTERNATIONAL CHAINS

Monday - Friday — 09:00 - 21:00

Saturday — 09:00 - 20:00

Sundays — closed

SUPERMARKETS

Monday - Friday — 09:00 - 21:00

Saturday — 09:00 - 20:00

Sundays — closed

TOURIST SHOPS

Monday - Sunday

*The Tourist shops are not required by law to keep normal shop hours, so the opening times vary widely. They will often stay open later in the evening (11:00 pm) and will also open on Sundays. This applies to the summer season only. Apart from kiosks, pastry shops, florists and many tourist shops everything else is closed on Sundays.

SPECIAL OCCASIONS

Please contact Concierge Desk for any special occasion need to be organized.

SWIMMING POOLS

OPENING HOURS

10:00 - 18:00

We kindly ask you to follow the swimming pool rules and regulations.

Diving, running, jumping, pushing and rough play by the pool it is not permitted.

All guests are requested to use the showers before using the Swimming Pools.

Any injury occurred in or by the pool area it is needed to be reported to a supervisor or at the Reception by dialing 0.

TAXI

Please contact the Concierge or Reception.

TELEPHONE & FAX

Country Dial Code **+30**.

The fully automated system allows you to call any telephone number around the world by dialing 9 for external line and then the international code and the phone number.

For additional information please contact the reception by dialing 0.

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TELEVISION

Every room is equipped with Satellite TV. For details, please read the instructions available in your room.

TENNIS

Don't miss out on your favorite activities. The tennis Court is available at our sister hotel Domes of Elounda, Autograph Collection Resort, only 1,5km/3m away from the resort. For reservations, equipment, as well as scheduling private tennis lessons with a professional trainer contact our concierge desk.

VALUABLES & SAFETY DEPOSIT BOXES

A safety deposit box is available free of charge in every room. As the hotel does not take any responsibility for unsecured personal valuables, it is recommended that you use the safety deposit box.

WAKE UP CALLS

Please contact the reception desk to arrange for the time you would like to be woken up.

FOR RECEPTION — DIAL 0.

You can also set your own alarm directly from the telephone device.

WELLNESS PROGRAM

Fitness programs and private classes with additional Personal Trainer charges

FOR YOUR COMFORT & SAFETY

EMERGENCY EXIT SIGN

We ask for our guests to carefully read the Emergency Procedures displayed near their guestroom door.

FIRE EMERGENCY

Fire extinguishers are available in all corridors of the main buildings. If you see signs of fire, please contact the Reception (dial 0) and immediately leave the building. We ask our guests to carefully read the Emergency Procedures displayed near their guestroom door.

FIRST AID

First aid kits are available in reception, all bars & restaurants. In case of emergency, please contact the Reception Desk. Dial 0.

MEDICAL SERVICES

In case of emergency, our hotel provides a 24h medical service*. For further information, please contact the Front Office Department. Dial 0
For further information please contact the Front Office Department, extra charges apply.

SAFETY

Safeguard your room key card as you would your house key. Do not leave your card in the room. If your key card is lost or stolen, report it to the front desk immediately. Do not reveal the name of your hotel or room number to strangers. Try not to discuss plans for excursions in front of strangers. Be careful when leaving balcony doors and windows having access to the outside open at night when you are sleeping. Upon Check In ask for a business card with the hotel name and address. When checking out, remember to leave your key card with the front desk clerk.

VALUABLES | SAFE BOX

Do not keep loose valuables in your room. Every suite has a free safety deposit box for your use. Do not leave valuables inside parked vehicles. The hotel accepts no responsibility for any items of value left in the bedrooms.

VOLTAGE

The hotel voltage is 220 Volts. If you need to use a different voltage, please contact the reception desk and our staff will provide you all necessary information.

*The management reserves the right to change the information included in this service directory, at any time and without notice. Depending on weather conditions, the hotel departments' opening hours may change (with or without prior notice).



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ENVIRONMENTAL & FOOD SAFETY POLICY

Being aware of the importance of environmental protection for sustainable development providing high quality services and food safety management, the Management and staff of Domes Aulus Elounda developed and implemented an environmental management system in accordance with the requirements of International Standard It covers all activities of the hotel and in particular the accommodation services, catering and entertainment.

THEREFORE, THE ADMINISTRATION OF DOMES AULUS ELOUNDA IS COMMITTED TO:

- To seek continuous improvement by setting goals.
- Comply with all legislative and other requirements concerning its activities in relation to environmental aspects and other activities
- Select the appropriate personnel and put escort in their continuous training and assessment.
- To assess the environmental impact of its activities in order to reduce or eliminate negative environmental impacts.
- Be active in every possible way to protect the environment and prevent pollution.

BASED ON THESE COMMITMENTS,
THE ADMINISTRATION OF DOMES AULUS
ELOUNDA AIMS AT:

- Ensuring all necessary resources to maintain and update the system and infrastructure improvements.
- Achieving a high level of customer satisfaction.
- Implementing actions to save energy, reduce water consumption, reduce and properly manage waste.
- Updating all stakeholders involved in environmental activities in order to raise environmental awareness and participation.

These guiding objectives are achieved by applying the Environmental Management System and Food Safety Management, the development of specific and measurable objectives, regular monitoring of environmental parameters controlling the efficiency of operations, the inspection of the System's performance and evaluating targets with the aim of increasing them.

ENVIRONMENTAL MANAGEMENT

Proper environmental management and environmental protection are key objectives of Domes Aulus Elounda. The adoption and implementation of an environmental management system according to International Standard in conjunction with involvement of employees, partners and particularly customers.

WE KINDLY ASK YOU:

- To close the windows when the heating or air conditioning is switched on.
- To turn off the lights before leaving the room.
- To take notice that sheets and towels are changed either on your request or in accordance with the frequency determined by the environmental policy of the hotel.
- To avoid the disposal of substances (e.g. fats, oils, toxic liquid waste) that could hinder the proper and efficient operation of biological wastewater treatment of the hotel complex.
- To separate waste following the best techniques that have been decided upon according to the environmental policy of the hotel. In each room there are two bins: In the trash bin located in the room, please collect the recyclable waste (glass, paper, aluminum, plastic); in the trash bin located in each sanitary facility, collect non-recyclable waste (toilet paper, organic waste).
- To call the room service for proper collection and removal if there is hazardous waste (e.g. toners, inks, refrigerating and electronic equipment, batteries, energy-saving light bulbs, pharmaceuticals, grease and electrical appliances).
- Not to let the water run unnecessarily while brushing your teeth or taking a shower. Please fill a glass with water, turn on the faucet and rinse your teeth.
- Not to use more sheets, blankets and towels than you really need.
- To completely switch off electronic devices instead of keeping them in standby mode. Unplug electronic appliances.
- To use public transportation for your mobility.
- To immediately ask for repair of leaking.

