



Directory of Services



CAVO MARIS
BEACH HOTEL & SUITES
PROTARAS, CYPRUS

Welcome to Cavo Maris Beach Hotel & Suites!

Thank you for choosing to spend your holidays with us.

Our commitment to quality, comfort, and guest satisfaction, combined with our dedication to warm hospitality, ensures that your stay will be both pleasant and memorable.

To ensure you make the most of your time with us, we have prepared this Directory of Services, which provides useful information about the wide range of facilities, amenities, and services available during your stay.

For any further information or assistance, please don't hesitate to contact our Reception Team at any time.

The Management Team



Useful Telephone Numbers

We are always available to assist you with information or services.

Internal Calls

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

To make Room-to-Room calls within the hotel, simply dial the room number.

ACTIVITIES

TV screens and Interactive Information Kiosks are located at the Reception, as well as inside, outside, and opposite the lifts. They provide updates on entertainment, sports & kids animation, restaurant reservations & menus, and other useful information we provided in TV screens. Checking them daily will be very helpful.

ASSEMBLY POINT

In the event of an emergency, such as a fire or earthquake, the designated assembly point is at the hotel parking area behind the Folklore museum. All guests and staff must proceed to this location promptly and await further instructions from the emergency response team.

ADAPTED FACILITIES

3 adapted Superior Side Sea View rooms, 5 adapted "Elite" 5th-floor suites, and easy access to all levels via lifts with vocal instructions. Easy access to all hotel outlets, ramps to all areas of the hotel grounds, and direct access to the beach. Adapted facility toilets and washrooms are available in public areas and the Spa. A pool lift and disabled parking spaces are provided for convenience. Electric mobility scooters, wheelchairs, walking frames, crutches, and walking sticks are available for rent at the reception. The surrounding area is also easily accessible. For any assistance, please contact the Reception (telephone extension 812) and porter assistance is offered.

ADAPTORS

Adaptors are available for sale at the Hotel Souvenir Shop, located on the ground floor. USB gates are available in the rooms.

AIRCONDITIONING

All rooms are air-conditioned, with an easy-to-use individual temperature control panel located on the wall in each room. Please note that the system will not operate if the balcony door is open.

AIRLINES

For any information, flight reservations, ticket reconfirmations, or other enquiries, please contact the Reception.

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 PACKAGE

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. For T&C please visit our website OR scan the QR code on your AI/UAI card. Any queries please contact the reception.

BARS

- **Coral Lounge Bar** at the lobby area and terrace is open daily from 09.00 - 24.00 hrs.*
- **Sirena Swim-up Cocktail Bar** at the Pool area is open daily from 10.00 - 18.30 hrs.*
- **Medusa Pool Bar & Gelateria** at the Pool area is open daily from 10.00 - 18.30 hrs.*
- **To Kyma SeaSide 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 - 18:30 hrs.*

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

BATH TOWELS

For health reasons, it is not allowed to use the WHITE bathroom towels at the beach or swimming pools. Bathroom towels are changed once daily (**one towel and one face towel per person will be provided daily**). For environmental reasons and to save precious water, please place used towels on the towel racks if you'd like to use them again. If you would like a replacement, leave the towels on the floor. Only towels found on the floor will be replaced. For beach towels, please refer to the "Beach Towels" section.

BEACH

Please note that the beach in front of the hotel is not managed by the hotel. It is maintained, cleaned, and supervised by the Local Municipality. The hotel has no responsibility or authority over the beach. Any charges for sunbeds, deck chairs, umbrellas, or other services are set and collected by the Municipality supervised by municipal lifeguards. The hotel has no responsibility for any accidents, damage, or other incidents that may occur at the beach. Additionally, water sports are available under separate management. Please note that the hotel has no responsibility at any incident.

BEACH TOWELS

The procedure for obtaining and exchanging beach towels is as follows:

- a) Upon arrival, guests will receive a "Beach Towel Card" to exchange for towels, along with a procedure slip.
- b) Guests should take the "Beach Towel Card" to the Pool Attendant, located at the stand opposite the terrace of Alkion Buffet Restaurant, to exchange it for beach towels.
- c) Guests may exchange their towels for clean ones **once per day** between 10:30 and 18:00 hours from the Pool Attendant.
- d) On departure day, please return your towels to the Pool Attendant to receive a signature and your Yellow Card. The "Beach Towel Card" should be presented to the Reception Team at check-out.
- e) If towels are not returned, a fee of €5.00 per towel will be charged.
- 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 can 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 Lounge Bar during opening hours.

BREAKFAST

Breakfast (buffet style) is served at the Alkion Buffet Restaurant and on the terrace from 07:15 to 10:30.

For health and hygiene reasons, and to avoid any inconvenience to both guests and staff, taking food outside the Alkion Buffet Restaurant is not allowed. If you require an early breakfast before 07:15, you may request a simple "Early Breakfast" packet from Reception. Requests must be made by 20:00 the previous evening, and the breakfast should be collected from Reception by 22:00.

BUS SERVICE

A local bus service to Agia Napa and Paralimni, with connections to Larnaca, Nicosia, and Limassol, operates near the hotel. Timetables and schedules are available at Reception and on the Interactive Kiosks (ground floor).

CAR RENTALS

Self-drive cars of your choice can be hired through Reception.

CHECK IN/ CHECK OUT TIMES

Check-in time is 14:00 hrs, and check-out time is 12:00 hrs. Rooms must be vacated by this time to allow preparation for the next guest's arrival. If you wish to extend your check-out time (subject to availability), please contact Reception at extension 812. Please note that unless otherwise arranged, the hotel reserves the right to remove any luggage or personal belongings from the room after check-out time. Kindly return your room key card to Reception before departure, as the system will no longer allow charges to be made to your room account. For guests arriving early or departing late, the hotel offers complimentary Courtesy Rooms, subject to availability. Alternatively, guests may request an early check-in or late check-out for an additional charge, also subject to availability.

CLEANING OF ROOM/DO NOT DISTURB SYSTEM

Rooms are cleaned between 09:00 and 15:30 hrs.

When entering the room, you will find a touch-screen display with "MUR" and "DND" buttons.

If you do not wish to be disturbed, press "DND" (Red) – DO NOT DISTURB.

If you would like your room to be cleaned, press "MUR" (Green) – MAKE UP ROOM.

Alternatively, a red/green card is available behind the door for your use.

Please note that rooms displaying either a red light or a red card will not be disturbed or cleaned.

For emergency cleaning after 15:30 hrs, please contact Reception before 20:00 hrs.

CONFERENCES / MEETINGS / FUNCTIONS / COCKTAILS

Nine (9) specially designed and fully equipped rooms of various sizes are available, ideal for conferences, lectures, meetings, boardrooms, secretariats, functions, special dinners, cocktail events, private parties, wedding receptions, birthdays, christenings, anniversaries, and more. For more information, 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 all major Credit Cards for payment.

CURRENCY EXCHANGE / CASHIER

Foreign currency can be exchanged for Euros (€) only at the hotel's Reception desk (notes of \$100.00 are not accepted). Exchange rates, displayed at Reception, are slightly lower than bank rates to minimize the risk of fluctuations. Please note that the hotel's Reception is the only authorized location for currency transactions within the hotel grounds.

DIVING CENTRE

Our Reception can assist you to get you in touch with a professional and experienced Diving Centre operating very close to the Hotel under separate management. Lessons available for every stage, from beginners for an exciting introductory try or full course, to amateurs for improvement of their knowledge. The hotel has no responsibility for any incidents.

DRINKING WATER

The hotel provides drinking water stations on each floor (1st, 2nd, 3rd, 4th, and 5th) near the lifts. Please remember to bring your bottle or cup to fill it. Tap water is potable; however, for your convenience, bottled mineral water is available for purchase at the hotel bars, restaurants, and Souvenir Shop.

DOCTOR & MEDICAL SERVICES

For medical assistance, please contact Reception at extension 812, available 24/7. If you have medical insurance, kindly inform Reception prior to the doctor's visit for further assistance. Charges for consultations and treatments are the guest's responsibility and should be settled directly with the healthcare provider. For doctors, opticians, dentists, or in case of an accident, please contact the Reception at telephone extension 812.

DRESS CODE

Guests are kindly requested to dress decently and wear smart casual attire throughout the Cavo Maris Beach Hotel & Suites during the day. We also ask that guests refrain from sitting on upholstered furniture in the Lobby, Lounges, Bar, or Restaurant while wearing wet clothing or swimwear. For dinner, a dress code is in place. We kindly request that guests dress appropriately. To avoid any uncomfortable situations for both staff and other guests, please note that sports shorts, hot pants, flip-flops, and sleeveless T-shirts are not permitted during dinner time. Thank you for your understanding and cooperation.

ECO-FRIENDLY PRACTICES

We are dedicated to sustainability. Here's how you can help:

Energy Saving: Please help us conserve energy by turning off lights, air conditioning, and electronics when not in use.

Towel Reuse: To save water, we encourage you to reuse bath and beach towels during your stay. Simply leave them on the towel rack if you don't need fresh ones.

Recycling Bins: We've placed recycling bins in key areas, including guest rooms and by the outdoor pool, to make it easy for you to recycle paper, plastic, and glass.

Together, we can make a difference and help protect the environment!

ELECTRICITY/ELECTRICAL – ELECTRONIC APPLIANCES

For safety reasons, we kindly ask that you check with Reception before using your personal electrical or electronic appliances in the room to ensure they are compatible with the hotel's electrical supply (230 Volt). To save energy, the rooms are equipped with a sensitive sensor that activates with the slightest movement. If continuous electricity is needed for health reasons, guests are kindly requested to inform us, and the sensor can be deactivated. Please note that the use of cooking appliances and smoking in the room is strictly prohibited. For devices with a 2-pin plug, an adapter is required. Adapters are available for purchase at the Kiosk (ground floor).

EXCURSIONS

Taxis and organized bus excursions around Cyprus are available in multiple languages. Boat trips and fishing excursions can also be arranged. For full details and brochures, please visit the Reception desk or Guest Relations Officer.

FIRE PRECAUTIONS (ALARMS-EXITS-EXTINGUISHERS)

Fire instructions are clearly marked on every floor, outside the lifts, and can also be found on the back of your entrance door. In case of emergency, please follow the fire instructions carefully. The assembly point is located at the parking area behind the Folklore Museum. Please remember to use the stairs and not the lift during an emergency evacuation.

FITNESS CENTRE

Guests aged 18 years and over can enjoy free access to a two-floor, fully equipped gym located at the Spa Centre. Guests aged 16-17 must be accompanied by an adult and must agree to and sign an agreement form at the Spa reception. Persons under 16 years of age are not allowed in the gym. The gym features a wide variety of equipment, as well as changing rooms, lockers, and WCs. Opening hours are from 08:00 to 19:00 daily. Please note that from 08:00 to 10:00, the gym is not supervised. Sports shoes are mandatory, and slippers (open shoes) are not allowed.

FLOWERS

Flowers can be arranged through the Reception Desk (extension 812) or the Guest Relations Officer. Please place your order at least 72 hours before the required delivery. For flower vases, please contact 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.

Short visits can be arranged with our Guest Relations Officer.

GAMES

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

For any inquiries or assistance during your stay, please visit our Guest Relations desk, located in the Lobby area. Our Guest Relations Officer is here to ensure that your experience is seamless and enjoyable. Whether you need help with booking excursions, arranging special requests, or getting recommendations for local attractions, our team is always ready to assist you. If you have any concerns or need information regarding hotel services, please feel free to contact our Guest Relations Officer who will be happy to assist you with all your needs.

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 inquiries regarding the cleaning of your room, or if you would like to arrange a different type of pillow (material, softer or harder), extra pillows, blankets, duvets, flower vases, or any other special request, please contact the Reception Desk (telephone extension 812) until 20:00 hrs. The Reception will directly contact our Housekeeping Department to fulfill your request.

INDOOR HEATED SWIMMING POOL

Our heated indoor swimming pool with Jacuzzi, located in the Spa Centre, is available for free use by our guests (by appointment). Please note there is no lifeguard on duty.

Children's Policy: Families with children aged 10 and over are welcome to use the pool. We are flexible during cooler periods and may allow younger children or infants when availability permits. For safety, all children under 18 must be accompanied by an adult during swimming.

For hygiene, guests are kindly asked to shower in the changing rooms before entering the pool.

Opening Hours: 10:00 – 19:00 hrs. To make an appointment, please contact Spa Reception (telephone extension: 865)

INTERACTIVE INFORMATION KIOSKS

Interactive Information Kiosks are available at the Reception and near the lifts on the ground floor. These kiosks display information on Entertainment, Sports Animation, Restaurant Reservations, Menus, and other useful details. We encourage you to check them daily for the most up-to-date information during your stay.

INTERNET/WIFI SERVICES & TECHNOLOGY

Free Wi-Fi is available in the rooms and most indoor and outdoor areas of the hotel. After checking in, connect to "**CM GUEST**" Wi-Fi and enter your reservation surname and room number. If you have trouble signing in, an access code can be obtained from Reception. Additionally, there is an Internet Corner next to the Souvenir Shop with a terminal available for free use by hotel guests. Our hotel is equipped with modern technology to enhance your stay. Enjoy complimentary high-speed Wi-Fi throughout the property, access to in-room smart TVs with various entertainment options, and convenient USB charging stations.

IRONING

Please contact the Housekeeper for professional ironing or pressing services. For personal ironing in your room, please contact the Reception (telephone extension 812). An Ironing Room is available on the 1st floor near the lifts, from 08:00 to 21:00. Please visit Reception to collect the key to unlock the Ironing Room door. Kindly return the key to Reception once you have finished. For safety reasons, please use the iron carefully and follow the instructions provided. We kindly ask that you keep the area clean and tidy. Please note, the hotel does not take responsibility for any damage or incidents.

JACUZZI

The Jacuzzi is located in the "Spa Centre" and is free of charge for our guests. Please note that there is no lifeguard on duty. Children under 18 years must be accompanied by an adult. For hygiene reasons, we kindly ask all guests to shower in the changing room area before entering the Jacuzzi. Opening hours: 10:00 – 19:00 hrs. An appointment is necessary. To make a reservation, please contact our Spa Reception at 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 the "Turtles Kids Club" (indoor and outdoor) free of charge for residents only. It is available for children between the ages of 4 to 12 years. Infants aged 0-3.99 years must be accompanied by their parents. The Kids Club is located on the lower level of the hotel (Lift -1) and is open 6 days a week. Operating hours and rules are displayed at the entrance of the Kids Club. For legal reasons, age verification of children is required. Additionally, for health and safety purposes, parents must complete the "Kids Club registration form".

LAUNDRY / DRY CLEANING

Cavo Maris Beach Hotel offers a Laundry and Dry-Cleaning service. To use this service, please place your items in the laundry bags provided and fill out the laundry list found in the wardrobe of your room. Afterward, kindly contact the Floor Supervisor/Linenkeeper to verify and deliver your laundry to them personally. Please refrain from leaving laundry unattended in the room. To avoid any complications, we kindly request that you do not deliver laundry or dry cleaning on weekends, public holidays, or during the last 48 hours of your stay. A quick service facility is also available upon request, with an additional 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

If you have lost or found any personal belongings during your stay, please contact Reception (telephone extension 812) or the Guest Relations Officer immediately. Our team will make every effort to help locate lost items or return them to their rightful owner. All found items will be logged, stored, and kept according to the hotel's policy. If your lost item is found, you will be notified as soon as possible. If you are checking out and have misplaced something, please inform Reception before departure, as we are unable to retrieve items after check-out. For your safety and convenience, we recommend that you take extra care of your personal belongings during your stay, as the hotel is not responsible for any lost or stolen items.

LUGGAGE ROOMS

Luggage can be stored temporarily (at your own risk) in the two luggage rooms located in the Lobby area, on either side of the main entrance. Upon storing your luggage, you will receive a receipt tag with a unique number for each item. To retrieve your luggage, simply show the receipt at Reception or to Porter. For the courtesy of other guests, kindly place your luggage neatly on the racks. Please note that valuable items (e.g., laptops, mobile phones, passports) should not be left in the luggage room. The hotel is not responsible for any lost or stolen valuable items.

MAIL & MESSAGE

Urgent mail, messages, emails, or faxes are delivered to your room. Use the mailbox (opposite the lifts, ground floor) for outgoing mail. For faxes, hand your message to Reception. Please enquire at the reception regularly especially if you expect a message.

MESSAGE

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

MEALS

Meals included in your terms (Half Board, Full Board, All Inclusive, Premium All Inclusive Dine Around) cannot be compensated or transferred to another day if not taken. Our 'Alkion Buffet Restaurant' offers the same quality, service, and variety of meals throughout the opening hours, ensuring a pleasant dining experience.

For dinner, guests are kindly requested to wait to be seated. There is no need to rush at opening time – arriving a little later helps the restaurant staff with seating arrangements and ensures smooth service.

For restaurant times and more details, please refer to the sections on 'Restaurants,' 'Bars,' 'Snacks,' 'Packed Lunches,' or 'Breakfast.'

For health and safety reasons, guests are kindly reminded that taking food out of the Alkion Buffet Restaurant is not permitted. This policy is in place to avoid any inconvenience for both staff and guests.

MINI FRIDGE

Every room is equipped with a mini fridge, which is free for use. As a welcome, a bottle of water is provided in the mini fridge. Guests are welcome to place their own items in the fridge; however, we kindly ask that it not be overloaded. If you wish to have the Mini Bar stocked according to your preferences, please refer to the Mini Bar list for details on available items and charges. Orders should be submitted to Reception, and they will arrange for the items to be placed in your Mini Bar. For further information, please contact our Reception Team. Please note that food or drinks purchased outside the hotel cannot be consumed in any of the hotel's bars, restaurants, grounds, or seating areas. Additionally, uncovered or partially consumed food, fruit, and sweets may attract flies, ants, insects, or other unwanted visitors. Please avoid overfilling the Mini fridge, as it is not a domestic fridge and overloading it may reduce its cooling efficiency.

MINI GOLF

The Mini Golf Centre is located next to the Tennis Courts and is available for hotel residents from 10:00 to 22:00 hrs at an additional charge. Bookings are required—please contact Reception. For safety reasons, guests are responsible for their own play and are kindly asked to play responsibly.

MUSIC & LIVE EVENTS

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. Stay informed about our exciting music and live events throughout your stay! For live event updates, you can easily access information on the screens located in the lifts. Additionally, visit our interactive kiosks in the hotel lobby or simply contact our Reception or Guest Relations Officer for more details.

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 & ELECTRIC VEHICLE CHARGING STATION

The hotel offers complimentary parking for all residents. Access to the parking area is controlled by barriers, and guests can simply scan their room key card at the entrance barrier to enter. Please park in designated spaces and avoid blocking the entrance or fire exits to ensure smooth access for other guests, including buses.

For your convenience, we have two Electric Vehicle Charging Station located in the parking area opposite the Folklore Museum. To use them, please download the app and follow the instructions to charge your vehicle.

Please note that guests are responsible for their own vehicles, and the hotel is not liable 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 Reception (telephone extension 812) for more information.

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 will be sent to you via email. We kindly ask that you take a moment to fill it out, as it helps us evaluate and improve our standards. Alternatively, you can complete the questionnaire at our Interactive Kiosk in the Lobby area or scan the QR code displayed on your room TV.

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 – 15.30, **Dinner:** 19.00 – 21.30

For health and other obvious reasons, and to avoid any embarrassing or difficult situations for both our staff and guests, guests are politely reminded that taking food out of the Alkion Buffet Restaurant is not permitted.

- **ARGO Burger Bistro:** 13:00 – 16:00 (last orders) & 19:00 – 22:00 (last orders) *Reservations Required
- **ABALONE Trattoria Italiana:** 13:00 – 16:00 (last orders) & 19:00 – 22:00 (last orders) *Reservations Required
- **SEAWEED Sushi Restaurant:** 19:00 – 22:00 (last orders) *Reservations Required
- **STONEGRILL Restaurant:** 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 Interactive 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 & Suites and takes no responsibility if something occurs with said establishments. See: "Meals", "Snacks", "Bars", "Breakfast", "Packed Lunches".

SAFE DEPOSIT BOXES

For your convenience, every room is equipped with an electronic secure safe box, free of charge, located in the wardrobe area. Instructions to set your own personal code are provided. Kindly leave the safe box door open upon departure. For assistance, please contact Reception (extension 812). Extra Safe Deposit Boxes are available at Reception, upon request, at no additional charge. The Management is not responsible for any unverified contents of the safes or for valuables left in rooms outside of the safe box.

SAUNA

Located in the Spa. Appointments are required 24 hours in advance (telephone. extension 865). Prices are available at the Spa Reception.

SHAVING OUTLETS

Found in your bathroom, next to the mirror (for 115 or 230 Volts). Please do not use any other appliance in the Bathroom shaving outlet.

SHOP

It offers a variety of items including adapters, jewelry, watches, books, newspapers, magazines, cosmetics, tobacco, postcards, stamps, beachwear, clothing, sunglasses, chocolates, biscuits, crisps, and a wide selection of gifts and souvenirs. **It is worth a visit.**

SNACKS FOR ALL-INCLUSIVE / PREMIUM ALL-INCLUSIVE DINE AROUND PACKAGE

Snacks are served at:

- **ARGO Burger Bistro** – 11:00-13:00, 16:00-18:00, and 22:00-23:00 hrs

Notes:

- a. Snacks are not available during mealtimes when the Alkion Buffet Restaurant is open.
- b. Dine-in service only – Take-away service is not available for guests on the All-Inclusive or Premium All-Inclusive Dine Around package.

SPA

For fitness and wellness, visit our well-designed Spa, which features an indoor (heated) swimming pool, Jacuzzi, a two-floor fully equipped gym, hairdressing salon, beauty treatment center (offering manicures, pedicures, facials, and body treatments), massage services, sauna, steam bath, relaxation area, showers, WCs, changing rooms, and lockers. Children under 18 years must be accompanied by an adult. Please ensure to shower in the designated changing room area before entering the Jacuzzi or the pool. For detailed information and pricing, please contact the Spa Reception directly. The Spa is located on the way to, but before, the Tennis Courts, at the -1 level, accessible via a dedicated lift or stairs. For inquiries and reservations, please call 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 8:00 to 10:00, the use of the gym is unsupervised and is at the guests own responsibility.**

STAMPS/POST CARDS

On sale at the Souvenir Shop. Please be sure about postage rates. See: "Mail & Message"

SUNLOUNGERS/UMBRELLAS

Sun loungers and umbrellas (free of charge) are available on the pool terraces and grass areas. There are enough for all guests, but if you need assistance, please contact the Pool Attendant. **Each room is allowed one umbrella, and each guest may use one sun lounger.** 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.

SWIMMING POOLS (OUTDOOR)

Due to the chlorination process, the outdoor swimming pools cannot be used before 10:00 hrs or after 19:00 hrs. There is a designated pool for infants, another for children, and one for adults. Kindly avoid games in the pools that may disturb other guests. Please also take a shower before entering the pool. **We would greatly appreciate it if you could avoid using the 'Coral Lounge Bar' and the lobby as a passage to and from the beach or pool, especially when wearing wet clothes or with wet feet. For easier and safer access, please use 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 Interactive kiosks 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 offering local and satellite channels in various languages. You may log in to your personal Netflix account at your own responsibility. Please remember to log out when you're finished. Some channels may experience signal issues. If there is no signal, please do not attempt to fix it yourself, as previous guests may have altered the settings, or the TV may be faulty. For assistance, kindly contact Reception (ext. 812). Feature films, children's movies, and cartoons are available on special channels, with details displayed on your TV.

TENNIS

The hotel has two hard-surface tennis courts with floodlights. You can borrow tennis rackets and balls for free from Reception (10:00 - 22:00). Extra balls are available at the Souvenir Shop. Please book the court in advance at Reception. In the evening, you can get a special key from Reception to turn on the floodlights.

UPGRADE OF TERMS OR ROOM TYPE

Upgrade of Terms: You can upgrade your existing meal plan to any of the following options, subject to availability: Half Board, Full Board, All Inclusive, or Premium All Inclusive Dine Around. Upgrades are available with a minimum stay requirement of 2 consecutive days for Half Board or Full Board, and 5 consecutive days for All Inclusive or Premium All Inclusive Dine Around. To arrange an upgrade, please contact Reception. Please note that the upgraded meal plan will apply from 12:00 hrs on the day of the upgrade until 12:00 hrs on the day it ends.

Upgrade of Room Type: You can upgrade your room to a Superior Side Sea View, Sea View, Family Side Sea View, Family Sea View, Duplex Family Room, Junior Suite Family Room, or Elite Suite for an additional charge, **subject to availability**. Please contact Reception at your convenience to arrange the upgrade and confirm the applicable supplement.

VENDING MACHINE

A vending machine is available in the hotel lobby, just outside the souvenir shop. You can use it at any time of the day to purchase a variety of snacks and beverages, including chocolates, mineral water, nuts, and more.

VOLTAGE

Please note that the hotel operates on a **230 Volt** electrical system. If you are using devices with a 2-pin plug, please ensure you use an adapter, as 2-pin plugs should not be plugged directly into a 3-pin socket. Adapters are available for purchase at the hotel's kiosk. For safety reasons, please avoid using any electrical appliances that are not compatible with the hotel's system.

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 boats, parasailing, pedal boats, canoes, sailing boats, speedboats, and more are available at the beach in front of the hotel or at Green Bay Beach, 350 meters away. These activities are managed separately. **The hotel cannot accept responsibility for water sports as they are under separate management.**

WEB SITE: <http://www.cavomaris.com>

WIFI: See: "Internet/Wifi Services"