



ACTIVITIES

Information boards at the Reception area, inside, outside or opposite the Lifts, in the Restaurant Entrance, at the Terrace, around the Pools etc. announce the Entertainment, the Sports Animation, the Film Shows, the Activities, the Menus, the Functions and other useful Information. A glance at them every day may well prove very useful.

ADAPTORS

Adaptors are available free of charge at the Reception with returnable deposit. Adaptors are also available for sale at the Hotel Shop.

AIRCONDITIONING

All rooms are Air Conditioned. There is an easy to operate individual temperature control in every room. The system does not operate if the balcony door is open.

AIRLINES

For any information, flight reservations, ticket reconfirmations any enquiries etc, please contact the Reception (telephone extension 512). They will be happy to help you.

AIRPORT TRANSFERS (FROM & TO THE AIRPORT)

Taxi Transfers can be booked through the Reception (telephone extension 512) or the Reservations Department (email: cavorese@cytanet.com.cy) or via our website: www.cavomaris.com

ALL INCLUSIVE / ULTRA ALL INCLUSIVE

Guests on All Inclusive or Ultra All Inclusive, please note that, the privileges of the relevant Cards (AI & UAI) run from 12.00 hrs. of the arrival day until 12.00 midday (check out time) on the day of departure. Guests who booked on All Inclusive / Ultra All Inclusive (not applicable for locally arranged upgrades after arrival), who arrived late on the day of their arrival and their departure time from the Hotel is after 12.00 midday **we offer exceptionally**, from the Buffets in our Alkion Restaurant, a **free Lunch with a drink** and/or **Dinner with a drink** (in the event of a late night departure), in the evening. Full description of the entitlements, further details and explanations can be obtained from the Reception.

ANNOUNCEMENTS

See: "Activities"

ASSISTANCE

Please contact the Reception (telephone extension 512) for any kind of assistance you may need.

BABIES/BABY SITTING

Cots and high chairs are available. If you require baby-sitting service please contact the Reception desk (telephone extension 512) or the Housekeeper (telephone extension 526). (For service on the same day, please confirm before 12.00 noon).

BANK

See: "Currency"

BANQUETS/PRIVATE PARTIES/RECEPTIONS

Private Functions are available for Private parties, Weddings, Birthdays, Christenings, Anniversaries, Receptions and/or Dinners of all sizes. Please contact the Food and Beverage Manager (telephone extension 534 or email: cavofnb@cytanet.com.cy) or the Guest Relations Officer (telephone extension 537 or email: cavogrel@cytanet.com.cy).

BARS

"Coral Bar "at the lobby area is open daily from	09.00 - 01.00 hrs.
"Sirena Bar" at the Pool area is open daily from	10.00 - 18.30 hrs.
"Caves Kiosk" at the beach is open daily from	10.00 - 19.00 hrs.
"Waves Bar" at the Ocean Spa is open daily from	09.00 - 18.00 hrs.
"ShishaLove Corner" in the Lobby Terrace is open daily from	09.00 - 01.00 hrs.
"To Kafeneion" in the Recreation Park area is open daily from	10.00 - 19.00 hrs.



BATH TOWELS

For Health reasons it is not allowed to use the **WHITE** bathroom towels for the Beach or the Swimming-pools. Bathroom towels are changed once daily. (No more than one towel and one face towel, per person daily can be provided). For environmental reasons, but also for saving of precious water, if you would like to use towels again, please place the towels on the towel racks. **If you wish them to be replaced please leave them on the floor. Only towels found on the floor will be replaced.**

See: "Beach Towels".

BEACH

Please note that the Beach in front of the Hotel is not under the Hotel Management. It is managed, cleaned and maintained by the Local Municipality. The Hotel has no responsibility or authority on the Beach. Deck chairs and umbrellas or any other charges at the beach are applied and collected by the Municipality. There are also (under separate Management), water sports at the beach.

BEACH TOWELS

Beach Towels (**BLUE**), for use in the grounds of the Hotel are provided in the rooms free of charge. The Blue Beach Towels can be changed, if required, once a day only by presenting the used Beach Towels at the Pool Attendants Kiosk during stated times. Kindly avoid regular or unnecessary changes of the Beach Towels. **The responsibility for keeping the towels belongs to the guests. Lost towels will be charged.** Beach towels are also on sale, at very reasonable prices, at the Souvenir Shop. Please hang your Beach Towels or other clothes to dry on the special hanger of the balcony.

See: "Bath Towels".

BEAUTICIAN

See: "Spa"

BICYCLES

Latest technology Bicycles may be hired through the Reception at reasonable rates.

BOOKS

A rich variety of books are available for sale at the Souvenir Shop.

BOTTLE OPENER

Can be found in the upper part of "Mini Bar" in your room.

BREAKFAST

Breakfast (Buffet Style) is served in our "**Alkion Restaurant**" and the Terrace. It starts at 7.15 and finishes at 10.00 hrs in the morning. **FOR HEALTH AND OTHER OBVIOUS REASONS AND TO AVOID ANY EMBARRASSING AND DIFFICULT SITUATIONS (for our staff and our guests), GUESTS ARE POLITELY REMINDED THAT TAKING FOOD OUT OF THE ALKION RESTAURANT IS NOT PERMITTED.** Our staff will happily help you to do so. If you wish to have your breakfast in the room please fill in (the previous evening) the breakfast order form, found in the information folder in your room or at the Reception desk and hand it to the Reception. If Breakfast is required before 07.15 hrs in the morning, a simple "Early Breakfast" can be arranged through the Reception, but it must be requested before 20.00 hrs the previous day. It will be delivered in the room around 22.00 hrs of the previous evening.

BUS SERVICE

A local bus service to Agia Napa and Paralimni (and then via Larnaca to Nicosia, Limassol etc.), is operating very near the Hotel. Time tables and schedules are available from Reception and displayed on the Announcement Boards.

CAR RENTALS

Self drive cars of your preference may be hired through the Reception or via our website: www.cavomaris.com

CHECK OUT TIME

Rooms must be vacated on the day of departure by 12 noon, to be ready for the next arrival. In case you wish to extend the check-out time please contact the Reception (telephone extension 512). Please note that (unless otherwise agreed) after that time the Hotel has the right to remove the luggage and any other belongings from the room. Please do not forget to hand back the key card of your room to the Reception before departure. After that time the system does not allow any charges to be made on your room account. For guest's arriving early or departing late the Hotel offers free of charge, specially designed Courtesy Rooms.

See: "Courtesy Rooms".

CHEQUES

Personal Cheques cannot be accepted for payment of accounts unless prior arrangement has been made.

**CHILDREN**

For children enjoyment and entertainment, we have available the “Cavo Kids Club” (see Kids Club), An outdoor children’s Playground, an indoor Games room, an outdoor Play area, a nice Recreation Park, Children’s Swimming Pool, regular Kids Disco and a rich Children’s Entertainment program, Children’s corner on the Buffet for main meals, Highchairs, Baby cots and Babysitting possibilities (on request).

COFFEE SHOP “TO KAFENEION”

If you want to have some relaxing time, why not take a walk to our new Traditional “Recreation Park”, where every pathway leads to our “To Kafeneion”. (i.e. Local Coffee Shop). Here you can taste among others our very own Cyprus Traditional Sweets and other delicacies, with a cup of Cyprus Coffee or enjoy your Ouzo with Meze (small accompanying bites of local food).

COMPLAINTS

Our target is to ensure nice holidays for all our guests and we make everything possible for that. Knowing your eventual problems (if any) immediately, gives us the chance to solve them satisfactorily and in time. Therefore please contact the Reception (telephone extension 512). If not satisfied please ask to see the Public Relations Officer, the Department Manager or the Duty Manager. We will feel indeed very sorry and disappointed to receive, after departure, complaints or claims that could easily be sorted out, but did not come to our knowledge during the holidays.

CONFERENCES / MEETINGS / FUNCTIONS / COCKTAILS

Ten (10) specially designed and fully equipped Rooms of all types and sizes are available and they are suitable for Conferences, Lectures, Meetings, Syndicate Rooms, Board rooms, Secretariats, Functions, Special Dinners, Cocktails, Private Parties, Special Wedding Dinners, Birthdays, Christenings, Anniversaries, Receptions etc. Please contact the Guest Relations Officer (telephone extension 537 or email: cavogrel@cytanet.com.cy), the Food and Beverage Manager (telephone extension 534 or email: cavofnb@cytanet.com.cy) or the Reception Manager (telephone extension 545) for full information and details. Complete and analytical details are also available in our Hotel’s Website: www.cavomaris.com

CONTACT INFORMATION

Cavo Maris Beach Hotel

P.O. Box 33370

5313 PARALIMNI

Cyprus

Tel: 00357 23 832043

Fax: 00357 23 832051

Email: cavo@cytanet.com.cy

Web site: www.cavomaris.com

Facebook: <https://www.facebook.com/CavoMarisBeachHotel>

COURTESY ROOMS

For guest’s arriving early or departing late the Hotel offers free of charge, specially designed Courtesy rooms (available on request and on availability). These rooms can be used temporarily so that you can still enjoy or refresh yourselves in our swimming pools, at the beach or at our Bars/Restaurants. You may even relax during your waiting time. Please take with you, to the Courtesy Rooms, the last minute necessary items before you place your luggage in the luggage rooms in the lobby Area. For further information how to use this facility, please contact the Reception (telephone extension 512).

CREDIT CARDS

We accept for payment all major Credit Cards such as American Express, Diners Club, Visa, Eurocard, Access, MasterCard, etc.

CURRENCY EXCHANGE / CASHIER

Foreign Currency and Travellers Cheques may be changed into Euro (€), the Cyprus Currency, only at the Hotel’s Reception desk (notes of \$100.00 are not accepted). Our rates of exchange are slightly lower than those of the bank, in order to minimise risks of rate changes. Rates are displayed at the Reception. May we advise you that the Hotel Reception is the only authorised body for currency transactions within the Hotel grounds.

DINING ROOM

See: “Restaurants”

DISABLED FACILITIES

Specially designed Disable rooms are available (on request) in our hotel. From entrance to the beach there are very smooth ramps that will take you easily our disable guests everywhere indoors or outdoors. There are also specially designed Disabled WCs in specific public areas and wheelchairs available (at a small charge). Please apply to the Reception.



DIVING CENTRE

Our Reception can get you in touch with a professional and experienced Diving Centre operating very close to the Hotel. Lessons available for every stage, from beginners for an exciting introductory try or full course, to amateurs for improvement of their knowledge.

DOCTOR

See: "Medical Services"

DO NOT DISTURB

If you do not wish to be disturbed, please hang the red card on the door knob outside of your room. Importantly, please make sure that you do not forget it hanging there as you risk the possibility of not having your room cleaned. Our telephone system provides also a "do not disturb" function. If you do not wish to be disturbed from another room please dial 77 then 0 and your room number. To disable the function please dial 77 to bring your telephone to normal operation again.

DRESS

Casual wear is normal during day-time throughout the Cavo Maris Beach Hotel. However, guests are kindly advised not to sit in wet clothing or swimming suits on the upholstery furniture of the Lobby, Lounges, Bar or Restaurant. **GUESTS ARE REMINDED THAT THERE IS A DRESS CODE IN PLACE IN THE RESTAURANT FOR DINNER.** It is requested to dress (at will), for Dinner but it is very important to note (to avoid any embarrassing situations for our staff and our guests) that **SPORTS SHORTS OR HOT PANTS, FLIP FLOPS OR SLEEVELESS T-SHIRTS ARE NOT PERMITTED.**

DRINKING WATER

Tap water in your room, although safe to drink, is not recommended. Self service drinking water outlets are available on every floor and in public areas. Our "Alkion Restaurant" serves free drinking water in Carafes. Table or mineral spring waters are also available in bottles at all Bars or Restaurants at reasonable prices.

ELECTRICITY/ELECTRICAL – ELECTRONIC APPLIANCES

To avoid any cause of accidents, you are kindly requested, before using your personal electrical and electronic appliances in the room, to check with Reception, to ensure that they conform with the Hotel's electrical supply (240 Volt). For energy saving reasons, our rooms are fitted with a very sensitive sensor (activated by the slightest movement). This can be deactivated in case that continual electricity is required for health reasons. Guests who have such health issues are kindly requested to advise us. The use of cooking appliances in the room is **strictly prohibited.**

EXCURSIONS

Taxi or organised Bus Excursions from the Hotel all around Cyprus are available in many languages. Boat trips and fishing trips are also organised. Full details and brochures are available from the Reception desk.

FACEBOOK

Follow us (and Like us) on Facebook: <https://www.facebook.com/CavoMarisBeachHotel>

FAX

If you wish to send a fax, please write your message and details clearly and hand it to the Reception. Incoming faxes are delivered to the room.

FILMS

See: "Television and Video"

FIRE PRECAUTIONS (ALARMS-EXITS-EXTINGUISHERS)

Well marked Fire instructions are located on every floor, outside the lifts. They also can be found at the back of your bedroom door.

FITNESS CENTRE

Our Hotel offers for free use of our guests, a 2-Floor, fully equipped gym with very rich and latest technology equipment and with changing rooms, lockers and WCs. It is situated at the Ocean Spa & Fitness Centre. Opening hours 08.00hrs until 21.00hrs daily.

See: "Spa"

FLOWERS

Flowers may be arranged through the Reception Desk (telephone extension 512) or the Guest Relations Officer (telephone extension 537 or email: cavogrel@cytanet.com.cy). Please order them in time. For flower vases please contact the Housekeeper (telephone extension 526). Flowers may also be arranged through our website: www.cavomaris.com



FOREIGN EXCHANGE

See: "Currency"

GAMES

Various Table games like Chess, Playing Cards, Backgammon (Tavli), Bingo, Scrabble, Draughts, Domino etc, are available at the Reception at no charge. Table Tennis or Tennis Bats and balls are also available at the Reception. A small deposit will be requested which will be returned as soon as the games are brought back in good condition.

GUEST QUESTIONNAIRE

The day prior to your departure a Guest Satisfaction Questionnaire form will be given to you. We kindly ask you to help us evaluate and improve our standards by filling in this form. Please do not hesitate to give criticism and suggestions or praise.

HAIR DRESSING SALON

Located in the "Ocean Spa" Centre. Appointment necessary (telephone extension: 565)

HOUSEKEEPING

For any matters or enquiries regarding the rooms or if you want to arrange softer or harder mattress, different type of pillows (material, softer or harder), extra pillows, blankets, cold or hot water thermos, flower vases etc., please contact the Housekeeper. Also please contact our Housekeepers (telephone extension 526) if you wish to have your room cleaned on a specific time of the day.

INDOOR HEATED SWIMMING POOL

Located in the Ocean Spa Centre for free use of our guests we have our Indoor heated (when needed), sweet water swimming pool. Please note that the Pool is unguarded. Children under 12 years must be accompanied by adult(s). Kindly avoid games and activities in the pool that may disturb your fellow holidaymakers. Also please take a shower, in the area of the changing rooms, before entering the pool. Opening Hours: 09.00 – 18.00 hrs

See: "Spa"

INTERNET/WIFI SERVICES

There is **FREE WIFI** in the rooms (codes to be obtain from Reception), as well as is in almost all areas of the Hotel, ie ground floor indoor and outdoor level of reception and lounges, outdoor areas of swimming pool, pool bar, terraces, and garden (no code required for these areas). In addition there is an Internet Corner with two terminals situated towards the end of the Lounge area. **Please note that this service is provided by an external franchised company and any use made is chargeable.** Contact Reception (telephone extension 512) for further details.

IRONING

Please contact the Housekeeper for professional ironing or pressing. For personal ironing in your room please ask at the Reception (telephone extension 512) or the Housekeeper (telephone extension 526). An iron and ironing board will be provided free of charge, only a small deposit will be asked, which will be returned as soon as the iron and the board are given back in good condition.

See: "Laundry Dry Cleaning".

JACUZZI

It is located in the "Ocean Spa Centre". Free of charge for our guests. No lifeguard on duty. Children under 12 years must be accompanied by adult(s). Also please take a shower, in the area of the changing rooms, before entering the Jacuzzi. Opening Hours: 09.00 – 18.00 hrs.

See: "Spa"

KIDS CLUB

The Hotel operates (free of charge) the "Cavo Kids Club" for children between the ages of 4 – 12 yrs It is situated on the lower level (Lift -1) of the Hotel. Open 6 days a week. Operating hours and rules, displayed at entrance of the Kids Club. For Legal reasons, age verification of children may be considered necessary.

LAUNDRY / DRY CLEANING

Cavo Maris Beach Hotel operates a 48 hours Laundry and Dry Cleaning service. Please use the laundry bags and fill in the laundry lists found in the wardrobe of your room and call the Floor Supervisor to verify and deliver them to her personally. **Please do not simply leave them in the room. To avoid any complications please do not deliver any laundry and dry cleaning on weekends, public holidays or in the last 48 hours of your holiday.**

See: "Ironing"



LIFTS

There are at the lobby area three passenger lifts to all levels. In addition there is one access lift located on the corridor leading out the Tennis Courts which provides also access to the Ocean Spa and Fitness Centre. An extra lift also exists to serve the access of guests to the 2 floors of our Conference Centre. Guests are kindly requested to avoid purposeless or wrong use of the lift buttons. Press only the necessary right ones (i.e. the arrow to the direction of your destination) for your best and quick service. Also please note that children under 12 years old are not allowed in the lifts unaccompanied by adult(s).

LOST AND FOUND

Please contact the Reception (telephone extension 512), the Guest Relations Officer (telephone extension 537 or email: cavogrel@cytanet.com.cy) or the Housekeeper (telephone extension 526) to report if you lost or found something.

LUGGAGE ROOMS

Luggage can be kept temporarily (at your own risk/responsibility) in the 2 luggage rooms, located in the Lobby area (on either side of the main entrance). As a courtesy to other guests please place your luggage neatly on the racks. If necessary please contact the Reception (telephone extension 512).

MAIL

Urgent letters, messages, emails or telefaxes are delivered to your room. Please ask regularly at the Reception desk (telephone extension 512). Please drop your outgoing mail into the mail box (opposite the lifts).

See: "Stamps/Post Cards"

See: "Messages".

MASSAGE

Appointment necessary (telephone extension 565)

See: "Spa".

MATTRESS TOPPERS

We shall be happy to arrange a harder mattress or special mattress toppers of varying thickness in cases where our guests prefer a softer bed. Please contact Housekeeping (telephone extension 526) or the Reception (telephone extension 512).

MEALS

Meals included in terms (Half Board, Full Board, All Inclusive, Ultra All Inclusive), if not taken, cannot be compensated or transferred to another day. Our "**Alkion Restaurant**" offers an extensive possibility of hours to enjoy your meals. Any time you go in our "Alkion Restaurant" in between these hours you can have the same quality, service and choice for your Meals. Especially for Dinner, guests are politely requested to wait to be seated and it **is not necessary to rush, going in, at opening time sharp**. Going in a little later you help the arrangements of our Restaurant Staff, you avoid the rush and you are receiving even better service. For Restaurant times and other details see "Restaurants", "Bars", "Snacks", "Packed Lunches". or "Breakfast". **FOR HEALTH AND OTHER OBVIOUS REASONS AND TO AVOID ANY EMBARRASSING DIFFICULT SITUATIONS (for our staff and our guests), GUESTS ARE POLITELY REMINDED THAT TAKING FOOD OUT OF THE ALKION RESTAURANT IS NOT PERMITTED. Our staff will happily help you to do so.**

MEDICAL SERVICES

For Doctors, Opticians, Dentists etc.or in case of accident, please contact the Reception Desk (telephone extension 512). Fees are the exclusive responsibility of the Guest.

MESSAGES

Urgent messages will be delivered to your room. Please enquire at the reception regularly especially if you expect a message. Our telephone system can also inform you about having a message. If you hear a strange interrupted, low tone ringing tone of your room telephone, it means that you have a message. **Just pick-up the phone, do not dial anything and wait a few seconds**. You will automatically be connected with our Reception. Please give your room number and don't forget to ask as follows: "Can I have my message?"



MINI BAR

Every room is equipped with a Mini Bar, which is FREE FOR USE. It is possible for guests to place their own supplies in the mini bar, however, we ask our guests that they do not overload the mini bar. The Mini Bar can be stocked as per your requirements, please see the Mini Bar list for details of items and charges. Orders should be handed to Reception, who will arrange for the items to be placed in the Mini Bar. For further information please ask at the Reception. **Please note importantly, that food or drink purchased from outside of the Hotel cannot be consumed in any of the Hotel's Bar, Restaurant, Grounds and Seating areas.** Guests are kindly notified that the uncovered or partly consumed items of food, fruits and sweets tend to attract flies, ants, insects or other unwanted visitors. Please do not overfill the Mini Bar. Remember that it is not a Domestic fridge; otherwise its cooling ability will be significantly reduced.

MUSIC

There are four (4) channels of music and radio available in all rooms. The controls are found on the bed-side table. Our TV system offers also four (4) extra radio stations, controlled through the TV remote control. In the public areas piped Greek and International music is transmitted.

NEWSPAPERS / MAGAZINES

Available at the **Hotel Shop**. For items not available please advise our shop assistant to arrange daily delivery (if possible).

PACKED LUNCHES

For those of our guests with Half Board, Full Board, All Inclusive or Ultra All Inclusive, terms, going on excursions or departing early, in order not to miss their entitled meals, Packed Lunches can be arranged if announced to the Reception desk before 20.00 hrs on the day before. Ordered packed lunches are collected from Reception the morning of the following day (before going on the excursion).

PARKING

The hotel offers to resident guests parking free of charge. Kindly note, that the entrance and exit of the hotel are fitted with barriers which may be in use in peak periods. Guests with hire cars, may obtain access in and out of the parking areas of the hotel, can obtain a Parking Access Card from the Reception with a small returnable deposit which will be given back when the Parking Access Card is returned to the Reception at the end of the use. Please park your car or bike in the designated parking areas. **Do not leave them in the entrance of the building (otherwise buses cannot go through or turn back). Do not park in front of the clearly marked Fire Exits. Importantly please note that responsibility of parking belongs solely to the guests.**

PEDESTRIAN WAY IN AND WAY OUT OF THE HOTEL

For a safer, quicker and nicer way to go in or out of the Hotel by foot, please use the designated pedestrian way. To ensure accident free way-out and way-in for you and your family, please do not use the car, bike and bus way and/or parking of the Hotel.

PHOTOCOPYING

Please contact the Reception (telephone extension 512). Enlargements, reductions and full colour copies are within the features of our equipment.

QUIET LOUNGE

One of our Lounges is the unique Quiet Lounge where you can relax, enjoy your drink, read your book, or even work away from unwanted noises.

RAMPS

From the main entrance to the beach, there are ramps to all levels of the Hotel's indoor and outdoor areas and facilities, for easy access for guests with immobility and difficulty or disabled conditions.

RESERVATIONS

For all Reservations rooms, taxis, functions etc, please contact the Reception Desk (telephone extension 512 or email: cavorese@cytanet.com.cy), or visit our website: www.cavomaris.com. We recommend that our guests watch our website (www.cavomaris.com) for regular special offers that apply, sometimes applying for a limited sales period, that can be very generous and which only apply for bookings made through our website.



RESTAURANTS

Details of menus and meal times are shown on the Board at the entrance of the "Alkion Restaurant" which are as follows:

For Breakfast....: 07.15 -10.00 hrs inside or outside weather permitting

For Lunch.....: 13.00 -15.30 hrs inside.

For Dinner.....: 19.00 - 21.30 hrs inside.

- Very Special "A la carte" menus are also available during the above hours in "Alkion Restaurant". Inside or outside weather permitting.
- The "Sirena Restaurant" next to the Pools is also serving Lunches, Salads, Barbeques and Snacks from 13.00-15.30 hrs. This Restaurant also offers, in very attractive prices the possibility of "Take Away" food for consumption away from the Restaurant.
- Snacks are also available at the "Coral Bar" and its terrace from 11.00-23.00 hrs.
- Meals and Snacks are on offer at the "Caves Kiosk" situated close to the Beach. Opening Hours 10.00-19,00 hrs
- For Cyprus Coffee, Traditional Sweets, Fruits and Ouzo Meze visit "The Kafeneion" situated in our unique "Recreation Park". Opening Hours 10.00-19.00 hrs

As you may realise, in a Hotel of our class it is not a pleasant sight (for us and also for our guests), to see people carrying bags full of drinks purchased from outside, food to be consumed in the hotel rooms or around the pool within the hotel area. After all, our circle of business includes selling food and beverages and our prices are very reasonable.

FOR HEALTH AND OTHER OBVIOUS REASONS AND TO AVOID ANY EMBARRASSING DIFFICULT SITUATIONS (for our staff and our guests), GUESTS ARE POLITELY REMINDED THAT TAKING FOOD OUT OF THE ALKION RESTAURANT IS NOT PERMITTED. Our staff will happily help you to do so.

See: "Meals", "Snacks", "Bars", "Breakfast", "Packed Lunches".

ROOM CLEANING

The rooms are cleaned between 09.00 hrs and 15.30 hrs. In case you do not want to be disturbed please hang the red sign "Do not Disturb" outside your door lock (but please make sure that you do not forget it there). If you want your room cleaned on a specific time, please advise our Housekeeper (telephone extension 526) accordingly.

ROOM KEY CARDS

On departure guests are kindly requested to hand their Room Key Card back to the Reception.

ROOM SERVICE

Is available daily as follows:

For Breakfast from 07.30 hrs. until 09.45 hrs.

For Meals from 11.00 hrs. until 22.30 hrs. from the Room Service Menu in the rooms.

For Drinks from 11.00hrs.until 24.00 hrs.(midnight).

SAFE DEPOSIT BOXES

For your convenience there is an electronic secure safe box provided **in every room free of charge**. It is found in the wardrobe area. Instructions to set your own personal code are shown on it. You are kindly requested on your departure to leave to door of the safe box open. Please contact our Reception Desk (telephone extension 512) for any assistance required. There are also free of charge extra Safe Deposit Boxes at the Reception (on request). The Management cannot accept responsibility for unverified contents of the safes or for valuables left in the rooms.

SAUNA

Appointment necessary (telephone extension 565)

See: "Spa".

SHAVING OUTLETS

Found in your bathroom, next to the mirror (for 110 or 220 Volts). Please do not use any other appliance in the Bathroom shaving outlet.

SHOE SHINE

For cleaning and polishing of your shoes please contact the Housekeeper.

SHOP

It provides jewellery, watches, books, newspapers, magazines, cosmetics, tobacco, post-cards, stamps, beach wear, clothing, sun-glasses, chocolates, biscuits, crisps etc and a wide selection of gifts and souvenirs. **It is worth a visit.**

SIGHTSEEING

See: "Excursions"



SNACKS

Snacks are served in:

- a. "Coral Lobby Bar" (and terrace) 11.00 - 23.00 hrs
- b. "Alkion Restaurant" Terrace 11.00 - 23.00 hrs
- c. "Sirena Restaurant" 13.00 - 15.30 hrs
- d. "Sirena Take-Away Service" 13.00 - 15.30 hrs
- e. "Caves Kiosk" Take-Away Snacks: 13.00 - 15.30 hrs
- f. "Room Service" 11.00 - 22.30 hrs (from room service menu in room)

For guests on "All Inclusive" terms, please note that snacks can be ordered from the "Coral Bar" ONLY from 11.00-23.00 hrs (except during meal times when the Alkion Restaurant is open).

SPA

For fitness and wellness visit our well laid out and designed "Ocean Spa" with Indoor (heated) Swimming Pool and Jacuzzi, Bar, Cafeteria, 2 floor fully equipped (latest technology) Gym, Hairdressing Salon, Manicure, Pedicure and Beauty Treatment Centre (such as Hairdresser - Manicure - Pedicure - Facial and / or Body Treatment), Massage, Sauna, Steam Bath, Relaxation Area, Showers, WCs, Changing Rooms and Lockers. Children under 12 years must be accompanied by adult(s). Also please take a shower, in the area of the changing rooms, before entering the Jacuzzi or the pool. For detailed information and prices please apply directly to the Reception of the Ocean Spa (or the main Hotel Reception). The "Ocean Spa" is located on the way, but before the Tennis Courts, at -1 level of the independent specific lift or by the stairs to the Spa. For enquiries and reservations please call by telephone (Telephone extension 565 or email: cavogym@cytanet.com.cy). Opening hours of the SPA:

Spa, Steam Bath, Sauna	09:00 – 18:00 hrs
Beauty Treatment Centre, Massage	09:00 – 18:00 hrs
Swimming Pool, Jacuzzi	09:00 – 18:00 hrs
Gym	08:00 – 21:00 hrs
Waves Bar - Cafeteria	09:00 – 18:00 hrs

STAMPS/POST CARDS

On sale at the Souvenir Shop. Please be sure about postage rates.

See: "Mail"

STEAM BATH

Appointment necessary (telephone extension: 565)

See: "Spa"

SUNLOUNGERS/UMBRELLAS

There are Sunloungers and umbrellas (free of charge) available at our Pool terraces or on the grass areas. They are enough for all our guests. However in case of difficulties please contact our Pool Attendant, who will happily assist you. Please note importantly that the Hotel can allow only **one umbrella per room and one sunlounger per person**. It is not allowed to reserve sunbeds from the previous evening, or early in the morning, by placing on them personal items such as towels, clothes, bags etc. They create hard feelings among the other guests and they tend to disturb the cleaning of our Housekeeping and the arrangements of our gardening department. **The Hotel has the right to remove items unattended for over one hour**. Please also respect the sunbeds and umbrellas so you find them in good condition the following day. Please respect the environment!! Do not litter the grass!!!

SWIMMING POOLS

The Pools are unguarded. Children must be accompanied by adult(s). The swimming-pools are chlorinated around 20.00 hrs. **Do not use** them after this time as you may find your eyes itching. The use of the swimming-pools is not allowed before 09.00 hrs. or after 20.00 hrs. Kindly avoid games in the pools that may disturb your fellow holidaymakers. Also please take a shower before entering the pools. **We shall highly appreciate it if you avoid using the "Coral Bar" and the Lobby as a passage for going/coming from the room to the Beach or the Pool, especially with wet clothes or feet. You can go much easier and safer through the lower level (lift -1).**

TAILOR/SEWING/NEEDLES/THREAD

For minor tailoring service and mending please contact our Housekeeper (telephone extension 526). A sewing kit is also available in the dressing table with our compliments for your personal use.

TAXIS/TRANSFERS

Taxis are always available on request from the Reception. They will transport you everywhere. Especially for Protaras, Paralimni and Agia Napa, there is a regular bus service very near the Hotel. Please have a look at the Boards for schedules and timetables or contact the Reception for any information. Transfers from and to the Airport can also be arranged directly from Reception or through our website: www.cavomaris.com.

See: "Bus Service"



TEA & COFFEE MAKING FACILITIES

Tea & Coffee making facilities, which include a kettle, cups, saucers and spoons, are **available for free use in your room**. For your information, please note, that a "starter pack" of Tea, Coffee, milk and sugar sachets are provided free of charge. Additional supplies can be provided free of charge **only** "on request" by contacting the Reception Desk (telephone extension 512). Alternatively you can provide your own supplies of Tea, Coffee etc. or purchase them from our shop.

TELEPHONE SERVICES

Please get your information about direct dialling of internal or external calls as well as other useful and interesting information about our telephone system, from the special **"How to use your Telephone"** leaflet in the information folder in your room. Long distance calls are maybe a bit more expensive than those made through street Telephone boxes, but then please remember the convenience you have to call directly from your room, that the rate we charge includes also V.A.T. and, of course, the cost for providing, operating and maintaining the system.

TELEVISION AND VIDEO

Each room is equipped with a TV set receiving in various languages, local stations, satellite stations and Videos. The signal of some stations is possible that it may not always be perfect. If you receive no signal, **please do not attempt to tune or fix it yourself**. Probably the previous Guest tried to tune the channels, or the TV set is defective. Contact our Reception who will send the Technician to fix it. Video Feature Films, children movies and Cartoons are shown regularly in the special channels. Detailed information is displayed on the Boards or by the TV set in your room.

TENNIS

The Hotel has 2 hard surface tennis courts with light. Tennis rackets and balls are available on request and for free use at the Reception. A returnable deposit for the key and tennis equipment will be asked, which will be returned as soon as the items are brought back in good condition. Balls are on sale also at the Souvenir Shop. You must book the court in advance with the Reception. Tennis is Free during day light. In the evening lights can be activated obtaining a special key from Reception. There is a small charge for use of the lights, which is depending on the time consumed. Details can be obtained from Reception

"TO KAFENEION"

See: Coffee Shop "To Kafeneion"

ULTRA ALL INCLUSIVE

See: "All Inclusive / Ultra All Inclusive".

UPGRADE OF TERMS OR ROOM TYPE

Upgrade of Terms: It is possible to upgrade your existing terms to any other of the terms on offer, i.e. Half Board, Full Board, All Inclusive or Ultra All Inclusive, **subject to availability**. This can be arranged at any time to your convenience for a minimum period of 4 consecutive days and upwards directly with our Reception. An upgrade of terms runs from 12.00 hrs on the day that it is taken until 12.00 hrs on the day that it will finish.

Upgrade of Room Type: It is possible, **with the relevant charge**, to upgrade your existing room type to any other of the room types on offer, i.e. to Side Sea View or Direct Sea View, Family Side Sea View or Direct Sea View, Mezzanine Family Suite or Premier Family Suite, **subject to availability**. This can be arranged at any time to your convenience directly with our Reception and on acceptance of the charge of the applicable supplement.

VOLTAGE

240 Volts / AC

WAKE UP CALLS

Please contact the Reception (telephone extension 512) and give the time you wish to be waked up. They will happily do so. Also our telephone system provides own wake up arrangements as follows: Dial number 80 and then dial the time you wish (4 numbers e.g. 0730). You can cancel it simply by dialling 81.

WATER SPORTS

Water skiing, Banana, Parasailing, Pedaloos, Canoes, Sailing Boats, Speed Boats etc. are available at the beach in front of the Hotel, or at the Green Bay Beach, 350 meters away. They are under separate Management. **The Hotel cannot accept responsibility for the water sports.**

WEB SITE

<http://www.cavomaris.com>



WEDDING CEREMONY OR RECEPTION

Kindly note that the Gazebo picturesquely situated in our gardens is ideally suited for Weddings and it is authorized by the Local Authority for the purpose of carrying ceremonies as well as receptions or a combination of the two. Please contact our Wedding Coordinator (Public Relation Officer) (telephone extension 537 or email: cavogrel@cytanet.com.cy) or Food & Beverage Manager (telephone extension 534 or email: cavofnb@cytanet.com.cy) for further information or assistance. Our Gazebo is also ideal for renewing your vows, followed by a Romantic dinner there.

WIFI

See: "Internet/Wifi Services"



Useful Telephones

Always available to call for Information or Service

INTERNAL CALLS

DIRECT LINE OUTSIDE	9
TELEPHONE OPERATOR	0
RECEPTION	512
INFORMATION	523
SOUVENIR SHOP	521
ALKION RESTAURANT	516
CORAL MAIN BAR & ROOM SERVICE	519
OCEAN SPA & FITNESS CENTER	565
SIRENA POOL BAR	522
SIRENA POOL RESTAURANT	542
CAVES KIOSK	531
WAVES BAR	566
HOUSEKEEPING	526
KIDS CLUB	560

**Room to room call within the hotel,
just dial the required room number**

