



## Hotel Information Guide

Dear Guests,

We are delighted to welcome you to the **Karras Grande Resort**

This hotel directory gives you a thorough insight about all our facilities and services available. We wish you a pleasant stay with us and enjoy your time in Zakynthos.

**We would like also to inform you that due to covid-19 health & safety precautions and according to the Greek legislation we are taking some special measures; indicated by blue color**

**Room Directory & Room Service catalogue are available at the reception**

### **Air condition & Heating**

All our rooms are equipped with an individual temperature setting for your comfort.

If you need any assistance or you have questions about the system please contact our Reception by dialling 9, for help.

**\*We recommend avoiding intensive use of air conditioning and keeping the room well ventilated from the windows during your stay.**

### **Bathrobes-Amenities**

We can provide you with bathrobes, slippers, sewing kit, shower cap, shoe polish. If you wish to receive it, please contact Reception for further details.

### **Bellhop Service**

Available 3 p.m.- 11.p.m

### **Bottle Warmers**

Available at the reception desk.

### **Business Centre**

If you would like to send a fax or make a copy, please contact our Reception Team to assist you.

### **Car rental**

Please contact the Reception for further information on available cars and rates.

**Check-In**

Check In time is at 15:00

**Check out**

Check out time is at 11.00 o'clock.

If you require a later check out or wish to extend your stay, please contact Reception for availability and rates.

**Credit Cards**

We accept the following credit cards: American Express, MasterCard/Euro card, VISA.

If you have questions regarding the available payment methods, please contact Reception.

**Do not Disturb**

do not disturb sign has been removed

If you do not want to receive any telephone calls, please inform the reception. Internal room-to-room calls cannot be prevented!

**Dress Code**

Smart casual at all times applicable to all the restaurant areas. No swimwear is allowed. Please use cover-ups.

**Early Breakfast**

Are you leaving the hotel early in the morning?

We are ready to serve you daily from 6.00 am on request.

**Entertainment program**

Limited due to covid-19 restrictions

**Express Check Out**

For our guests in a hurry, we offer the advantage of Express Check-Out. The hotel will slide your bill under your door before 4 a.m. on the morning of your scheduled departure.

You can receive your invoice:

By email

By mail

Quick pick-up at the reception desk

During check-in, you can let us know how you prefer to receive your hotel bill.

**Fitness Room**

Only available upon request. Please contact the reception

**Hair Salon**

Located outside the front entrance of the hotel. You can make a reservation directly from the reception.

**Iron/Ironing board**

Please contact the reception if you wish to have the iron and ironing board.

**Kettle available on request****Linen changing – cleaning of the room**

Room cleaning and Linen changing is only UPON REQUEST at the reception one day in advance by 14:00.

When you need linen change, we suggest placing your used linen in the laundry plastic bag that you can find in your wardrobe.

All decorative material has been removed from the room.

**Luggage Room**

Located at the reception area.

**Laundry Service/Dry-cleaning**

Laundry and Dry-cleaning Service is available every day except National Holidays. Please leave your laundry on the bed in the laundry bag for the Housekeeping to collect and you will receive your freshly cleaned laundry until 6 pm the following day.

Laundry bags as well as the price lists are in your main wardrobe.

**Lunch Baskets**

Guests having booked an excursion can request a lunch basket by 7 p.m. at least 2 days before.

**Medical Service/ Pharmacy**

If you require medical help please contact Reception. The nearest pharmacy is located 500 m from the hotel. Please ask Reception for opening times and further assistance.

**Playground**

All Children must be accompanied by a responsible person of 16 years or above.

The responsible person should maintain a constant watch over the child/children they are accompanying.

**Pool Bar -Central Pool bar**

Opening hours 10:00 – 18:30

Snacks: 10:00 – 18:00

**Pool Bar- Basilico Greco Pool Bar**

Opening hours 18:30 – 00:00

**Pool Towels**

Available at the reception at a fee of 10 euros and also a deposit of 10 euros per person for the duration of your stay.

The deposit of 10 euros is refunded to you once you return the pool towel.

Finally, you can get a fresh one twice a week.

### **Public Transport**

Please contact Reception for the bus schedule.

### **Restaurant Il Gusto Buffet – Building B**

**Buffet style is available, but guests will be served by a member of the personnel.**

Our Restaurant serves International and local dishes.

**Breakfast:** 7:00 – 10:00

**Lunch:** 12:30 – 14:30

**Dinner:** 18:30 - 21:30

### **Restaurant “A La carte” Basilico Greco**

Opening hours 19:00 p.m.- 23:00

Reservations required at least 2 days before by 19:00

### **Safe**

All our rooms are equipped with an in- room safe located in your main wardrobe.

The hotel does not take responsibility for any items not placed in the in-room safe.

### **Sauna**

Due to covid-19 health & safety precautions, Sauna will not be in operation

### **Smoking**

Smoking is not allowed in guest rooms. Smoking is only allowed in designated outdoors areas.

### **Swimming Pools Central - Basilico Greco**

Opening times: 9.00 to 19.00

**One person every 2m of space is allowed**

No glass is allowed around the pool areas according to state pool laws.

### **Kid’s Swimming Pool**

Opening times: 9.00 to 19.00

**One person every 2m of space is allowed**

All Children must be accompanied by a responsible person of 16 years or above.

The responsible person must go into the water with the child/children they are accompanying.

Whilst in the pool the responsible person should maintain a constant watch over the child/children they are accompanying and be in close contact with children who are weak or non-swimmers.

**We kindly request that priority is given to children and their accompanied adults in this pool.**

**Adults are invited to use either of the other 2 pools on the premises where possible.**

**Taxi**

Please contact our reception team to order one for you.

**Telephone numbers**

- Reception: 9
- Room service: 9
- Calling room to room: please dial room number only
- National calls: please dial '0' for an outside line +country code + area code + required number

All calls are subject to time and distance charge.

**Wake up calls**

Please contact Reception to place your wake-up call.

**WI-FI**

Internet connection is available in every room.

Get your Wi-Fi password by the Reception.

**Thank you for your attention and assistance!**

The logo for KARRAS Hotels, featuring the word "KARRAS" in a stylized, bold, sans-serif font. The letter "K" is unique, with a vertical line extending downwards from its base. The letters "A", "R", "R", "A", and "S" are also bold and sans-serif, with the "A"s having a slightly irregular, hand-drawn appearance.

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