



WELCOME OUR HOTEL MISSION STATEMENT & CORE VALUES

WELCOME

Heartly welcome to The Island Hotel!

With this directory, we take the opportunity to introduce our hotel and the high quality services offered.

The Island Hotel will always cater to your needs and respond to your requests.

We wish you a satisfying and memorable stay...

MISSION STATEMENT

To create an inspiring, iconic, innovative, influential yet contemporary hospitality company, committed to offer abundant and rewarding customer experiences.

CORE VALUES

- Respect & Trust
- Love & Gratitude
- Team Work
- Personalized Service
- Innovation by design
- Consistency

Our mission and core values guide and motivate us, always reminding us of who and why we are!

From the moment you arrive, the visionary style is apparent, offering spectacular views of the Aegean Sea. The Island hotel - Adults Only- is located on the beach of the newly fashionable district of Gouves on the Island of Crete, in Greece, just 19 km from Heraklion city center and 17km from Heraklion

International airport. A short drive will bring you to many sightseeing sights, such as the famous Knossos Palace, the Archaeological Museum, the Cretan Aquarium, etc. You can even day-trip to Santorini island. From our inception, The Island Hotel has approached its spaces with both design and comfort in mind. It is a new chapter in a story book encounter of style and soul. We have created our hotel to be unique and full of individual expressions of modern travel and contemporary living.

Whatever you want, whenever you want it, The Island is sure to have something to fulfill your dreams.

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AIRPORT TICKETS

For all information concerning the time of flights, availability, reservations of airport tickets and printing of tickets, you are kindly requested to contact reception (dial 9) for assistance.

ARRIVAL TIME

The time of your arrival is set at 15.00. In case you arrive earlier and there is a room at our disposal, our personnel will be happy to assist you. Otherwise, you can store your luggage in our storage room and we will have it delivered to your room when you check in.

ATM

There is an ATM available opposite the hotel parking/entrance (30 meters). Also another ATM is located at the supermarket 50 meters from the Yachting Bar (no 13 on the Hotel map).

BEACH

The beach, just in front of the hotel, is a lovely sandy beach, open to the Cretan Sea, affected by the northern breezes, famous for its shallow waters. Fully organized, it offers a variety of amenities for those who enjoy crystal clear waters and golden sandy beaches. Facilities for sunbathing are free of charge for hotel guests only. Beach towels can be retrieved from your room.

CHURCH

Our in-house church is named after Saint Demetrios, a high ranking officer in the Roman army (this is why he is depicted in Byzantine icons in military dress, either standing or riding a horse), who considered himself a soldier of Christ first, and a military soldier second, and went most of his life as a devout missionary, preaching the Gospel at secret meetings and converting pagans to the Christian faith. St. Demetrios church is ideal for weddings and vow renewals, or for just a small visit to light a candle.

CREDIT CARDS

Our hotel accepts all common credit cards.

CURRENCY EXCHANGE SERVICE

It is possible to exchange foreign currencies with € at the reception (Dial 9).

DAMAGES

We reserve the right to charge guests for the cost of rectifying damage which has been caused by the deliberate, negligent or reckless acts of guests to the hotel's property or structure. In case you notice any damage within your room or area of any of the hotel's premises, please notify the reception in order for the maintenance staff to take the appropriate actions.

DEPARTURE TIME

You are welcome to stay in your room until 11.00 (morning) on the day of your departure. Please note that your keycard also expires at 11:00.

In case you wish to postpone the time of your departure or spend another day at our hotel, please address the reception (9). If you check-out beyond the stipulated time, the Hotel reserves the right, without further notice to you, to charge you an additional one (1) night's stay at the then prevailing room rate.

DO NOT DISTURB / PLEASE MAKE MY ROOM

There is a double sided card in the closet in your room. When you wish your room to be cleaned, please hang the card on your outer door handle showing the "make my room" side. In case you wish not to be disturbed, you are suggested to hang the card on the side showing "do not disturb".

DRESS CODE

We wish to provide a pleasant dining environment to all and during dinner a dress code has been set in all restaurants. The dress code is Smart Casual.

EARLY BREAKFAST & WAKE UP CALL SERVICE

Please contact the reception (dial 9), to program this additional service, in case you wish to have a Wake Up call. If you would like to order an Early Breakfast, please make sure to inform the reception 1 day in advance before 20:00 o'clock

ELECTRICAL POWER

The electricity used is 220V. Adapters can be retrieved from the reception, free of charge. Please contact the reception for any clarification and assistance.

EXCURSIONS & GUIDES

On an everyday basis guide escorted tours are organized to the most significant sights of historical and archaeological importance on Crete. Tour operator representatives or the reception will assist you with all the necessary information concerning useful guidance maps and tour tickets, as well as qualified guides for private tours.

EXTRA FOOD & BEVERAGE CHARGES

You can settle your extra F&B fees during your stay the moment, you would like to settle it. For example, this can be done daily or every few days.

FOOD & BEVERAGE

Start your day by trying out our breakfast at The Kitchen main restaurant. Throughout the day you can enjoy a delicious lunch or a refreshing cocktail by the pool at The Stone & The Veranda. Greek traditional dinner delights at The Taverna, or drinks next to the beach at Yachting, whereas Tholos and Veranda bars invite you for refreshing cocktails. Do not hesitate to let us know about any food preferences you may have, in order for us to prepare your meals in a manner that exactly fits your nutrition. Meals or dinners that you have missed, for any reason, are not replaced. If requested 1 day prior, a cold plate will be arranged in your room if due to an excursion you will miss your dinner in the main restaurant.

HOUSEKEEPING SERVICE

Depending on the time of your absence, your room is cleaned on a daily basis, either during the morning or the midday. For additional assistance please contact the reception (9).

INTERNET

Free WIFI internet access is available throughout the hotel and in all the rooms. Codes to access internet, can be collected from the reception. For additional assistance please contact the reception (9).

IRON

Upon your request we will bring an iron board to your room. We will arrange for these items to be picked up again from your room.

LATE CHECK-OUT

Late check-outs are available on request subject to room (type) availability and occupancy level. Please check with the Hotel's Front Desk at least 24 hours prior to your departure for availability of a late check-out. An additional charge will be requested for a late check-out between 11 noon to 6pm and a full day room charge will be requested for a late check-out after 6pm.

LAUNDRY SERVICE

Our hotel offers you assistance by sending your clothes to a dry-cleaning service, (external collaborator). In your room, you may find a form to be completed as well as bags for your laundry. Attention:

Hotel holds no liability for the services rendered by external collaborators e.g. the laundry service.

LOST & FOUND

Any found, unclaimed property is turned into the housekeeping department. Housekeeping personnel will make every attempt to contact the owner if e-mail, phone number or address is located on the item, and is responsible for safekeeping items that have been found during three months. Items will be returned to the rightful owner upon presentation of reasonable proof of ownership.

LOST PROPERTY

The hotel assumes no responsibility for the care and/or protection of any personal belongings left unattended on hotel premises, and for loss, under any circumstances, including theft or malicious mischief, of such belongings.

In case of lost property in rooms, hotel accepts liability only in accordance with the hotel's insurance conditions, e.g. visible evidence of forced room entry etc.

LUGGAGE SERVICE & STORING

Carrying your luggage is our responsibility. Upon your arrival, the bellboy will carry your luggage from the reception to your room. Before your departure, you are welcome to contact the reception in order to receive our assistance. You can also store your luggage at our storage room, free of charge. You use the Hotel luggage storage facilities at your own risk. The Island hotel will not be responsible or liable for loss of or damage to the luggage, the contents therein or your personal belongings (including any valuables) during storage.

MESSAGES

In case of your absence, our reception will note any messages for you and deliver them to you as soon as you contact the reception or our team will deliver them to your room.

PARKING

In front of the reception, there is limited parking space. For your convenience, you can also park your vehicle in the parking lot across the hotel entrance or on the beach road.

PETS

Unfortunately, your beloved pets cannot accompany you to our hotel.

PILLOWS & IN-ROOM FACILITIES

There are comfortable, orthopedic pillows as well as a latex upper mattress on your bed for an unique, restful sleep. In case you find the number of pillows insufficient or if you would like more in-room amenities (i.e. shampoo, soap, etc) please contact the reception (Dial 9).

POOL & BEACH TOWELS

In your room there are blue pool/beach towels for your personal use. If you would like to refresh your beach towels, please exchange your used beach towels at the reception of the Bathhouse SPA, daily, between 09:00 - 12:00. You are kindly requested not to take the bathrobes and white bath towels from your room, to the beach or pools.

POOLS

Enjoy our 4 common swimming pools. You can choose between the large Main swimming pool and the open-air 12-seat whirlpool, or the serenity around our Relaxing pool (Non Smoking pool), or the Infinity pool with the breathtaking sea view or the quietness at the Indoor pool in the Bathhouse SPA. Lie on a sun bed, under the sun on the pool decks, while sipping a refreshing cocktail, or just cuddle under an umbrella and suck in the positive energy surrounding The Island Hotel.

Anything, Anywhere, Anytime.

Attention: Do not swim during the night and after food or drink consumption. Opening hours: 09:00 – 20:00

POSTAL SERVICE & MAILING LETTERS / CARDS / COURIER

You can find stamps at The Shop. The reception personnel will make sure that your letters and cards get sent. Furthermore, our hotel cooperates with several courier agencies. In case you wish to send a letter or a parcel please contact the reception (Dial 9).

PUBLIC TRANSPORTATION

The bus stop is located at a distance of 800 meters from the hotel, at the main road. Please ask the reception for more information.

QUESTIONNAIRES

On the hotel map, you will find a QR code with the Questionnaire. Your comments, observations, and suggestions will help us improve our standards in order to better fulfill your expectations and needs. Thank you! You can also collect a hard copy of the questionnaire from the reception desk.

RECEPTION

The reception is at your service and operates 24 hours per day. If you wish to address the reception by phone, please dial 9.

RECREATION

Surrender to the many diverse yet discreet recreation options from active to passive, from morning till night. A tennis court, a basketball & volleyball court, table tennis as well as an equipped game room with billiard tables and electronic games, there's something to suit everyone. The weekly and daily entertainment programs can be found in the reception area or on the hotel map using the QR code.

REFRIGERATOR

Each room contains a refrigerator for your personal use.

ROOM KEYCARD

Upon your arrival you will receive a proximity keycard, which represents your personal ID key for your room and major hotel entrances. The specific keycard will be functional only during your stay at the hotel. If you decide to prolong your visit, (e.g. late check-out), the keycard must be brought back to the reception for reactivation. The keycard also activates the electricity within your room. In case you need extra keycards for other members who reside in the room, please address the reception (9). Please note that your keycard is automatically expired on your departure day at 11:00 AM.

Attention: You are kindly requested to always carry your keycard on you. Please, return your keycard to the reception upon departure, for safety reasons.

THE BATHHOUSE (SPA)

The Bathhouse (spa), fully equipped and staffed by well trained personnel, features an indoor relaxation pool, a steam room, an indoor Jacuzzi, a sauna, several treatment rooms. A wide range of excellent quality treatments, from body massages to facial beauty services and more, are at your disposal. If you prefer the inspiration of customized treatments, our personnel will offer you the possibilities concerning a personalized treatment. For further information and appointments, please contact the spa reception daily from 09:00 until 17:00. The Treatment List can be found on the hotel map by scanning a QR code.

ROOM SERVICE

A specialized room service menu QR code can be found on the hotel map. To place your order, please dial 408.

SAFETY DEPOSIT BOX

Each room contains a personal safety deposit box. A safety deposit box is a facility provided by our hotel to all the guests to keep your valuables and important documents in safety during your stay at the hotel. The safety deposit box is free of charge. Specific programming guidelines to enable its use are to be found in the safe. If, however, you face any problem in using it, you are kindly requested to contact the reception (9).

SMOKING AREAS

According to Greek regulations, smoking is allowed in outdoor areas. Smoking inside the hotel or in the guest rooms is not allowed. Please note that the Relaxing pool is a non-smoking pool.

SUN LOUNGERS & UMBRELLAS

Plenty of sun beds, loungers and umbrellas are available in all pool areas as well as on the beach, free of charge.

Attention: No reservations of sun beds, loungers and umbrellas are allowed.
Attention: Any towels or personal belongings left unattended on sun beds or loungers will be removed by hotel personnel, for safety reasons.

TAXI

Our reception personnel can directly arrange you a taxi ride or book an appointment with the taxi station, at the time and date requested by you. For further information, please contact the reception (Dial 9).

TELEPHONE LINE & VOICE MAIL

Your in-room telephone device is kept locked for safety reasons. If you wish your line opened to place calls outside the hotel, please contact the reception (dial 9). On your telephone device, there are guidelines for using your phone, 9 is for the reception. For any concern or additional information you are kindly requested to address the reception, operating 24-hours/day. In case of your absence, voice mail is automatically activated. If you have messages, a red light comes on and by pressing the button you can listen to them upon your return.

Otherwise, we will assist you by keeping your messages and informing you upon your return

THE GAME ROOM

Electronic games & billiard tables await you, to awaken the child within. (All work with € coins).

THE GYM

We guarantee that you will enjoy being a 'workoutholic' in our well equipped Gym. Gym rats and fitness warriors will love the comprehensive array of treadmills, elliptical machines, stationary bikes and weight machines. The Gym can be accessed from 08:00 - 21:30 .

THE KITCHEN

The Kitchen main restaurant, situated in the main building, blends the contemporary design with innovative buffets incorporating the best of Cretan and International cuisine, producing intensely distinct flavors. Our demonstration-kitchens bring the excitement of creative cuisine to your tableside graced by the sea breeze. You will be immersed in a culinary journey of different dishes with new flavors and savors.

THE SHOP

Beach wear and accessories, large variety of bags and clothing, Cretan face & body products, newspapers, etc can be found at The Shop.

THE STONE

All day dining, by the main pool, you can keep lounging on the loungers while we bring you signature eats and sips, so you won't have to lift a toe.

Throughout the day or at the late afternoon, you are cordially invited to the Chef's fresh kitchen, a re-imagination of traditional and modern cuisine in a simple, elegant setting. Tasteful food and Colorful cocktails at The Stone will tickle your heart and caress your soul.

THE TAVERNA

With a history of 2.500 years the traditional Greek Taverna, a nest of dining and entertainment, still holds a special place in the hearts of Greeks around the world. The Taverna, faithful to Greek traditions, elegantly combines an innovative Zen lounge veranda in natural color shades and stones under a wooden pergola with distinct Greek delights in food and sweets. Let your senses guide you through the Greek way of dining.

THE THOLOS BAR

Tholos, the Greek word for a dome, is an oasis of style where beautiful people sip from a large variety of cocktails. Gaze at the stars from the terrace, by the main pool, or tuck into one of the private party lounges and enjoy the live music, the caressing sea breeze, the serene atmosphere. Let the spirit move you. Come see, be seen and be fabulous.

THE VERANDA

At the lobby, a black and white dramatic portrait of Aristotle Onassis & Maria Kallas evokes the spirit of 60's glamorous stories, adding a modern and retro twist. A large velvet joint sofa, trunk tables and the library create the perfect cozy hang-out for lounging. Enjoy a refreshing drink or enjoy 1 of our tasty lunch dishes, based on the concepts of healthiness, beauty, and freshness. Experience different flavors while using all your senses.

THE YACHTING

Yachting, an open-air deck perched above the seas by the beach street, has been known to be the coolest spot, boasting some of the finest views of Aegean Sea. In the early evening, cozy up for sublime cocktails and enjoy the relaxed mood while taking part in one-of-a-kind parties, with all the best Summer music selected by our DJ!

TV

All rooms are equipped with 32" or 43" LCD TVs, enabling you to watch satellite channels, as well as to listen to several radio stations.

WATER

The water quality at our hotel is monitored and checked on multiple times per day. Nevertheless, it is preferable to use your in-room bottles of water for drinking, which are replenished daily.

HOTEL ROOMS & SUITES

CASUAL ROOM

Custom designed furniture, lighting and textiles, harmoniously balanced sophistication and comfort. Casual Rooms are located all around the hotel, have land / garden views and can accommodate up to three persons (the 3rd person sleeps on a sofa).

COOL ROOM

Elegant design with a color palette of neutrals and beige, lavish materials and thoughtfully curated furnishings. Cool Rooms feature a furnished balcony or veranda and offer stunning sea views. These elegantly decorated rooms are located at hotel main buildings either in I or II and provide accommodation up to three persons (the 3rd person sleeps on a sofa).

CASUAL JUNIOR ROOM

Consisting of one bedroom and a separated sitting area, Casual Junior Rooms can accommodate a maximum of three persons (the 3rd person sleeps on a twin bed).

POOL COOL JUNIOR ROOM

Pool Cool Junior Rooms, featuring one bedroom and a separated sea view living room. Every two of these elegantly designed guest rooms share a freshwater swimming pool. They offer also furnished terraces with sun beds and umbrellas. Their maximum capacity is three persons.

XL ROOM

These spacious and stylish rooms are designed to inspire, featuring in-room hydro massage bathtubs, glazed bathrooms with raindrop showers, a king size canopy bed and furnished verandas. Expansive sea views and soothing breezes relax the senses (maximum capacity is 2 persons).

SOLE ROOM

Custom designed furniture, lighting and textiles harmoniously balance sophistication and comfort for one.

CASUAL SWIM -UP ROOM

These Swim-Up guestrooms, located at the Relaxing Pool, take advantage of a large pool, plunge terrace with outdoor furnishing, sun beds and parasols (maximum capacity is 2 persons).

POOL COOL ROOM

Every two of these elegantly designed guestrooms share a freshwater pool. They offer open-space bathrooms overlooking the sea with hydro massage bathtubs, king size, canopy beds and furnished terraces with sun beds, umbrellas and in water day beds. Their maximum capacity is two persons.

POOL CASUAL ROOM

Double room with access to a sharing pool and a private swim-up terrace offering sun beds and a parasol with pool & garden view. The swimming pools are shared between maximum three rooms. Contemporary minimal décor in beige neutral tones to relax the senses. These guestrooms feature a king-size bed or 2 twins and can accommodate up to 3 persons.

COOL ROOM SHARING POOL

These 4 elegantly decorated swim-up guestrooms are located in the main building and every 2 rooms share one swimming pool while overlooking the sea. Each room offers a closed bathroom with a bathtub, a king size bed, a furnished terrace with side sea view and an in-water sea view daybed & parasol to relax under the sun. Max. occupancy 2 persons.

COOL ROOM SHARING INFINITY POOL

These 6 elegantly decorated guest rooms are located in the main building and share an infinity swim-up pool with superb frontal sea view.

Each room offers an open plan bathroom with either a bathtub or a walk in shower, a king size bed and a furnished sea view terrace with sun-loungers, swings & outdoor furniture. The infinity swim-up pool is shared between 3 rooms. Max. occupancy 2 persons.

COOL ROOM PRIVATE POOL

These Swim-Up rooms are located either in the main building I or II and offer a private pool which overlooks the sea. These rooms offer a private terrace with a swim-up pool including sunbeds, a parasol & outdoor furniture, a closed bathroom with a bathtub & a king size bed. Max. occupancy 2-3 persons.

CASUAL ROOM PRIVATE POOL

These rooms offer a private pool and a pool/garden view. They offer a private terrace with sunbeds, a parasol, outdoor furniture, a closed bathroom with a bathtub & a king size bed. Max. occupancy 2 persons.

COOL SUITE

Overlooking the sea, this beautifully appointed Suite offers a bedroom with a king size, canopy bed, a separate comfortable living room equipped with superb furnishings, a satellite TV. It also features a wooden floor, a cozy kitchenette, a bathroom with hydro massage bathtub and an additional bathroom with raindrop shower.

A balcony with expansive sea views and outdoor furniture is included.

COOL JUNIOR SUITE

Decorated with a contemporary sense of style and comfort, these Suites feature an open-plan style bedroom with a king size, canopy bed, a walk-in closet and a living room with a satellite TV. A balcony with expansive sea views and outdoor furniture are included in each of these Suites.

POOL SUITE

These Suites are especially designed to fit the needs of the discerning business traveler or leisure guest. Each of the three luxuriously styled Suites feature a private pool, a large veranda and a grass area with outdoor furniture - a perfect spot to enjoy romantic sunsets or delightful dining. The 45m² Suites provide wooden floors, bedrooms with king size, canopy beds, open space bathrooms with hydro massage bathtubs and raindrop showers, separate living rooms with sofa's and additional bathrooms with raindrop showers. The maximum capacity is two persons.

GENERAL ROOM AMENITIES:

Private Bathroom, 24h central air-conditioning (cool-heat) some rooms feature an individual A/C, direct dial telephone with voice mail, refrigerator, safe deposit box, satellite TV, wifi, natural latex upper mattress, slippers, hairdryer, beach/pool towels, sound proof windows, tea & coffee facilities (replenished daily), bottle of water (replenished daily), balcony or terrace, land/garden view or sea view.

SAFETY INFORMATION

EMERGENCY EXITS

In case of an emergency, the emergency exits are indicated in all hotel common areas, departments and corridors, as well as in your room. Please carefully follow the instructions.

Do not use the elevators in case of an emergency

FIRST AID & MEDICAL ASSISTANCE

In case of an injury, our reception will assist you with the nearby First-Aid medical kit and if additional medical assistance is required please note that there is a Medical Center near the hotel (2km) . In addition, there are pharmacies near to our hotel in case you need advice or any medication, which we can have ordered for you. If you need assistance at the hours when the pharmacies are closed, our personnel will gladly assist you in finding one that is on duty.

In case of a serious condition, please contact the reception. They will immediately contact a doctor and send him to your room. For further information please contact the reception (Dial 9).

FIRE INSURANCE

Our hotel is protected by the latest fire-extinguishing systems. We fulfill all the necessary safety requirements and precaution measures by providing efficient smoke detectors and fire extinguishers, primarily making sure that your safety is of our top priority.

ENVIRONMENTAL SUSTAINABILITY STRATEGY

At The Island Hotel we look after our planet, just like we look after our guests
- with great care.

Along with our commitment to comply with environmental, public and occupational health and safety, hygiene and employment legislation, we strive to continually improve our environmental performance.

SUSTAINABILITY STRATEGY

The Island Hotel has developed a strategy to ensure that our environmental responsibilities are engrained in our business actions. Our Sustainability Strategy is underpinned by four pillars:

- Our clients; We will relentlessly strive to exceed our guests' expectations by delivering exceptional service in a modern, clean and warm environment
- Our team; Our people are key to us. As such, we treat our people fairly and with respect while valuing their diversity. We are committed to creating a workplace that makes people want to join, stay and work to their full potential. Our people's safety and wellbeing is our priority.
- Our environment; We will try to protect the environment by better understanding, measuring and reducing our environmental footprint, while balancing the growth of our operation.
- Our community; We recognize the environment, social and economic needs of the communities we work in and endeavour to be a good neighbour.

Steps taken toward the execution of The Island Hotel Sustainability Strategy include:

- Recycling paper, glass, plastic, batteries, fluorescent and long life bulbs, cans and cartridges.
- Reducing our usage of harmful cleaning chemicals and replacing these with ecofriendly products wherever possible.
- Encouraging our guests to explore the local attractions by public transport or on foot by providing information on walks and bus timetables at the Reception.
- Use of low energy light bulbs in public areas, use of automatic lighting systems and use of central solar water heating systems.
- Monitor our energy consumption of gas, electricity and water.
- Use of organic produce, seasonal vegetables and local produce.
- Use of local suppliers where possible and employment of local staff
- Get involved in local community projects.
- Providing a safe and healthy working environment that supports individual development, teamworking, positive work-life balance, and job satisfaction

Green Policy for our Guests

We would like to enlist the help of our guests in achieving our aims by asking them to:

- Take their keycard with them when leaving the room, which will reduce the use of electricity.
- Towel and linen policy. Our policy is to ensure that guests have a comfortable stay. Therefore sheets will be changed on every third day and towels will be changed, when they are left in the bathtub.
- The Island Hotel is dedicated to balancing our commitment to our Green Policy without compromising on the comfort, standards and enjoyment of our guests.

Thank you for your understanding and cooperation in our efforts to help protect our planet!