



Directory of Services



CAVO MARIS
BEACH HOTEL & SUITES
PROTARAS, CYPRUS

Welcome and Thank You for choosing to spend your holidays with us at Cavo Maris Beach Hotel.

Our constant devotion to quality and our guest's full satisfaction, combined with our religious faith in True Hospitality, promises that every stay with us is a truly memorable experience.

To ensure that you make the most of your time with us, we have prepared our Directory of Services to help to inform you about the wide range of the facilities, amenities and services we provide.

It will be our pleasure to have any requests from you for more information or clarifications, so please feel free to contact our Reception Team at any time.

The Management Team



Useful Telephone Numbers

Always available to call for information or service

Internal Calls

Reception	812
Souvenir Shop	821
Spa & Fitness Centre	865
Housekeeping	826

For Room to Room calls within the Hotel, just dial the required room number.

ACTIVITIES

Tv screens and Interactive Information Kiosks are located at the Reception and inside/outside/opposite the Lifts, announce the Entertainment, Sports Animation, Restaurants Reservations, Menus and other useful Information. A glance at them every day may well prove very useful.

ADAPTED FACILITIES

3 adapted Superior SSV rooms, 5 adapted facility "Elite" 5th floor suites, lifts to all levels of hotel (with vocal instructions), easy access to all hotel outlets, ramps to all levels of hotel grounds, easy access to the beach, adapted facility toilet and washrooms in public area and at the Spa, pool lift, stair climber, disabled parking spaces, electric mobility scooters, wheelchairs, walking frames, crutches and walking sticks for rent, porter assistance, easy accessible surrounding area. Please contact Reception (telephone extension 812).

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 812). They will be happy to assist you.

AIRPORT TRANSFERS (FROM & TO THE AIRPORT)

Taxi Transfers can be booked through the Reception (telephone extension 812) or the Reservations Department (email: reservations@cavomaris.com) or via our website: www.cavomaris.com

ALL INCLUSIVE / PREMIUM ALL INCLUSIVE DINE AROUND

Guests on All Inclusive or Premium All Inclusive Dine Around, please note that, the privileges of the relevant Cards (AI & UAI) run from 12.00 hrs on the arrival day until 12.00 midday (check out time) on the day of departure.

BARs

- **Coral Bar** at the lobby area and terrace is open daily from 09.00 - 24.00 hrs.*
- **Sirena Pool Bar** at the Pool area is open daily from 10.00 - 18.30 hrs.*
- **Medusa Gelateria & Creperie** at the Pool area is open daily from 10.00 – 18.30 hrs *
- **To Kyma Sea Side Cafe** in the Gardens overlooking the sea is open daily from 10.00 – 18.30 hrs.*
- **To Kafeneion** in the Recreation Park area is open daily from 10.00 - 19.30 hrs.*

** Please note that opening hours may change due to seasonality, weather or special occasions.*

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's 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

The procedure to obtain and exchange Beach Towels is as follows:-

- a) On arrival guests will receive a Yellow Card to be exchanged for Beach Towels, together with a procedure slip.
- b) Guests should take the Yellow Card to the Pool Attendant, who is located at the stand opposite the children's swimming pool, to be issued with the Beach Towels in exchange for the Yellow Card.
- c) Guests can exchange their towels for clean ones **ONLY** from the Pool Attendant one time per day between the hours of 10.00 until 18.00 hrs

- d) On the day of departure guests should return their towels to the Pool Attendant to sign and to receive their Yellow Card which should be given to the Reception Team on Check Out.
- e) Please note that if towels are not return there will be a charge of €5.00 per towel.
- f) It is not allowed to leave the towels on the sunbeds during the night whereby in this case the towels will be removed.

BICYCLES

Bicycles may be hired through the Reception at reasonable rates.

BOOKS

A variety of books are available for sale at the Souvenir Shop. Alternatively, we have a small selection of books for our guests to read in the Quiet Room.

BOTTLE OPENER

For bottles with corks, please ask for assistance from our Coral Main Bar.

BREAKFAST

Breakfast (Buffet Style) is served in our "**Alkion Buffet Restaurant**" and the Terrace. It starts at 7.15 and finishes at 10.30 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.** 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 and collected from Reception by 22.00 hrs the previous night.

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.

CAR RENTALS

Self drive cars of your preference may be hired through the Reception.

CHECK IN/ CHECK OUT TIMES

Check in is at 14.00 hrs and Check out is at 12.00 hrs. 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 812). 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, subject to availability and in accordance with possible restrictions due to health and safety government protocols. Alternatively guest can ask our Reception for either an early check in or late check out with an extra charge.

CLEANING OF ROOM/DO NOT DISTURB SYSTEM:

The rooms are cleaned between 09.00 hrs and 15.30 hrs.

When you enter your room, we have installed a touch screen display with "MUR" OR "DND" buttons. If you do not wish to be disturbed press "DND" (Red). If you want your room to be cleaned press "MUR" (Green).

Alternatively, you will find behind the door a red/green card also for you use.

Please note rooms displaying either a red light or red card will not be disturbed or cleaned. For emergency cleaning after 15.30 hrs please contact the Reception.

CONFERENCES / MEETINGS / FUNCTIONS / COCKTAILS

Nine (9) 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 our Guest Relations Officer.

CONTACT INFORMATION

Cavo Maris Beach Hotel

P.O. Box 33370

5313 PARALIMNI

Cyprus

Tel: 00357 23 832043

Fax: 00357 23 832051

Email: welcome@cavomaris.com

Web site: www.cavomaris.com

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

Instagram: <https://www.instagram.com/cavomarisbeachhotelprotaras>

CREDIT CARDS

We accept for payment all major Credit Cards.

CURRENCY EXCHANGE / CASHIER

Foreign Currency 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.

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"

DRESS CODE

Smart 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 appropriately 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.**

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.

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.

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 entrance door.

FITNESS CENTRE

For the free use of guests aged 18 yrs and over there is a 2-Floor, fully equipped gym with a wide variety of equipment and with changing rooms, lockers and WCs situated at the Spa Centre. Opening hours: 07.00 hrs until 19.00 hrs daily. **Please note that from 7.00 – 10.00 the use of the gym is at the own responsibility of the guest.**

FLOWERS

Flowers can be arranged through the Reception Desk (telephone extension 812) or the Guest Relations Officer. Please order them in time and no later than 72 hrs prior to the required delivery. For flower vases please contact the Reception (telephone extension 812). Flower orders can also be arranged through our Website www.cavomaris.com,

FOLKLORE MUSEUM

The Folklore Museum takes the form of a traditional Cyprus Village House. Antiquities and artifacts have been gathered from all over the island and painstakingly renovated to their original glory. A visit to the Museum provides our guest with the opportunity to learn a little more about the traditions of Cyprus and the interesting Island that have chosen to visit. **ENTRANCE FREE and visits can be arranged with our Guest Relations Officer.**

GAMES

Various Table games like Chess, Playing Cards, Backgammon (Tavli), 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.

HAIR DRESSING SALON

Located in the "Spa" Centre. Appointment necessary 24hrs in advance, please contact our Spa Reception (telephone extension: 865).

HOUSEKEEPING

For any matters or enquiries regarding the cleaning of your rooms or if you want to arrange softer or harder mattress, different type of pillows (material, softer or harder), extra pillows, blankets, flower vases etc., please contact the Reception Desk (telephone extension 812), who in turn will contact our Housekeeping Department directly.

INDOOR HEATED SWIMMING POOL

Located in the Spa Centre for free use of our guests (by appointment) we have our heated indoor swimming pool with Jacuzzi. Please note that there is no lifeguard on duty in the indoor swimming pool area. **Policy for children:** Families are invited to use the indoor pool with children aged 10 years and over. However we always try to be flexible depending on availability and allow the use of facilities to small children and infants during periods when the weather is cooler. All children under 18 years old should be accompanied by an adult at all times during swimming sessions for safety reasons. For reasons of hygiene, we also ask you to shower in the changing rooms before using the pool. Opening Hours: 10.00 – 19.00 hrs. For appointments, please contact our Spa Reception (telephone extension: 865).

INTERACTIVE INFORMATION KIOSKS

Interactive Information Kiosks located at the Reception and inside/outside/opposite the Lifts, announce the Entertainment, Sports Animation, Restaurants Reservations, Menus and other useful Information. A glance at them every day may well prove very useful.

INTERNET/WIFI SERVICES

There is FREE Wifi in the rooms as well as in almost all indoor and outdoor areas of the Hotel (access code to be obtained from Reception). In addition there is an Internet Corner next to our Souvenir shop with a terminal for the free use of residents of the Hotel. For non-residents this service is with charge. Contact Reception to receive your access code.

IRONING

Please contact the Housekeeper for professional ironing or pressing. For personal ironing in your room please ask at the Reception (telephone extension 812). 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 "Spa Centre". Free of charge for our guests. No lifeguard on duty. Children under 18 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: 10.00 – 19.00 hrs. Appointment necessary, please contact our Spa Reception (telephone extension: 865)

KEY CARDS

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

KIDS CLUB

The Hotel operates (free of charge) **and for residents only**, the "Turtles Kids Club" (indoor and outdoor) for children between the ages of 4 – 12 yrs It is situated on the lower level (Lift -1) of the Hotel and opposite the Childrens Playground. 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.**
A quick service facility is available "on request" and at an appropriate extra charge.

LIFTS

In the Reception area there are three passenger lifts to all levels. In addition there is one access lift located on the corridor leading out to the Tennis Courts which provides also access to the Spa and Fitness Centre. An extra lift also exists to serve as access for guests going to the 1st Floor 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 812) or the Guest Relations Officer to report if you have lost or found something in the Hotel premises.

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.

MAIL

Urgent letters, messages, emails or telefaxes are delivered to your room. Please drop your outgoing mail into the mail box (opposite the lifts).

MASSAGE

Located at the Spa. Appointment necessary (telephone extension 865).

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 the Reception (telephone extension 812).

MEALS

Meals included in terms (Half Board, Full Board, All Inclusive, Premium All Inclusive Dine Around), if not taken, cannot be compensated or transferred to another day. Our "Alkion Buffet Restaurant" offers an extensive possibility of hours to enjoy your meals. Any time you go in our "Alkion Buffet 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.**

MEDICAL SERVICES

For Doctors, Opticians, Dentists etc. or in case of accident, please contact the Reception Desk (telephone extension 812). 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.

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 our Reception Team. **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.

MINI GOLF

The Mini Golf centre is located adjacent to the Tennis Courts and is for the use of Hotel residents during the hours 10.00 to 22.00 hrs with extra charge. Bookings required, please contact Reception.

MUSIC

There are channels of music and radio stations on our TV system which is controlled through the TV remote control. In the public areas 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 Premium All Inclusive Dine Around, 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 and the Hotel has no responsibility for any damage or theft.**

PEOPLE WITH SPECIAL NEEDS / FACILITIES

Wheelchairs and electric scooters are available for rent at reasonable prices, subject to availability. Please contact the Reception (telephone extension 812).

PILLOW LIST

For your sweet dreams and your maximum comfort please see below the various pillow types we have available to offer you "on request".

- Soft Filled Pillow (normal pillow provided)
- Harder Filled Pillow
- Feather Filled Pillow
- Memory Foam Filled Pillow

Pillows can be provided by contacting our Reception (telephone extension: 812).

PRIVATE PARTIES & FUNCTIONS:

Venues are available for Private Parties, Wedding Dinners, Birthdays, Christenings and Anniversaries depending on size of event and time of the season. Please contact our Guest Relations Officer.

QUESTIONNAIRE

Following your departure a Guest Satisfaction Questionnaire form will be sent to you via email. We kindly ask you to help us evaluate and improve our standards by filling in this form. Alternatively you can complete Questionnaire at our Interactive Kiosk in the Lobby area.

QUIET LOUNGE

One of our Lounges is the unique Quiet Lounge where you can relax, 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 room Reservations please contact the Reception Desk (telephone extension 812 or email: reservations@cavomaris.com), 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

• ALKION BUFFET RESTAURANT:

Breakfast	07.15 – 10.30
Lunch	13.00 – 15.00
Dinner	19.00 – 21.30

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 BUFFET RESTAURANT IS NOT PERMITTED.

- **ARGO A LA CARTE RESTAURANT:** 13.00 – 16.30 (last orders) * *Reservations Required*
19.00 – 22.00 (last orders) * *Reservations Required*
- **SEAWEED SUSHI BAR** 19.00 – 22.00 (last orders) * *Reservations Required*
- **STONEGRILL:** 19.00 – 22.00 (last orders) * *Reservations Required*
- **H TAVERNA RESTAURANT:** 13.00 – 16.00 (last orders)*
19.00 – 22.00 (last orders)* *Reservations Required*

* **Please note that opening hours may change due to seasonality, weather or special occasions.**

* **Reservations for restaurants can be done through kiosks or hostess.**

Kindly note that it is not permitted to bring or order food/drinks from outside the Hotel for consumption in our Hotel premises.

Please note importantly that Nissia Grill Bar/Restaurant and Akroyiali Restaurant has no affiliation with Cavo Maris Beach Hotel and takes no responsibility if something occurs with said establishments.

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

SAFE DEPOSIT BOXES

For your convenience there is an electronic secure safe box provided **in every room free of charge**. It is located in the wardrobe area. Instructions to set your own personal code are shown on it. You are kindly requested on your departure to leave the door of the safe box open. Please contact our Reception Desk (telephone extension 812) 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 and not in the safe box.

SAUNA

Located in the Spa. Appointment necessary (telephone extension 865)

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.

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:

- Coral Lobby Bar (and terrace) 11.00 - 23.00 (excluding the hours when the Alkion Buffet Restaurant is open)
- Sirena Pool Bar 11.00 - 18.30 hrs (with take away service) *
- To Kyra Sea Side Café 11.00 – 18.30 hrs (with take away service) *

* Please note that opening hours may change due to seasonality, weather or special occasions.

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

SPA

For fitness and wellness visit our well laid out and designed "Spa" with Indoor (heated) Swimming Pool and Jacuzzi, 2 floor fully equipped Gym, Hairdressing Salon, Beauty Treatment Centre (Manicure, Pedicure, Facial and Body Treatments), Massage, Sauna, Steam Bath, Relaxation Area, Showers, WCs, Changing Rooms and Lockers. Children under 18 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 Spa.

The "Spa" is located on the way to, 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 865 or email: vitalityspawellness@gmail.com).

Opening hours of the SPA:

Sauna and Steam Bath	10.00 – 19:00 hrs*
Spa Beauty Treatment Centre, Massage	10.00 – 19:00 hrs*
Swimming Pool, Jacuzzi	10.00 – 19:00 hrs*
Gym	08:00 – 19:00 hrs*

*Appointment required.

*** From 7.00 – 10.00 the use of the gym is at the own responsibility of the guest.**

STAMPS/POST CARDS

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

See: "Mail"

SUNLOUNGERS/UMBRELLAS

There are Sunloungers and umbrellas (free of charge) available at our Pool terraces or on the grass areas. There 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 left during evening and night hours**. 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 (OUTDOOR)

Due to chlorination process the outdoor swimming pools are not allowed to be used before 10.00 hrs or after 19.00 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 Beach or the Pool to the room, 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 826). 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 or our Guest Relations Officer 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, Tea, Coffee, milk and sugar sachets are also provided free of charge.

TELEVISION

Each room is equipped with a TV set receiving in various languages, local channels, satellite stations and film channels. It is possible that the signal of some stations 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 (ext. 812) who will send the Technician to fix it. Feature Films, children movies and Cartoons are shown regularly in the special channels. Detailed information is displayed by the TV set in your room.

TENNIS

The Hotel has 2 hard surface Tennis Courts with Floodlights. Tennis rackets and balls are available on request and for free use at the Reception. Balls are on sale also at the Souvenir Shop. You must book the court in advance with the Reception. Tennis is Free. In the evening lights can be activated by obtaining a special key from Reception.

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 Premium All Inclusive Dine Around, **subject to availability**. This can be arranged at any time to your convenience for a minimum period of 2 consecutive days for Half Board or Full Board and 5 consecutive days and upwards for All Inclusive and Premium All Inclusive Dine Around, 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 rooms, "Mezzanine" Family room, "Premier Family room or Elite Suites, **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

WAKE UP CALLS

Please contact the Reception (telephone extension 812) and give the time you wish to be woken up.

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>

WIFI: See: "Internet/Wifi Services"