



Hotel Information Guide

Dear Guests,

We are delighted to welcome you to **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.

At the front desk, you can find the “Health First” sign with a barcode that you can scan with your mobile phone and be informed on all the measures taken by the Greek government.

Air condition & Heating

All rooms are equipped with an individual temperature setting for your comfort. If you need assistance, please contact our Reception by dialling 9.

***We recommend avoiding intensive use of air conditioning and keeping the room well ventilated 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 photocopy, 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 3 p.m.

Check out

Check out time is at 11.00 a.m.

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

Cleaning of the room - Linen changing

Room cleaning is available daily.

However, if you do not wish this service, please inform us.

In this case, when you need linen change, we suggest placing your used linen in the laundry plastic bag that you can find in your wardrobe and inform the reception.

All decorative material has been removed from the room.

Credit Cards

We accept the following credit cards: 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 a.m. 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.

Excursions

Please visit the excursions section at www.karrasgranderesort.com to book your excursion online.

Fitness Room

Only available upon request 8 a.m.- 8 p.m. Please contact the reception to book your appointment 1 day in advance before 5 p.m.

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.

Kettle

Available on request.

Laundry Service/Dry-cleaning

Laundry and Dry-cleaning Services are available every day except National Holidays. Please contact the Reception for more information. Laundry bags are located in your main wardrobe.

Luggage Room

Located at the reception area.

Lunch Baskets

Guests having booked an excursion can request a lunch basket by 5 p.m. the day 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

Open 9 a.m. – 9 p.m.

All Children must be accompanied by a responsible person of 18 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 a.m. – 6.30 p.m.

Snacks: 10 a.m. – 6 p.m.

Pool Bar- Basilico Greco Pool Bar

Opening hours 6 p.m.-11 p.m.

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 and social distancing must be kept at all times.

It is mandatory to disinfect your hands at the beginning and at the end of the buffet.

Gloves are also available to use at the buffet. Please drop off the used gloves when done at the special bin at the end of the buffet and disinfect your hands.

Our Restaurant serves International and local dishes.

Breakfast: 7-10 a.m.

Lunch: 12.30 -2.30 p.m.

Dinner: 6.30-9.30 p.m.

Restaurant “A La carte” Basilico Greco

Opening hours 6 p.m.- 11 p.m.

Reservations required at least 2 days before by 7 p.m.

Room Service

Available 10 a.m.- 10 p.m.

Please scan the QR code you will find on the desk for the Menu.

Please dial 9 for orders.

Safe

All our rooms are equipped with an in-room safety deposit box 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 regulations, the 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 a.m.- 7 p.m.

[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 a.m.- 7 p.m.

[One person every 2m of space is allowed](#)

All Children must be accompanied by a responsible person of 18 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-Transfers

Please visit the Transfers section at www.karrasgranderesort.com to book your transfer online.

Please contact our reception team to order a Taxi 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 from the Reception.

Thank you for your attention and assistance!

KARRAS

• HOTELS •

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