

## CHC MARILENA HOTEL - HOTEL DESCRIPTION

CHC Marilena Hotel is a 4-star property in Ammoudara, approximately 150 m from the sandy beach and 10km from Heraklion's airport. Accommodation consists of 230 rooms housed in 3 buildings, all overlooking the pool, the mountains or the hotel gardens. The units are spacious and are equipped with individual air conditioning, complimentary Wi-Fi, TV with satellite channels, mini fridge, private bathroom and a balcony or terrace. The property is not suitable for disabled guests.

### **Location**

CHC Marilena Hotel is a 4-star property in Ammoudara, approximately 150 m from the sandy beach and 10km from Heraklion's airport.

### **Facilities**

- ❖ Lobby
- ❖ Lounge with terrace
- ❖ Fireplace
- ❖ Main Restaurant
- ❖ Pool/Snack Bar
- ❖ Souvlaki corner
- ❖ Lobby bar with terrace
- ❖ Swimming pool (10:00-18:00 with lifeguard)
- ❖ Elevator
- ❖ Outdoor shower
- ❖ Sun terrace
- ❖ Garden
- ❖ Free Parking
- ❖ Satellite TV corner
- ❖ Luggage room

### **Services**

- ❖ 24 hour Reception
- ❖ Car rental
- ❖ First-aid kit
- ❖ Doctor on call (on extra charge)
- ❖ Free Wi-Fi in public areas

### **Leisure & Recreation**

- ❖ Baby cot (on request, free of charge until 2 years old)
- ❖ Highchair (on request)
- ❖ Playground
- ❖ Beach towel (€10 deposit)
- ❖ Sunbeds & umbrellas (free at the pool, with charge at the beach by an off-site 3rd party provider)
- ❖ Fitness groups
- ❖ Cretan themed nights (June-September)
- ❖ Basketball
- ❖ Table tennis
- ❖ Darts

- ❖ Billiard (on charge)
- ❖ Air hockey (on charge)

### Guest policies

- ❖ Pets not allowed
- ❖ Accepted credit cards: Visa, MasterCard, American Express, Diners Club

### Accommodation:

There are 230 rooms including Economy Standard Room Ground floor 20-23m<sup>2</sup>, Superior Double Room 20-23 m<sup>2</sup>, Quadruple Room 23-25m<sup>2</sup>, Superior Double Room Sea View 20-23m<sup>2</sup>, Double for Single Use 16-19m<sup>2</sup> and Family 2 Bedrooms 27-30 m<sup>2</sup>.

### Food and Beverages:

#### All Inclusive:

Operation hours: 10:00-23:00

**Drinks** 10:00-23:00 include national and international, alcoholic drinks (cocktails, long drinks, draught beer, local wine -white, rose and red- ouzo, raki, fruit juice, soft drinks, filter coffee, tea)

- Breakfast (07:00-10:15) continental buffet
- Lunch (12:00-14:00) buffet
- Dinner (19:00-21:00) buffet
- Lunch basket on request 1 day in advance until 20:00
- Early breakfast on request 1 day in advance until 20:00
- Snacks (10:00 – 17:30) are available at the pool/snack bar from June to September
- Souvlaki corner is available (18:00 – 22:30) from June to September.

Vegetarian menu available and gluten free products on request.

Dress code at dinnertime (smart casual)

## **CHC MARILENA HOTEL – ROOMS' DESCRIPTION**

### **Standard Facilities**

- Individual air-conditioning/heating (free)
- Wi-Fi (free)
- Direct-dial telephone (on charge)
- Safety box (€1.50 charge per day)
- Satellite TV
- Mini fridge
- Bathtub/WC or shower/WC
- Hairdryer
- Bathroom amenities
- Bathroom telephone
- Balcony/terrace
- Iron/ironing board (on request)
- Wake-up service
- Cleaning 7 times per week
- Change of towels 7 times per week
- Change of linen 2 times per week

### **Economy Standard Room Ground floor 20-23m2**

- One room with 2 twin beds
- Terrace
- On ground floor
- Suitable for 2 pax

### **Superior Double Room 20-23 m2**

- One room with 2 twin beds and 1 sofa bed
- Suitable for 2 + 1 pax

### **Quadruple Room 23-25 m2**

- One room with 2 twin beds, 1 sofa bed and 1 folder bed
- Suitable for 2 + 2 pax
- Open plan

### **Superior Double Room Sea View 20-23m2**

- One room with 2 twin beds
- Suitable for 2 pax

**Double for Single Use 16-19 m2**

- One room with 1 single bed
- Suitable for 1 pax

**Family 2 Bedrooms 27-30 m2**

- One room with 2 bedrooms separated by a door, 2 twin beds and 1 double bed
- Suitable for 2 + 2 pax
- 1 bathroom

## ALL INCLUSIVE SERVICES 2023 CHC MARILENA HOTEL

### RESTAURANTS

All indoor public areas are non-smoking- All seating in restaurants is non smoking

#### Breakfast (07:00-10:15)

- At the **Main Theme Restaurant**: with outdoor terrace, indoor with air-conditioning
- Early continental breakfast (05.00-06.30) (On Request)
- Early breakfast and lunch basket upon reservation until 20: 00 on the previous night

#### Lunch (12.00 - 14.00).

- Buffet style with show cooking.
- Self Service for food and drinks: Red, white and rose house wine, water, beer and soft drinks.

**Snack Point** (10:00 – 17:30 seasonal June-September): A wide range of snacks, sweet and salt crepes, sandwiches, burgers and hot dogs, is served at the Action Pool Snack Bar.

**Souvlaki /Gyros corner:** (18:00 – 22:30 Seasonal June-September)

**Dinner** (19.00-21.00)

**DRESS CODE: Smart Casual \***

\*Wet clothing or uncovered swimwear NOT allowed.

#### Special events free of charge

- Traditional Greek Folklore Night with traditional SYRTAKI dancing at the Action Pool Area.

### BARS

**Lobby Bar** 17.30-01.00

**Pool Bar** at the Action pool's area 10.00-23.00

In All Inclusive formula bars we serve (from **10:00 till 23:00**) a choice of local spirits, cocktails, long drinks, water, beers, local wine (red, white,rose),filter coffee/instant coffee, espresso, cappuccino, hot chocolate, tea, soft drinks, fruit juices.

Pool Bar is opened according to the weather conditions

#### Beverages on extra charge

- Imported and Premium drinks such as red and black label whiskies, malt or bourbon whiskies, champagne, etc
- Fresh juices are also on extra charge.
- Special-blends coffee

### PAY DEPARTMENTS

**Bar** (23.00-01.00)

**The hotel reserves the right to choose the brands of imported or local spirits, soft drinks, coffees, beers and water.**

### FAMILY'S FACILITIES

- Children under 12 years old at the pools must be under parents' supervision only
- Children's playground
- High chairs
- Baby cots
- Rooms suitable for families
- Kettle in the room (only in Family room, upon request to other type of rooms)
- Milk warmers, Microwaves oven at the main restaurant (please contact the reception desk)

### Services on extra charge

- 12- hour Room Service (upon request)
- Doctor on call all day
- Late check out (according to availability)
- Laundry Service (clothes returnable within 48 hours)
- Exchange

### Activities free of charge

- Basket ball court
- Stretching exercises
- Daily Gymnastic Activities
- Darts
- Table tennis

### Wellness on Extra Charge

- Variety of treatments such as Massage, face treatments, manicure – pedicure (External partner)

### Sports & Activities on Extra Charge

- Scuba diving (External partner)
- Diving lessons (External partner)
- Billiards & Arcade games

### Near the area with extra charge

- Sailing material, Water skiing
- Banana boat, Pedaloes, Canoes
- Sunbeds & Umbrellas by the beach

### Other services free of charge

- Reception open 24 hours
- Express check out service
- Safe Deposit Box in the room
- Sun beds & umbrellas at the pool
- **(Reservations not applicable)**
- Luggage room
- Beach towels with deposit (Reception desk)
- Wi-Fi throughout the hotel premises including rooms

**Disclaimer: Hotel management reserves the right to change our All-inclusive program outlet at any time to accommodate weather, service or occupancy conditions. However, time table and service quality will be always maintained.**

**Check in time 14:00 pm  
Check-out time 12:00 pm**