



SANSAL

HOTEL & CONCIERGE INFO

Adaptors & Converters

A variety of adaptors, converters & chargers are at your disposal. Please contact the front office 24/7.

Air-Conditioning

the room is fully air-conditioned. You may adjust the ventilation and the temperature level at the wall mounted panel.

Airport Transportation

Transportation to & from Chania and Heraklion International airports can easily be arranged through the front office 24/7

Boat tours & day trips

Live an unforgettable experience under the Cretan Sun, sailing across the blue waters of the Aegean Sea and discover secluded beaches with crystal clear blue waters. We will make all the arrangements for you and your party.

Baby Cot

Available for your perusal if not arranged beforehand, free of charge

Baby-Sitting

We cooperate with third party associates. Please contact the front office. Three hours advance notice is required.

Breakfast Buffet

Breakfast is included in your reservation and is served every day from 7:00am until 10:30am. It can also be served in room with a small surcharge of 5.00€

Breakfast Early

We are more than happy to arrange breakfast boxes if you plan on leaving the hotel earlier than 7:00am. Please inform the reception the day before.

Breakfast A La Carte

A special breakfast a la carte menu is available every day from 7:00am until 13:00pm for those who seek for something extra or for those you like to sleep until late.

Business Centre

Our fully equipped business centre can be found on -1 level with computers, TV, printer/scanner/fax for the use of our guests free of charge.

Charging station for electric vehicles

Special charging station for your hybrid vehicle by the parking area. Please call reception for instructions.

Check-In/Out

Official check-in time is 15:00pm while check-out time is 11:00am. Please call the front office should you require an extension, late check out is subject to room availability and a surcharge may apply.

Courier Service

Please contact the front office preferably one day in advance.

Coffee and Tea Making Facilities

Coffee and tea facility is available in your room. For replenishment, please contact the front office

Concierge service

Our team is ready anytime during the day to provide all the appropriate information about excursions, tavernas and other activities. Or even book taxis and all means of transportation for you.

Credit Cards

We accept the following credit cards: American Express, Master Card, Visa, Diners Club

Currency Exchange

The nearest foreign currency exchange bureau is approximately 15 minutes walking distance towards the Venetian Port. The front office will provide you with directions



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Doctor

For any kind of medical assistance or emergency please contact the front office any time.

Electric Current

All electrical outlets provide 220 VOLT
In the interests of safety, the use of private heating or cooking appliances is not permitted in rooms in accordance with local regulations.

Food Allergies & Dietary Requirements

Our chefs are available at any time to meet your dietary needs and consider any food allergies. Please inform us for any special needs or requests so we can accommodate you in a timely manner.

Front Office

Should you need assistance with a hotel related issue, a professional task or even our concierge services please dial 9 at any time 24/7

Hairdressers

Feel free to contact the front office in order to arrange an appointment with the best hairdressers in town either in room or a beauty salon.

In Room Dining – Room Service

Please refer to the Room Service menu in this directory. Available every day from 10:30am to 23:00pm

Internet Corner

An internet corner with computer and printer/scanner/fax can be used at the lobby area by our Guests free of charge. Laptop or tablet can also be provided in case you need to work in the comfort of your room.

Laundry & Dry cleaning

External laundry service. Please fill in the laundry form that can be found in the closet and place the clothes in the laundry bag. Inform the front office before 10:00am and it will be returned to you by noon the same day.

Library

If you like spending time reading a book, do not forget to visit our library by the Business Centre. You are more than welcome to leave the books that you've read and take something that you haven't.

Lost & Found

Lost and found items will be kept by the hotel for a period of three months. Perishable items will be retained for one day only. The hotel reserves the absolute right to dispose of the item if it is not claimed within this period.

Luggage Service/storage

Please contact the front office at any time in case you need any assistance with your luggage. A luggage room is available free of charge.

Lunch Box / Breakfast Box

In case you need to be away some day on a trip or leave earlier than 7:00am please contact the reception the day before in order to arrange something to take with you.

Massage Service

External service can be arranged by the front office for in-room appointment or advice for local Spas.

Messages

A flashing red light on your room telephone indicates that there is a message for you. To retrieve your message, please touch the "Message" button on your telephone device.

Mini Bar

A Mini Bar is installed in your room for your own convenience. Upon your arrival 2 bottles of water are free of charge.

Parking

Free of charge parking areas within the property or at the front side by the street for the exclusive use of our guests



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Parking for busses

Designated area in front of the hotel by the street for the exclusive use of our guests' busses & taxis

Pillow Menu

Sweet dreams are made of these; choose the one that suits you among a variety pillows for your own comfort.

Postage Stamps

Available at our front office

Restaurant Reservations

Please pass by our front office to provide you with all the appropriate options for places and tastes that you should not miss.

Room Service

Please refer to the Room Service menu in this directory. Available every day from 10:30am to 23:00pm

Satellite TV

A wide selection of worldwide TV channels are provided in smart TVs in every room

Safe Deposit Box

For your convenience, a Safe Deposit Box is available inside the closet in the room free of charge. Instructions on how to use can be found above it. There is also a central safety box for your perusal, please ask at the reception.

Safety, Security and Emergency Procedures

Security cameras are installed in public areas of the property for your own safety. Please call the front office for

all questions concerning this subject.

- In case you discover a fire, break the glass of the nearest alarm point.
- Dial 9 and give full details and location of the smoke or fire.
- When you hear the alarm bells ringing continuously, evacuate the area and assemble at the lobby.

- Close doors, windows and switch off the air conditioning if possible before leaving.

Important notes to remember

- ALWAYS familiarize yourself with the nearest emergency exit indicated on the evacuation instructions
- ALWAYS leave via the designated stairs and emergency exit.
- DO NOT use the elevators
- DO NOT stop to collect personal belongings.
- DO NOT re-enter the building unless authorized to do so by the hotel personnel.
- Ensure that electrical appliances are turned off after use
- Exercise caution when using matches or candles

Smoking

For the safety and comfort of all our guests, SMOKING is not permitted in the rooms. Smoking is allowed only on the patios/balconies and in open air areas.

Swimming Pool

The swimming pool is open from 09:00a.m. to 20:00p.m. daily.

It is located on the 7th floor. Towels are available by the elevator exit on the same floor.

Taxi Service

Please contact the front office at least 15 minutes before.

Towels

In case you need your towels to be replenished, please contact the front office at any time. Pool towels can also be found at the swimming pool or at the front office.

Tours & Sightseeing

For tour information and arrangements, please contact the front office 24/7

Transportation

We will be able to arrange a variety of transportation ranging from private taxis & limousine services to helicopters or private cruise boats.



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Turndown Service

Our housekeeper will pass by all rooms to replenish towels & bathroom amenities if needed, pick up the trash and make sure that the room is ready for a good night sleep.

Umbrellas

We cannot do anything about the weather, but rest assured that umbrellas are available just in case

Upon Request

Feel free to ask at the front office for several amenities that might be needed during your stay. (subject to availability)

- Rubber bathmats
- Additional bath robes / slippers
- Additional bed / bath linens
- Extra Toiletries
- Duvets
- Baby Cot
- Plastic bags (for wet bathing suits)
- Tampons / sanitary towels Collar stays
- Additional cotton swabs / cotton balls
- Additional hangers
- Sewing kit
- Toothbrush and toothpaste
- Disposable razor
- Flowers/Flower vase
- Bathroom scale
- Reading lamps

Visitors

In the interest of hotel security, all visitors are requested to leave guest room by 11:00 p.m. According to local laws, visitors staying or visiting a guest room must register at the front office.

Wake-up Call Service

Please call the front office to arrange your wake-up call.

Water sports

A variety of water-related activities is available in the greater area of Chania. Our concierge is more than happy to advise.

Welcome Drink

Allow us to welcome you with a special refreshment and introduce you to the world of SanSal Boutique Hotel.

Wheelchair

If not arranged before your arrival, please allow us about 3 hours within working days

Wi-Fi

Wi-Fi internet access is available and complimentary throughout the property.