

SERVICE DIRECTORY



CASTELLO

INFINITY SUITES

★★★★★

BRIEF HISTORY THE CASTELLO HOTELS GROUP

The history of Castello Hotels is a story of inspiration, dedication and hard work by the chairman of the company, Mr. Charis Kasmirlis.

“Castello,, is an Italian word meaning Castle. During the Venetian occupation of the island of Crete fortifications were built around the city and Heraklion was called “Castello de Candia,, which meant the Castle of Crete.

Mr. Kasmirlis built the first hotel of the group, the Castello City in 1981 in Heraklion, the capital city of Crete. As the business started to grow he decided to expand his company and went around Crete to find the most suitable place for his business expansion.

After searching many places on the island, he found Sissi. The charming seaside village was the perfect place for the construction of his second hotel, the Castello Village Resort in 1990.

In 2010, he decided to expand his business even more and thus Castello Boutique was born. The owner’s business expertise and innate ability to foresee hospitality trends led him to build a 5 star boutique hotel, smartly designed using the latest in architecture which encompasses modern style, beauty and practicality, successfully blending with Classical Crete perspective.

In 2021 a new member of the family was added, located in the magical Agia Pelagia, Castello Infinity Suites is a design hotel where luxury is defined by endless blue sea, extra comfortable rooms, and seriously impressive menus. It is on the beach and just a short ride away from Heraklion with shopping, tourist attractions and ancient sites nearby. Adults Only, 27 suites and maisonettes with individual, heated plunge pools, this hotel is the perfect place for comfort and relaxation. Once here, you can’t see yourself anywhere else!

Out in the dark blue sea there lays an island called Crete, a rich and lovely land, washed by the waves on every side, densely peopled and boasting ninety cities.

HOMER'S ODYSSEY 19, 172 - 174

ABOUT THE ISLAND

Historically, Crete was home to the Minoan Empire which is considered to have been the first European civilization developed over 4000 years ago. Unfortunately, the Minoan civilization came to an end around 1400 BC.

After the end of the Minoan Era, Crete was invaded by all its neighbouring civilizations, starting with the Mycenaean, then the Dorians and later the Romans. The fall of the Roman Empire put Crete under the rule of the Byzantine Empire and Christianity was further established. The Arabs invaded and conquered Crete in the 8th - 9th century, it was taken back by the Byzantine Empire and eventually sold to the Venetians in the early 13th century.

The rule of the Venetians remained until 1669 when the island surrendered to the Turks. Turkish rule lasted until 1898 when Crete was placed under international administration. In 1913, Crete was officially attached to Greece.

THE CLIMATE OF CRETE

With its 300 days of sunshine, Crete enjoys one of the healthiest climates in Europe.

The Mediterranean climate weather prevails in most regions of the Cretan island. Meanwhile, during the months of winter there is substantial snowfall in the highest mountainous regions.

But the divine gift of the eternal sunshine allows one to start their vacation from March and end it at the end of October.

GEOGRAPHY OF CRETE

The island of Crete lies south of the Aegean Sea, a link between Europe, Africa and Asia. This geographical position, being at the junction of major civilizations and cultural currents, has influenced its history throughout the past 6000 years.

The island has an elongated shape, 260 km long from east to west and between 15 and 60 km wide. The coastline is over 1000 km long and consists of both sandy beaches and rocky shores. The high mountains are a characteristic of the Cretan landscape. They form three mountain complexes, each with its own 'personality'. Between the ranges lie semi-mountainous zones which cover the greater part of the island. There are also a few low lying plains as well as a number of high plateau.

Crete has approximately 623.000 inhabitants, of which over a third live in the towns of Iraklion, Chania and Rethymnon. The rest of the island is sparsely populated, with large tracts of mountainous areas frequented only by shepherds.

PLACES TO VISIT

<u>LASSITHI AREA</u>	
The Spinalonga island The village of Elounda The Palm grove of Vai in Sitia The Chrissi Island (the golden island)	The cave „Diktaion Andro“ Bufos beach in Sissi Village Potamos beach in Malia The town of Agios Nikolaos
<u>HERAKLION AREA</u> The archaeological museum The Minoan Palace of Knossos The Minoan Phaestos Palace The archeological Temple of Gortys	<u>RETHYMNON & CHANIA AREA</u> The Monastery of Arkadi The Samaria Gorge The Balos beach Preveli beach

GENERAL INFORMATION

HOTEL CATEGORY

5 star hotel

MEMBER OF HOTEL CHAIN

Castello Hotels Group

ADDRESS & CONTACT INFORMATION

Ag. Pelagia

Heraklion • Crete • Greece • 71500

Phone number: +30 2813021840

Email: info@castelloinfinity.com

Website: www.castelloinfinity.com

GENERAL INFO

Number of rooms: 27

Built on 2021

Open during summer season.

ACCOMMODATION BASIS

Bed & Breakfast

Half-Board & Full-Board are also available.

TYPE OF SERVICE

Buffet style breakfast.

A la carte lunch & dinner.

Drinks are being served.

BARS & RESTAURANT

ORIGIN GASTRONOMY WORKSHOP

WELLBEING & FITNESS FACILITIES

CALLISTA SPA II

Hair salon

Fitness room

LOUNGE AREAS

Reception area lounge

Lobby area lounge

BASIC FEATURES

Air conditioning in all public areas

Elevator

Indoor garage

Luggage storage

24 Hour Reception

Welcome drink

Valet parking service

Guests' Entertainment - Animation

SWIMMING POOLS & GARDENS

Each suite has its own, individual plunge pool.

Highlights: heated jacuzzi foot & back hydro-massage

Magnificent garden

AVAILABLE ROOM TYPES

Black Pearl Maisonettes

Aquamarine Junior Suites

Amber Suite

Diamond Suite

Emerald Suite

Ruby Suite

Sapphire Suite

Moonstone Suite

FACILITIES & SERVICES

ROOM EQUIPMENT & FACILITIES

Interactive 50" satellite flat screen tv with intergraded music channels

Free Wi-Fi Internet access (wired network access is also available)

Silent individually controlled A/C unit

Premium cotton linen bedding • pillows • bathrobes

Luxury bed mattress

Hair dryer

Direct-dial phone line

Bathroom phone
Full length mirror
Dual voltage shaver outlet
Crystal cabin rainfall shower
Fully stocked refrigerated mini bar (extra charge)
Iron* Ironing board*
Baby Cot*
Private balcony or terrace
Laundry service*
Electronic safety deposit box
Mail envelope & stationery
Writing desk
Open air jetted tub
Individual swimming pool

COSMETIC & PERSONAL HYGIENE

PRODUCTS

Bathroom amenities
Body lotion
Hair conditioner
Magnifying make-up mirror
Vanity set (incl. de-makeup, cotton swabs, nail file)
Shower cap
Sewing kit
Hygiene bags

EXTRA AMENITIES UPON REQUEST

Shaving kit*
Shoe horn*
Shoe polishing kit*
Mouth hygiene kit (incl. toothbrush & tooth paste)*
Android Tablet*

CHECK IN – CHECK OUT

Check-in on your day of arrival is at 15:00 Check-out on your day of departure is 11:00 noon. Should you wish to extend your stay for a few hours, please check availability at the reception desk one day before departure.

* Provided upon request

WELCOME DRINK

Upon your arrival we will welcome you with a home made fresh lemonade.

EXPRESS CHECK OUT SERVICE

Castello Infinity Suites offers an express check-out service for your convenience.

LUGGAGE PORTER SERVICE

The hotel offers a porter who can handle your luggage upon your arrival & departure. Should you need the porter's assistance, please contact the front desk

RECEPTION

The reception desk is available 24 hours. Dial 0 from your in-room telephone.

BREAKFAST SERVING TIME

Breakfast is being served from 7:00 to 10:30
The breakfast includes several gluten free options

BREAKFAST IN THE ROOM

The resort offers the option to receive your breakfast in your room. Should you wish to do so, please contact our front desk to place the request.

EARLY BREAKFAST SERVICE

The resort provides an early breakfast service for all guests who wish to receive their breakfast at any time prior to the official breakfast serving hours. Please contact our front desk to place your request.

LUNCH BASKET

In case you would like to have your arranged meal outside the hotel, we offer a launch basket for your convenience.

RESTAURANTS & BAR OPERATING HOURS

ORIGIN GASTRONOMY WORKSHOP
07:00AM - 11:00PM

DRESSING CODE FOR DINNER

The Origin Gastronomy Workshop requires elegant attire. Long trousers and smart shoes are required for the gentlemen.

ROOM SERVICE

Room Service is available throughout the day (24hrs). You will find the room service menu in your room. To place your orders please call the room service line on extension 103.

TURN-DOWN SERVICE

The hotel runs a turn-down service during the evening. Should you wish to have your room cleaned during that time, please place your request at the reception desk.

LAUNDRY & DRY CLEANING SERVICE

You will find the laundry list inside the wardrobe. Please fill it up and leave it on top of your bed, or give it to your housekeeper. All orders will be returned within 48 hours.

PILLOW MENU

The hotel offers a pillow menu for your personal comfort. You will find the menu in your room.

Available options:

1. Soft pillows
2. Tough pillows

TOWELS

You will find body and face towels in your room which are being changed daily. The hotel provides the option to have your towels changed also any time during the day upon request.

Please notice that room towels and linen are not allowed to be taken out of the room.

TELEPHONES AND COMMUNICATIONS

For reception desk dial 9.

WAKE UP CALLS

Wake up call service is available. Please contact the reception desk.

INDOOR GARAGE

An indoor garage is available to all guests upon reservation request. Please ask for the garage's gate remote control at the reception desk.

SMOKING POLICY

Smoking inside the rooms or public areas of the hotel is not allowed. Smoking is allowed on the balconies & terraces and open air areas of the resort.

VOLTAGE

220V. If you need an adaptor, please contact the reception desk.

ACCEPTED CREDIT CARDS



MOVING AROUND

SHUTTLE TRANSFER

The Castello Infinity Suites can arrange your transfer to and from the hotel. If you wish to do so you can place your request at the reception desk.

Transfer cost:

From the port: 40.00€ per car.

From the airport: 40.00€ per car.

The transfer cost concerns a single trip and includes the cost of transferring your luggage.

Each car can transfer up to four passengers.

PUBLIC TRANSPORT

There is a public bus from Agia Pelagia to Heraklion daily at 09:00 and from Heraklion to Agia Pelagia daily at 09:00. Alternatively, the reception desk can arrange a taxi for you 24 hours a day. Rates vary according to desired destination.

SAFETY RULES

PERSONAL SAFETY INSTRUCTIONS

1. Please never leave your room door open.
2. Place your personal valuables in the electronic safety deposit box.
3. Never give the code of the safety deposit box to anyone.

CCTV

CCTV operates on all floors in the Castello Infinity Suites.

Please note that the Hotel is not responsible for loss of valuables incurred during your stay.

MEDICAL ASSISTANCE

For medical assistance or ambulance, please contact the reception desk.

FIRE EMERGENCY PROCEDURES

In case of fire please leave your room immediately.

1. Walk down using the stairs.
2. Do not use the elevator.

The Hotel is equipped with an advanced Fire Safety system.

Emergency meeting point:

The area outside the reception.

EARTHQUAKE EMERGENCY PROCEDURES

In case of an earthquake please stay calm and remember the following instructions:

If you are inside a building:

Stay inside.

Look for strong structures: underneath a table or bed, underneath a door lintel, next to a pillar, supporting wall or in a corner and protect your head.

If you are outside:

Remain outside. Stay away from balconies and old structures.

Emergency meeting point:

The area outside the reception.



www.castelloinfinity.com