

Welcome!

To Aulus Chania Curio Collection by Hilton

a member of Domes Resorts,

Aulus Chania is an exquisite embodiment of a luxurious atmosphere and sophisticated aesthetics, offering its guests a wealth of enriching experiences.

Set amidst magnificent natural landscapes, the Aulus Chania beachfront resort and spa is an open sanctuary offering a holistic approach to the soul for a Mediterranean getaway that feels so intimate, as if it were created just for you.

A unique destination coveted by honeymooners and the international elite, Chania can now become your summer retreat. Offering a unique view in every shade of blue, stunning facilities and amenities, our resort rises majestically on the hillside, overlooking the incomparable Mirabello Bay with its crystal-clear, sparkling waters, the golden beaches and the Cretan landscape dotted with olive trees.

Our dedicated team and staff are ready to answer any questions you may have, organise any personal requests and guide you towards unforgettable moments.

This hotel guide contains information about the hotel's facilities and services. If you require further information, please contact reception (extension 0).

Once again, welcome!

. GEOGRAPHY

Crete is the largest island and one of the southernmost regions of Greece. In fact, it is closer to the African coast than to mainland Greece! It is situated in the southern Aegean Sea and forms a link between Europe, Africa and Asia. It covers an area of 8,335 km² and has a coastline of 1,100 km.

Crete is one of the most prosperous regions in Greece, thanks to its geographical location, climate, diverse natural beauty, and unique cultural and historical treasures.

The island is famous for its stunning mountain ranges and long sandy beaches that stretch out into emerald seas.

This unique geographical composition is home to a large number of rare species of flora and fauna, such as the sea lily found on certain beaches. In the valleys and semi-mountainous areas, one can find over 100 different varieties of flowers and plants, whilst in the high mountains and deep gorges of Crete, one can even spot the wild goat, the Kri-Kri, which is unique to Crete.

3. CLIMATE

The climate of Crete is described as a mild Mediterranean climate with continental influences in the mountains. The main feature of the local climate is that it varies considerably from one place to another. Crete enjoys a privileged geographical position in the Mediterranean, which gives it a mild climate with slight variations in weather conditions.

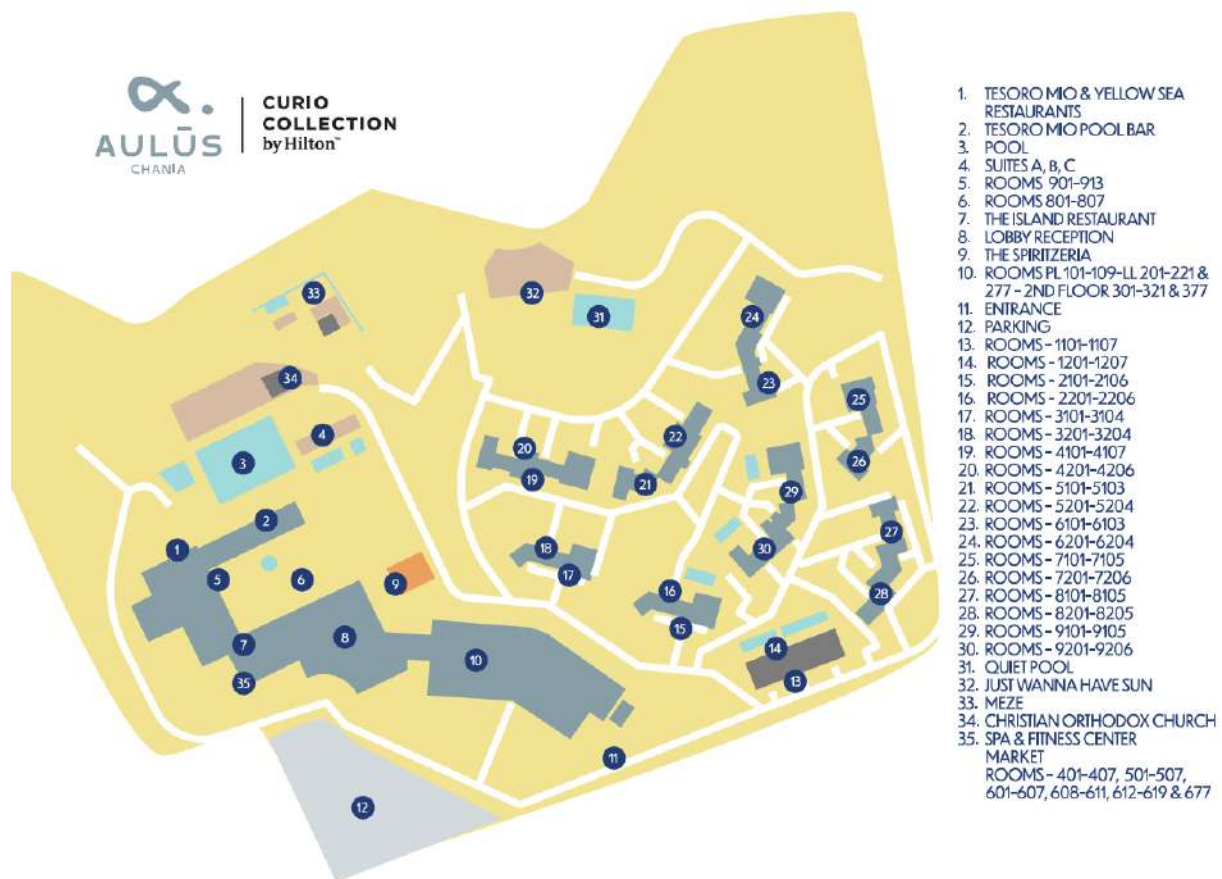
4. RELIGION

Greek Orthodox Christianity

5. LANGUAGE

Greek is the official language, but English is widely spoken.

HOTEL MAP



FACILITIES

RECEPTION

The hotel reception is located in the main building and is open 24 hours a day for your convenience.

RESTAURANTS AND BARS

Our creative local and international dishes open up new culinary horizons for our guests, with strong Cretan and Greek influences, using freshly sourced ingredients straight from the heart of the Mediterranean diet, Greece. We can provide vegetarian or gluten-free options on request.

ISLAND RESTAURANT

It serves breakfast and dinner from morning until late at night. Delicious surprises from our talented chefs, organic produce, locally sourced; recipes to satisfy all tastes and dietary requirements.

BREAKFAST 07:00-11:00

A variety of hot and cold buffets featuring dishes prepared on the spot.

LUNCH 12:30-14:30 & DINNER 18:00-22:00

Modern Greek cuisine

A multicultural restaurant offering a variety of Cretan and Mediterranean flavours and a corresponding ambience.

ALA CARTE RESTAURANT

-“TESORO MIO” 13:30 – 16:00 GRAB & GO SNACKS

A lunch spot located near the main pool. It serves a range of tasty options, including Greek specialities and salads made with local and organic produce. Guests can enjoy snacks, ice creams and cold drinks by the pool

“MEZE” & “YELLOW SEA” 19:00-22:00 CRETAN & ASIAN CUISINE.

-“SPRITZERIA BAR” 18:00-00:00

Located at the lobby area.

ROOM SERVICE

Dial 467

At your service! Call us at any time, morning or evening, for snacks, drinks or even an exquisite dinner.

(Breakfast available early in the morning, on request)

Additional charges apply.

Delivery charge €2 for drinks / €5 for food.

AEGEON SPA

10:00-18:00

Our spa offers rejuvenating treatments, beauty rituals and expert massages, designed to relieve all signs of tension and revitalise your body and mind.

To book your session, please call reception.

GYM

Open 24 hours a day, 7 days a week.

Free access. An instructor is available at certain times of the day.

For further information, please call reception.

SHOP

Located in the main building, it offers souvenirs, arts and crafts, delicacies and jewellery.

BEACH FACILITIES

Sun loungers and parasols are available free of charge on the beach and by the pools. Please do not reserve sun loungers. If you leave clothes or other personal belongings, hotel staff will collect them. Beach towels are available on the beach, by the pools and in your room.

AIR CONDITIONING AND HEATING

Available in all accommodation types.

INFORMATION ON AIRLINES AND PORTS

Please contact the concierge's office for confirmation of scheduled flight/ferry timetables and for any assistance with printing boarding passes and organising your tickets.

BANKS AND CURRENCY

Banks are open Monday to Thursday from 08:00 to 14:30 and on Fridays from 08:00 to 14:00.

Currency exchange at the bank.

BOAT AND HELICOPTER TOURS

Explore the unique surroundings, local traditions and historic sites, and discover the island's hidden side.

BREAKFAST PACKAGE

Please contact reception by 6.00 pm the day before if you wish to order a breakfast package.

CONFERENCE CENTRE

Our conference centre is located in the main building. Please contact the concierge's office for assistance.

CAR HIRE

Please contact reception or the concierge for the necessary procedures.

CHECK-IN TIME

Please note that on the day of your arrival, rooms are available from 2.00 pm.

CHECK-OUT TIME

Please note that on the day of departure, rooms must be vacated by 12:00 noon. Before you leave, please ensure you return your room key to reception and settle any outstanding balance.

CREDIT CARDS

American Express, Diners Club, MasterCard and Visa are accepted. Personal cheques are not accepted.

RELIGIOUS SERVICES

A wide range of monasteries, Orthodox and Catholic churches. Let us know what interests you and we will provide you with all the necessary information.

DESTINATION ACTIVITIES AND ENTERTAINMENT

LOCAL ATTRACTIONS AND EXPERIENCES

Enjoy the sights and unique local experiences in the beautiful towns of Kounoupidiana and Chania Town.

DRESS CODE

Daytime: Casual summer wear. Please wear a sarong over your swimwear in restaurants. For safety reasons, shoes must be worn at all times in restaurants and bars.

Evening: Casual attire. Gentlemen are requested to wear long trousers or shorts in restaurants. Flip-flops and slippers are not permitted.

DRINKING WATER

Tap water is safe to drink. However, bottled water is available in all the hotel's bars and via room service.

DOCTOR

The hotel works with a doctor who is available at any time of day (additional charge). In an emergency, please dial 0.

EXPRESS CHECK-OUT

Please let us know before your departure date if you wish to use the express check-out service.

FLOWERS

At Aulus Chania, your romantic moments can blossom – please let us know your favourite flowers.

FIRE SHOWS

Let us create spectacular surprises for you.

HAIRDRYER

A hairdryer is available in your bedroom cupboard. We encourage you to use it in the bedroom rather than in the bathroom for safety reasons.

ROOM

Daily cleaning service and evening turndown service. For specific preferences, Please call the concierge's office.

INTERNET CORNER

The Internet Corner service is available in the main building. A computer, fax and printer are available 24 hours a day. Please call the concierge's office for further information.

LAPTOPS AND TABLETS

Laptops and tablets are available at reception. Please contact us to obtain them.

LAUNDRY SERVICE

A laundry bag and a price list can be found in your wardrobe. Please fill in the list, place your laundry in the bag and contact reception to have it collected.

-Laundry service: within 48 hours.

- Ironing service: within 24 hours.

-Express cleaning service: 30% surcharge.

For the express service, please contact reception as soon as possible. We apologise that these services are not available at weekends or on public holidays.

LIBRARY

You can borrow books from our small lending library. For further information, please contact the concierge's office.

LAUNDRY POLICY

Towels and bed linen are replaced in an environmentally friendly manner and in accordance with our environmental policy.

SALES

For lost property, please contact the concierge's office.

LUNCH BOX

Please contact reception by 6.00 pm the day before if you wish to order a lunch box.

MAIL SERVICE

Incoming mail will be delivered to your room. Express courier and postal services are available at the concierge's office.

MESSAGES

All messages will be delivered to your room.

MINIBAR AND ROOM SERVICE

Complimentary use of the minibar on arrival for guests staying for one night (first day of use).

Please note down the items you consume on the mini-bar list so that they can be replenished. All mini-bar charges will appear on your final bill.

PLEASE CALL ROOM SERVICE FOR ANY SPECIAL REQUESTS.

PARKING

A valet service and car park are available 24 hours a day at the hotel entrance.

LUGGAGE TRANSFER SERVICE

Please contact reception if you require assistance with your luggage. Please ensure that all your luggage is checked in by the taxi on arrival or that you have not left any personal belongings in the room on departure.

ACCOMMODATION

Aulus Chania is pet-friendly, and accepts small dogs and cats. Your pet must be up to date with all required vaccinations, and the owner must agree to provide all necessary documentation from a registered vet. For further information, please contact reception.

BOOKINGS

Please contact reception if you require assistance with future bookings at any hotel within the Domes Resorts group: Domes Miramare Corfu, Domes Zeen Chania, Domes Noruz Chania,(Adults Only); Domes of Elounda, Domes of Corfu,Domes Aulus Zante Resort, Agali Hotel Paxos, Domes Lake Algarve, Domes Novos Santorini, Domes White Coast Milos, Neema Maison Santorini, Aulus Lindos Rhodes, 91 Athens Riviera, Baobab Suites Tenerife, Cascade Wellness Resort.

SHOPPING & BOUTIQUES

Open for endless hours of retail therapy!

-Boutiques: Monday–Saturday 09:00–14:00 / Tuesday–Thursday & Saturday: 18:00–21:00 / Closed on Sundays.

- International chains: Monday–Friday 09:00–21:00 / Saturday 09:00–20:00 / Closed on Sundays.

-Supermarket: Monday–Friday 09:00–21:00 / Saturday 09:00–20:00 / Closed on Sundays.

-Tourist shops*: Monday to Sunday.

Tourist shops do not have specific opening hours, which is why their opening times vary. Generally, they remain open until 23:00 and on Sundays.

These opening hours apply only during the summer season (including kiosks, confectioners and florists).

SPECIAL OCCASIONS

You can contact the concierge's office to organise special and private events.

RESTAURANTS

Opening hours may change any time due to seasonality or weather conditions.

We ask that you observe the pool rules. Diving, running and rough play in the pool are prohibited. All guests are requested to use the showers before entering the pool. Any injury occurring in or near the pool must be reported immediately to a member of staff on site or to reception by dialling 0.

TAXI

Please contact reception or the concierge's office.

TELEPHONE & FAX

The dialling code for Greece is +30. Our fully automated system allows you to call any telephone number worldwide by pressing 9 to get an outside line, then dialling the international code and the telephone number. For further information, please contact reception by dialling 0 or the direct dial button on your telephone.

TV

All rooms are equipped with satellite TV. For further details, please read the instructions provided in your room.

SAFETY DEPOSIT BOX AND VALUABLES

An electronic safety deposit box is available in every room at no extra charge. The hotel accepts no liability for any valuables left unsecured.

We recommend that you use the safety deposit box. The hotel is not responsible for items left in the rooms.

WAKE-UP SERVICE

Please contact reception to arrange your wake-up time. You may also set your own alarm using the device next to your bed. To contact reception, please dial 0.

WELLNESS PROGRAMME

Fitness programmes and private lessons delivered by qualified staff are available at an additional cost.

FOR YOUR COMFORT AND SAFETY

EMERGENCY EXITS

We ask our guests to carefully read the emergency evacuation procedure located near their room door.

FIRE

Fire extinguishers are available in all corridors of the main buildings. If you see any signs of fire, please contact reception (by dialling 0) and evacuate the building immediately. We ask our guests to read the emergency evacuation procedure carefully, which is located near their room door.

FIRST AID

First aid kits are available at reception, in the bars and restaurants. In an emergency, please contact reception or the concierge's office.

PHARMACY SERVICES

In case of an emergency, our hotel offers a 24-hour pharmacy service*. For further information, please contact reception. (Dial 0) (Additional charges apply).

VALUABLES – SAFE

Do not keep valuables in your room. Each room has a free safe. Do not leave valuables in parked vehicles. The hotel is not responsible for valuables lost in rooms.

ELECTRICAL VOLTAGE

The hotel's electrical voltage is 220 Volts. If you wish to use a different voltage, please contact reception and our staff will provide you with all the necessary information.

* The management reserves the right to amend the information contained in this document at any time and without prior notice. The hotel's service timings may vary depending on weather conditions.

ENVIRONMENTAL POLICY AND FOOD SAFETY

The management and staff of Aulus Chania, aware of the importance of environmental protection for sustainable development, have developed and implemented an environmental management system in accordance with the requirements of the international standard ISO 14001:2015, which covers all the hotel's activities, in particular accommodation, catering and leisure services.

- In this regard, the management of Aulus Chania undertakes to:

- o Comply with all legislative and other requirements to which the establishment's activities are subject and which relate to their environmental aspects.
- o Assess the environmental impact of its activities with a view to reducing or eliminating negative impacts on the environment.
- o Take all possible measures to protect the environment and prevent pollution; and
- o Strive for continuous improvement by setting targets.

- Based on these commitments, the management of Aulus Chania aims to:

- o Take measures to save energy, reduce water consumption, prevent pollution, and properly manage and reduce the solid and liquid waste generated.

- o Inform all stakeholders of the environmental measures it is taking in order to raise their awareness and encourage their participation.
- o Train and raise awareness amongst its staff so that they actively participate in the environmental management system.
- o Inform guests of the hotel's environmental initiatives in order to encourage their active participation.
- o Undertake actions promoting the sustainable use of resources, adaptation to climate change, and the protection of biodiversity and ecosystems.

The above-mentioned guiding objectives of our policy are achieved through the EN ISO 14001:2015 environmental management system, by setting specific and measurable objectives, regularly monitoring environmental parameters, tracking the performance of initiatives, reviewing the system's performance and revising its objectives with a view to improving them.