



**KNOSSOS BEACH**  
BUNGALOWS SUITES RESORT & SPA CRETE

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## HOTEL DIRECTORY



**Dear Guests,**

It is with great pleasure that we welcome you at  
Knossos Beach Bungalows Suites Resort & Spa.

Please find herewith the directory of our hotel's services and amenities for your kind perusal.

We are at your disposal for any additional information you may require. Your comfort and relaxation is of great importance to us.

Our goal is to make your vacations a memorable experience that you will cherish and look forward to rejoice in a future visit.

**We wish you a most pleasant stay!**

**Welcome to Crete!**

You are kindly requested to maintain this directory in good condition and to leave it at your departure, at a visible spot of your room, so as it may be equally useful to the guests who will succeed you.

Sincerely,

The Management

## LOCATION OF THE HOTEL

You may locate "Knossos Beach Bungalows & Suites Resort & Spa" through GPS on the following coordinates:

Latitude: 35.331848

Longitude: 25.245412

## RECEPTION

The hotel reception is available 24 hours a day. You can contact reception by dialing 0.

## AIRPORT

Our hotel is 10 km away. east of Heraklion International Airport "NIKOS KAZANTZAKIS".

## AIR AND FERRY TICKETS

The reception can assist with information and ticket reservations.

## Check IN

Check-in is possible from 15:00. According to cleaning and hygiene standards it takes quite a while to provide you with a hygienically clean room.

Thank you for your understanding.

## Check Out

The check out time is 12:00 at noon. If you wish to keep the room longer, please contact the Reception Desk one day in advance. You are kindly requested to return the key to your room and of your safety deposit box at the reception desk.

## CREDIT CARDS

The hotel accepts the following credit cards: Visa, MasterCard, Maestro, Dinners and American Express. For further information please contact the reception desk, by dialing "0".

## LUGGAGE TRANSFER AND STORAGE SERVICE

Please contact reception if you wish us to collect your luggage from your room. It is your responsibility to make sure that all belongings and luggage are collected and ready for your trip. The hotel is not responsible for any items while under the care of the staff or in the luggage compartment.

## LOST AND FOUND PERSONAL BELONGINGS

To search for any lost property in hotel premises, please contact the reception desk, by dialing "0".

## WAKE UP

Wake-up service. Please contact the reception desk, by dialing "0".

Kokkini Hani | 71 500 | Crete, Heraklion, Greece

T: +30 2810 761 000 | E: [info@knossosbeach.gr](mailto:info@knossosbeach.gr) | W: [www.knossosbeach.com](http://www.knossosbeach.com)

## **MAINTENANCE**

If any appliance in your room is defective, kindly advise the reception desk so that it can be attended at the soonest possible.

## **DOCTOR**

The doctor is available on call 24 hours a day. If you require any medical care, please contact the reception by dialing 0.

Hotel visiting hours 10:00-12:00 & 15:00-17:00

## **FIRST AID**

First aid kits can be found at the reception, at Yefsis restaurant and at the beach bar.

## **EXCURSIONS / SIGHTSEEING**

For excursions and visits to archaeological sites, please contact the Guest Relations department or reception.

## **RENT A CAR - MOTORBIKE**

Please contact reception.

## **HORSE RIDING – RIDING LESSONS**

There is a horse-riding center near the hotel. If you want to take horse riding lessons, please contact reception.

## **SCUBA DIVING - DIVING LESSONS**

In case you are interested in taking scuba diving lessons or participate in a guided tour and discover the underwater world of the Cretan Sea, please contact the reception desk, by dialing "0"

## **LAUNDRY / IRONING**

Dry cleaning - washing - ironing service for your clothes.

In case you have clothes for cleaning, please fill in the laundry form found in your room, place your clothes in the laundry bag and the housekeeper will deliver them. You may also contact the reception desk, by dialing "0".

## **IRON AND IRONING BOARD**

Possibility of providing iron and ironing board in the rooms.

## **BIKE - MOUNTAIN BIKE RENTALS**

Please contact Guest Relations or reception for details and rental.

## SAVE ENERGY

The hotel contributes to environmental protection with the use of sun collectors, magnetic keys, low consumption lamps and gas. We kindly ask you to help us save energy by reducing water consumption and by returning your keys at the reception desk, during your absence.

## INTERNET

Free internet access throughout the hotel (common areas, rooms, dining and entertainment areas).

## ELECTRICITY

220 Volt. In the bathroom of your room there is a socket for the use of a shaver.

The power supply to your room is activated with your card, which should be placed in the socket next to the entrance of the room. All sockets are 220 Volt. Electrical adapters are available from reception upon request. There is a USB charger port on the desk lamp.

## ELECTRIC VEHICLE CHARGING STATIONS

The hotel has two double electric vehicle charging stations. There is a QR CODE at each charging station that directs you in detail with all the steps of installing the application and charging.

## DRESSCODE

KNOSSOS BEACH offers a very relaxed atmosphere, but we do like to keep a certain standard for our restaurants and the lobby bar. We would kindly ask our guests not to wear shorts, Bermudas or any bathing attire during dinner time.

## PETS

Our hotel accommodates pets that do not exceed 10 kg. It has been certified by an international body according to strict guidelines regarding their well-being. From the moment the pet enters the hotel you will be given the utmost care to make your stay, and your pet stay comfortable. All pets must be accompanied by an adult, under their full control and on a short leash always when outside the room. They are not allowed in the internal public areas of the hotel (gym & Spa, pool area, food and beverage outlets).

## KEYS

Your room card acts like a switch that activates the power supply in your room, placing it in the corresponding slot, when you enter your room. During your stay in the room, for security reasons, do not leave your key on the outside of the door.

## AIRCONDITIONING

All rooms have an individual air conditioner, which is controlled by its own control. For the operation of your air conditioner, please notice the following instructions:

- Push on the "ON" / "OFF" button accordingly to open or close it.
- Button "MODE" to change from heating (symbol of the sun) to air-conditioning (symbol of the ice).
- Button "FAN" to regulate the speed.

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- « Button "TEMP" to lower or increase the temperature.

For any further information the reception desk is at your disposal, by dialing "0".

## CEILING FAN

Each room is also equipped with a ceiling fan, which operates with a switch.

## WATER

The hotel's water is treated through reverse osmosis. During the summer months there is a shortage of water, therefore we kindly ask you to use water in moderation.

## CLOTHES HANGERS

Please contact the reception desk, by dialing "0".

## HAIR DRYER

In the drawer of the toilet of the room there is at your disposal a hairdryer for drying the hair.

## ROOM CLEANING

We provide daily room cleaning, towel & linen change.

Change of towels and/or upon request.

Knossos Beach actively participates in environmental protection. While your comfort remains our top priority, we give you the opportunity through specific procedures with information cards that you will find in your room, to support our ecological effort.

**Knossos Beach gives you the choice. The decision is yours.**

## TURN DOWN SERVICE

Second housekeeping service every afternoon as an additional room check.

## POOL / BEACH TOWELS

All towels are initially placed in your room. For a change a beach towel please contact the Beach Bar 10:00 -12:00. Do not use your room towels on the beach or pool.

## SHOES

For the care of your shoes, there is a machine at your disposal, free of charge, in the reception area.

## REFRIGERATOR

Your room has a fridge, which you can use freely.

## TELEPHONE

To contact reception, dial number 0. For external calls, first dial the number "9", wait to hear the free signal and then call the number you want.

## LIGHTING

In the evenings if you wish, you may leave on the outside light of your bungalow, so that you have enough light to escort you on your way back. It stays turned on, even if the card is not on the switch. If the light on the button switch is on, then the exterior light is on; if the light is off, then the exterior light is also off. You are kindly requested to make sure that the exterior light is off while you sleep, in order to help us in saving energy.

## LAPTOP / TABLET

There is the possibility of providing a laptop or tablet.

Please contact reception.

## BABY COT

Possibility of adding a baby cot.

## PILLOW

Pillow selection is available. Please contact reception by dialing "0".

## SAFE DEPOSIT BOX

In every hotel room, there is a safe which is available free of charge.

**Our hotel management is not responsible for any loss of valuables outside the safety deposit box, either from your room or from other areas of the hotel.**

## TELEVISION

Satellite TV in the rooms.

## MOSQUITOES

Mosquito repellants and tablets can be collected from reception for your convenience.

## ELECTRIC ADAPTERS

Please contact reception, by dialing "0".

## TAXI

Please contact reception, by dialing "0".

Transfer by private taxi or minibus with driver can be arranged through reception.

## **BUS**

For bus timetables, please contact reception, by dialing "0".

A bus stop is located on the main road, where you can take a public bus every thirty minutes either to Heraklion or from the bus station on the opposite side, to reach Hersonissos.

## **MUSEUMS**

For information regarding opening hours and going to museums and archaeological sites, contact reception, by dialing "0".

## **NEWSPAPERS – MAGAZINES**

Newspapers of Greek and foreign press can be found in the village of Kokkini Hani, on the left of the hotel.

## **CONSULATES**

All major consulates are in Heraklion. For information on phone numbers and hours of operation, please contact Guest Relations or reception.

## **FLOWERS**

Please contact reception, by dialing "0".

## **EVENING ENTERTAINMENT**

Live music several nights a week at the main bar.

## **CONFERENCE ROOM**

Please contact our Reservations Department for more information.

## **LUNCH BOX**

Please contact reception, by dialing "0" no later than 20:00 the previous day.

## **EARLY BREAKFAST**

Early breakfast service.

Please contact reception, by dialing "0" no later than 20:00 the previous day.

## **ROOM SERVICE**

24-hour room service. Please contact reception, by dialing "0".

## **BREAKFAST DELIVERY IN THE ROOM**

Please contact reception, by dialing "0".



## POSSIBILITY TO PROVIDE A PACKED MEAL

Providing food or breakfast to guests in special packaging, if requested.

## KB SPA

Opening hours: 10:00 - 18:00 Monday – Saturday. Closed on Sundays.

KB SPA is a center of wellness and holistic face and body care, with products based on traditional herbs and fruits of Crete, in an environment of unique aesthetics and discreet luxury.

- **BEAUTY & WELLNESS** (extra charge): Our Spa Centre offers a variety of selected face and body treatments: sauna, variety of massages, aromatherapy, reflexology, body and facial treatments, waxing, manicure – pedicure, hairdresser (upon request).
- **FITNESS ROOM** (Free of charge): A specially equipped space is available to those who want to exercise.

For reservations and information, please contact the reception of KB SPA - Tel. :1500.

## SUNBEDS & UMBRELLAS (BEACH & POOL)

Sun loungers and umbrellas around the pools and the beach of the hotel are available free of charge for our hotel guests. You are kindly requested not to leave your personal belongings in the sun loungers when you are absent. Our hotel personnel reserve all rights to remove them if necessary.

## POOL

For hygiene reasons please, before entering the pool, use the shower. The pool is used only by hotel guests, it is sloping, and its water is brackish. Opening hours 10:00 - 18:00.

**Read carefully and observe the safety rules of the pool. The management is not responsible if guests do not comply with safety rules.**

**For your own safety, please do not use the pool at other times. Do not leave children without supervising them, there is no lifeguard supervision.**

## PET POOL

For hygiene reasons, please follow the health and safety instructions before your pets enter the pool.

## BEACH FLAG

Please be cautious to check first the color of the beach flag before going into the sea:

GREEN: Calm sea, enjoy it.

YELLOW: Swimming is allowed, but with caution.

RED: Swimming is prohibited.

## BEACH CLEANLINESS

The hotel beach is cleaned in daily basis. We kindly ask you to assist us in keeping the beach clean, by placing all disposals in the existing rubbish bins or cigarette ends in the ashtrays.

## CAR PARKING

Outdoor parking within the plot - field.

Free parking is available in an adjacent parking lot.

Please Park your cars in the hotel's designated areas. We recommend that you do not leave various valuables inside the car. Do not park in front of the hotel entrance.

## Valet Parking

Valet parking service.

## MAIL

To receive messages, as well as to receive or send your mail, please contact the reception by dialing 0.

## MESSAGES

Messages received during your absence will be kept at reception.

All telephone and other messages will be delivered to your room.

## FAX SERVICE

If you wish to send or receive faxes, please contact reception.

The hotel's fax number is: +30 2810 761 610.

## FIRE – INSTRUCTIONS

If you are a smoker please use the ashtrays on the balcony. For safety reasons we advise you not to smoke in the room. In case of fire in your room or in any of the public areas of the hotel please call the reception desk immediately, by dialing "0" and abandon the room.

## PHOTOGRAPHER

A photographer is present at most hotel events. For your personal needs, arrangements can be made through the reception desk.

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## RESTAURANTS & BARS

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### MAIN BAR

The main bar is in the main building of the hotel, next to the a la carte restaurant Swell and operates daily from 17:00 to 01:00.

### LOBBY BAR

The lobby bar is in the reception area and is open daily from 10:00 to 18:00.

### KB BOUTIQUE BAR

The KB BOUTIQUE bar is located opposite the street and operates daily from 10:00 to 18:00 from May until the end of September.

### POOL BAR

The pool bar is open from 10:00 to 23:00 from about mid-May until the end of September. Coffees, soft drinks, cocktails and a variety of sandwiches are served.

### BEACH BAR

The beach bar is open from 10:00 to 18:00 from May until the end of September. Fresh juices, coffees, soft drinks, beer, cocktails and light snacks are served during the day (weather permitting).

### YEFSIS · MAIN RESTAURANT

The opening hours of the restaurant vary depending on the period of the year (spring, summer, autumn) and are listed on the bulletin board at the reception, and on the bulletin board at the entrance of the restaurant.

- Breakfast (Buffet) 07:30 - 10:45
- Lunch (Buffet) 12:30 - 14:30
- Dinner (Buffet) 19:00 - 21:30

### A LA CARTE RESTAURANTS

Reservations are required for all à la carte restaurants.

### SWELL · A LA CARTE RESTAURANT

#### Gastronomic Cretan cuisine

The a la carte Swell restaurant is located in the main building of the hotel, next to the main restaurant, with a beautiful view of the Cretan Sea.

- Lunch a la carte 12:00 - 16:00
- Dinner a la carte 19:00 - 22:00

## SI LA · A LA CARTE RESTAURANT

### Creative Greek - Cretan - Asian fusion cuisine

The a la carte restaurant Si La is located right next to the pool bar, near the pool area.

- Lunch a la carte 12:30 - 15:00
- Dinner a la carte 19:00 - 22:00

### SPECIAL NUTRITIONAL REQUIREMENTS

*If you have special dietary requirements, please let us know.*

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*You are kindly requested not to take food outside of the restaurant.*

*Restaurant opening hours may change due to weather or other conditions.*

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## ALL-INCLUSIVE PACKAGE

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An additional possibility of services is the All-Inclusive package.

The “All-Inclusive” service hours are from 10:00 till 23:00.

Besides these hours, the consumption will be charged. Any other drink or spirit not included in the list below will be charged according to the hotel's selling price.

All-Inclusive package includes:

- Full board: breakfast, lunch and dinner.
- Light snacks every day, 10:30 - 17:30 and 16:00 - 17:00 coffee with cake or cookies.
- Coffees, beverages, tea, house wine, local alcoholic drinks, refreshments, local draft beer, ice cream cone.
- Juices and cocktails, with or without alcohol (raki, ouzo, brandy).

### MAIN RESTAURANT YEFSIS

During your meals you are entitled to house wine, carafe water, refreshments and local draft beer.

### MAIN BAR

All-Inclusive service hours from 10:00 to 23:00.

### LOBBY BAR

All-Inclusive service hours from 10:00 to 18:00.

### KB BOUTIQUE BAR

Open from about mid-May until the end of September.

All-Inclusive service hours from 10:00 to 18:00.

### POOL BAR

Open from about mid-May until the end of September.

All-Inclusive service hours from 10:00 to 23:00.

### BEACH BAR

Open from about mid-May until the end of September.

All-Inclusive service hours from 10:00 to 18:00.

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*There are catalogues including information about the drinks that "All-inclusive" guests are entitled to, in every bar.*

## **"All-Inclusive" RECOGNITION**

To recognize our guests, we provide a bracelet upon check-in. Remember that it is mandatory to wear the bracelet during your stay to receive the "All-Inclusive" services.

- The loss of the bracelet must be reported immediately to the reception to receive a new one.

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## DRINK CONSUMPTION

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- Our bar staff has been instructed to serve one drink at a time to each guest.
- We reserve the right to refuse bar service to anyone who, according to our judgement, has consumed too much alcohol.
- Guests under 18 years old will not be served alcoholic drinks.
- We hope you will make a number of friends while in Knossos Beach. However, please note that any drinks consumed by guests who are not entitled the "All-Inclusive", are going to be charged to your account.
- Please note that drinks are to be consumed at the bar and not to be taken in your rooms under any circumstances.
- During your stay you are kindly requested to wear the "All-Inclusive" bracelets.
- For any further information, please contact the reception desk, by dialing "0".
- Please take into consideration that during the commencement and the end of the period, some facilities may not operate.
- Furthermore, some of the operation timetables may vary, therefore kindly proceed to the bulletin board at the lobby area.

Thank you for your understanding.

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## Posidonia Oceanica

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Dear Guests,

We would like to inform you that the leaves that are found on our beach are from the **Posidonia Oceanica** plant. Posidonia oceanica is not an alga, it is in fact a marine plant (phanerogam).

It is a species of sea-grass that is endemic to the Mediterranean Sea. This marine plant forms large underwater meadows that are considered to be of high importance to the environmental conservation of the region. They occupy an area about 3% of the basin (corresponding to a surface area of about 38,000 km<sup>2</sup>). **Its role is incredibly important for the local ecosystems since many other species find their nutrients and housing in Posidonia meadows.**

**The Posidonia only grows in clean unpolluted water and is considered by scientists an infallible testimony to a healthy marine environment.** The sea grass is called the lung of the Mediterranean as it absorbs up to 16 litres of carbon dioxide per square metre/day. We are lucky here in the Greek islands to have a large existence of this important plant. Let's hope it will remain so, for a very long time.

**The plant is already considered a threatened species requiring protection in order to preserve biodiversity. Thus, Posidonia is declared protected species by the European Community as a member of the "habitats" of E.U.**

Balls of fibrous material from the foliage of the plant, known as egagropili, are washed up to the beach. As they dissolve they become significant part of the nutritional chain for the marine species. Thus, these uprooted leaves are protected from the Hellenic Ministry of Environment, Physical Planning & Public Works, as well. **Their collection and removal from the beach with technical means is not allowed.**



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*The Management of Knossos Beach*

*in collaboration with HCMR (Hellenic Centre for Marine Research)*

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## FIRE NOTIFICATION

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### UPON ARRIVAL:

Your room is equipped with a smoke detector, which is mounted on the ceiling.

### Please check the position of:

1. Your nearest Emergency Exit.
2. Your nearest Fire Extinguisher.

**PLEASE CHECK** for any loose wiring in your room, and if any, report it immediately to the management. If you notice any missing fire extinguishers please also report this immediately.

### If you discover a fire in your accommodation:

1. Call Reception to warn other guests of immediate danger. Dial "0".
2. Only attempt to put out the fire if it is safe to do so, without endangering yourself or others.
3. If it is unsafe to do so, then vacate the premises as quickly as possible via the nearest emergency exit, ensuring you close all doors behind you.

### If the alarm is raised in your accommodation:

1. Do not panic.
2. Make your way calmly to the nearest emergency exit, closing all doors as you go. Please do not stop to collect any personal belongings, as these will hinder your departure and that of others.
3. If the exit is blocked, look for an alternative route or somewhere which is open and smoke free.
4. Once outside the building, make your way to the agreed assembly point as the management may need to check your names.

Thank you for your attention in this matter.

### The Assembly Point is:

### THE PARKING AREA OUTSIDE THE RECEPTION

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## MINI BAR

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You can order the following items for your room refrigerator:  
local mineral water, local soft drinks (Cola - Lemonade - Orangeade - Gazoza)

Please call Reception by dialling "0" until 14:00  
to order the number of items you will require.  
These will be charged on your room bill.

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## AIR CONDITION

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We kindly ask you to turn off the Air Condition before  
removing your key card / magnet from the switch.

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## BLINDES

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### PLEASE HANDLE WITH CARE

Please turn the button slightly to the right or to the left,  
in order to open or close the blinds.



Thank you

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## CERTIFICATIONS & AWARDS

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**BLUE FLAG**



**Green Key**



**Knossos Beach Bungalows  
Suites Resort & Spa 5\***

**AUGUST  
2024-2026**