



GOUVES WATER PARK

HOLIDAY RESORT



HOTEL FACT SHEET 2023



CRETE, *Greece*

Crete is the largest island in Greece, and the fifth largest one in the Mediterranean Sea. Here, you can admire the remnants of brilliant civilizations, explore glorious beaches, impressive mountains capes, fertile valleys and steep gorges, and become part of the island's rich gastronomic culture. Crete is, after all, a small universe teeming with beauties and treasures that you will probably need a lifetime to uncover!

HOTEL & LOCATION

Gouves Water Park | Holiday Resort

Gouves Water Park Holiday Resort is located in a peaceful and idyllic location in Gouves, Heraklion, just steps from the sea – offering everything you might dream of for your summer holidays in Crete: comfortable accommodations, fine cuisine, facilities and activities for the whole family, boundless fun and games in the water and, of course, relaxation and entertainment for every hour of the day.

Suitable for Couples & Family Holidays, Activity Holidays, All Inclusive lovers!

THE HOTEL AT A GLANCE

Highlights

- 391 Rooms & Family Suites
- Water park with 6 water slides
- Slide & Splash Water Park
- Mini Water Park
- Animation Team for daily activities
- Night Entertainment
- Mini Club
- 1 Main Restaurant and 2 A La Carte Restaurants to enjoy Greek & International specialties
- Street food stations: Pizza / Gyros / Burger
- 7 Bars with alcoholic and non-alcoholic drinks

Check-in & Check-out time

- Check-in, from 14:00 hrs.
- Check-out, until 11:00 hrs.
- Late check-out is possible upon availability and on request, at a supplement

Points of interest

- City of Heraklion, 19 Km
- Heraklion international airport, 17 Km
- Knossos ancient city, 20,6 Km
- CretAquarium, 2 Km
- Hersonissos, 8 Km
- City of Agios Nikolaos, 47 Km
- Spinalonga, 52,4 Km
- Golf Club of Crete, 11 Km

Credit cards

- Cards accepted: Visa, MasterCard, Maestro
- Guest are kindly requested to provide the credit card with which they made the reservation upon check-in

ACCOMMODATION

Gouves Water Park Holiday Resort offers an abundance of choices for your stay, with 7 different types of rooms which can easily accommodate couples, families or groups of friends. All the rooms feature an array of amenities, such as: satellite TV, free Wi-Fi, air-conditioning, as well as a private balcony or veranda overlooking pool or gardens.

STANDARD COMFORT AMENITIES & SERVICES IN ALL ROOMS

Daily maid service | Individually controlled air-conditioning | Hairdryer | Direct dial telephone* | Safe deposit box
Mini Bar with Non-Alcoholic beverages | Flat screen TV with sat channels | Complimentary Wi-Fi Internet | Guest laundry*
| Coffee and Tea making facilities | Bathroom with shower (*at a supplement)



DOUBLE / TWIN ROOM

With balcony or terrace

Size: 20 -22 sq. m.

Min. 2 adults

Max 3 adults or

2 adults and 1 child

GUEST ROOM FACILITIES

In addition to all standard comfort amenities & services:

- Double or twin bed
- One extra bed can be added



FAMILY ROOM

With balcony or terrace

Size: 32 -39 sq. m.

Min. 3 adults

Max 4 adults or

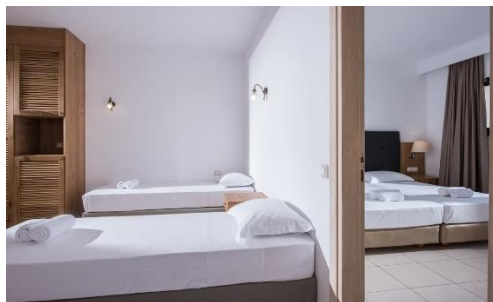
2 adults and 2 children's or

3 adults and 1 child

GUEST ROOM FACILITIES

In addition to all standard comfort amenities & services:

- Double or twin bed and 2 single beds
- Second flat screen TV
- Second A/C



FAMILY SUITE

With balcony

Garden view or pool view

Size: 30 sq. m.

Min. 2 adults

Max 4 adults or

2 adults and 2 children's or

3 adults and 1 child

GUEST ROOM FACILITIES

In addition to all standard comfort amenities & services:

- Double or twin bed and 2 single beds
- Second flat screen TV
- Second A/C



FAMILY SUITE SWIM UP

With terrace
Pool view

Size: 30 sq. m.
Min. 2 adults
Max 4 adults or
2 adults and 2 children's or
3 adults and 1 child
No infants and kids until 4,99
years old allowed
Room Location: Ground floor

GUEST ROOM FACILITIES

*In addition to all standard
comfort amenities & services:*

- Double or twin bed and 2 single beds
- Second flat screen TV
- Second A/C



MAISONNETE With balcony

Size: 30 - 35 sq. m.
Min. 2 adults
Max 4 adults or
2 adults and 2 children's or
3 adults and 1 child

Room Location: Second floor

GUEST ROOM FACILITIES

*In addition to all standard
comfort amenities & services:*

- Double bed and 2 single beds
- Second flat screen TV
- Open plan two floor family room



MAISONNETE SWIM UP

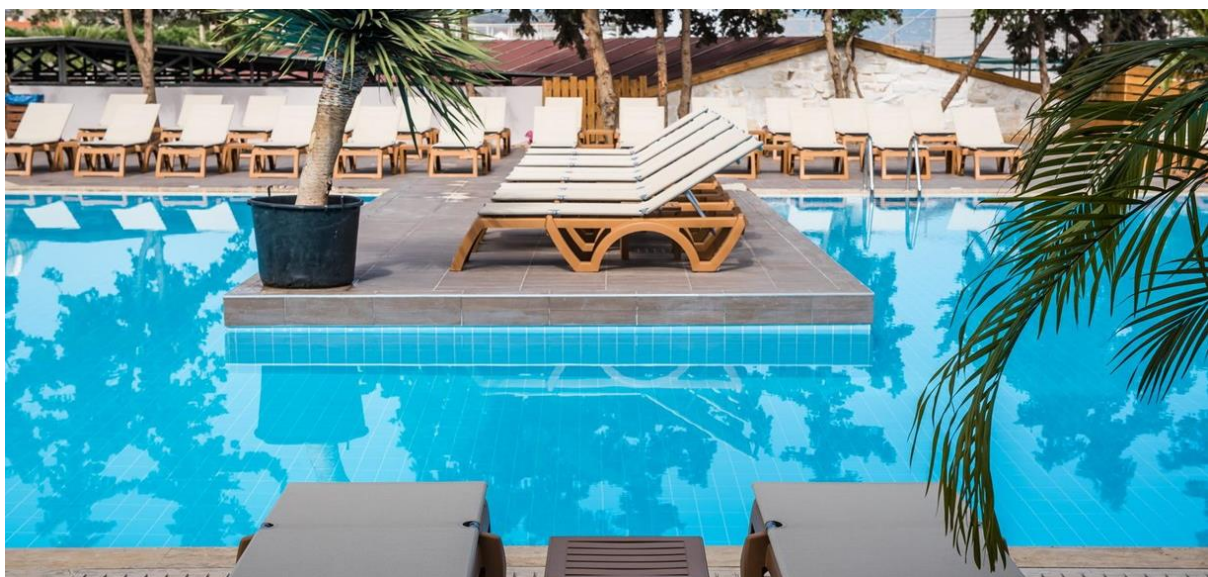
With terrace
Pool view

Size: 30 sq. m.
Min. 2 adults
Max 3 adults
No infants and kids until 11,99
years old allowed
Room Location: Ground floor

GUEST ROOM FACILITIES

*In addition to all standard
comfort amenities & services:*

- Double bed and 1 sofa bed
- Second flat screen TV
- Open plan two floor room



RESTAURANTS & BARS

DIONYSSOS

MAIN RESTAURANT

CUISINE: Greek, International
DRESS CODE: Smart Casual
OPERATING HOURS:
BREAKFAST: 07:30 – 10:30 (American Buffet)
LATE BREAKFAST 10:30 – 11:00 (Continental Buffet)
LUNCH: 12:30 – 14:30 (International Buffet)
DINNER: 18:30 – 21:30 (Buffet & show cooking, various thematic nights)
BEVERAGES: Mineral & Sparkling water, soft drinks, fruit juices, Greek wine (White, Red, Rose), Draught beer

Gluten & Lactose-free dishes on request



ARTEMIS

STREET FOOD

CUISINE: Gyros, Pizza, Burger
Here you can satisfy all your major and minor cravings with a salty snack. Delicious hot pizza from wood-fired oven, chicken or pork gyro & homemade burgers.

OPERATING HOURS: 12:00 – 18:00



UMAMI

ASIAN A LA CARTE RESTAURANT

CUISINE: Asian
DRESS CODE: Smart Casual
RESERVATION: Requested in advance

OPERATING HOURS: 18:30 – 21:30



SMILE

SEASIDE GREEK RESTAURANT

CUISINE: Greek
DRESS CODE: Smart Casual
RESERVATION: Requested in advance

OPERATING HOURS:
DINNER: 18:30 – 21:30

Served Greek traditional menu.



NOTES ABOUT OUR THEME RESTAURANTS

1. All beverages from the menu are supplementary. Still mineral water is complimentary.
2. Guests may visit our Theme Restaurants more times in addition to their meal plan, however extra charges apply. Reservation is required.
3. The complimentary dinner in our Theme Restaurants does not apply to any kind of event (such as weddings, conferences, etc.) as well as group bookings with more than 15 pax where service charges apply.

APOLLON

LOUNGE & ENTERTAINMENT BAR

Located in the heart of the hotel, Apollon bar offers Coffees, Non-alcoholic beverages, branded spirits, beer, wine and signature cocktails!

OPERATING HOURS: 10:00 – 01:00



POSEIDON

POOL BAR

Located next to the Mini Water Park, offers beer, wine, soft drinks, juices, tea & coffee.

OPERATING HOURS: 10:00 – 18:00



ZEUS

BAR

Located next to the main entrance of the hotel, Zeus bar offers branded spirits, wine, beer and signature cocktails!

OPERATING HOURS: 18:00 – 01:00



AQUASPLASH ESPRESSO BAR

GELATERIA – CAFETERIA by the pool

Located next to the Splash Water Park, Aquasplash bar offers a large espresso specialties and a selection of ice cream.

OPERATING HOURS: 11:00 – 18:00



CORAL BAR

Poolside bar

Located next to pool, Coral bar offers beer, wine, soft drinks, juices, tea & coffee

OPERATING HOURS: 11:00 – 18:00



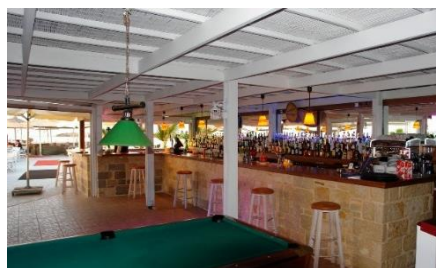
SMILE

SEASIDE BAR

Located on the Beach Road at the front of the sea, Smile bar offers a large beverage list with delicious cocktails.

OPERATING HOURS: 10:00 – 18:00

Smile Seaside Bar is not part of All-In Program



HERMES Wine Bar & Terrace

ADULTS ONLY

This NEW elegantly appointed air-conditioned bar serves wine & sparkling wine by the glass and branded drinks. The finest of international cigars including handmade Cuban cigars is also available (at an extra charge). To maintain the intimate setting in this bar, we only accommodate guests over 18 years old.

OPERATING HOURS: 18:00 – 01:00



ENOTECA

WINE CELLAR

Perfectly located at UMAMI Restaurant, ENOTECA offers a wide selection of fine Greek & Imported Wines, selected by the resort's Sommelier and showcased in the glass wine cellar. Daily from 18:30-22:30



GENERAL NOTES

1. The hotel reserves the right to alter the described facilities, services and operational hours according to occupancy, weather conditions, or/and any Greek government's guidelines regarding Covid-19.
2. Dress code applies in all restaurants for dinner.
3. The Ultra all-inclusive program is valid for all individual reservations. Weddings, Mice and group's program is subject to special arrangements, customized according to group's requirements and cannot be part of the described above leisure program.
4. For weddings, conferences, groups and events, you are kindly requested to contact our sales department for a tailor made operation program.

OTHER HOTEL SERVICES & FACILITIES

INTERNET

- Wi-Fi is available in all areas and is free of charge

POOL FACILITIES

- Umbrellas and sunbeds are free of charge
- Beach / Pool towels are also available free of charge

SWIMMING POOLS

- 5 Outdoor swimming pools
- 3 Sharing pools
- 3 Children's open swimming pools

WATER PARKS

- Aqua Park with 6 water slides, from 1,20m height
- Slide and Splash Water Park for children's (from 4 years old)
- Mini Water Park with toys (2-6 years old)

BEACH

The beach is about 300m from the hotel and is sandy with some pebbles.

The beach is organized with food and drink service, umbrellas and sunbeds at an extra charge.

ENTERTAINMENT

Gouves Water Park Holiday Resort offers fun and engaging activities for everyone 6 times per week. The hotel provides evening entertainment and animation shows for young children and adults, evening with live music and weekly animation shows and musicals.

Open Air Amphitheatre: 800pax

CHILDREN

The hotel features a mini club for children 4 to 12 years old, with multilingual staff. Opening daily.

Other children facilities:

- Kid's Club
- 3 separated children's swimming pools
- Children's animation staff
- Water Slides
- Mini Water Park with toys
- Children's playground
- Mini Disco

BABY FACILITIES

Our hotel provides the following baby facilities free of charge:

- Baby-Cots
- Baby high chairs in the restaurants
- Microwave for milk and food heating (in the main restaurant)
- Bottle warmer
- Bottle sterilizer
- Baby sets (Baby bath tubes, upon request, subject to availability)

Baby facilities with extra charge:

- Baby phones (upon request, subject to availability)
- Baby trolley (Pushchair)

RENTALS

- Car rental may be arranged at the car rental desk, situated at the hotel lobby
- City bicycle rental may be arranged at the reception desk.

OTHER HOTEL SERVICES & FACILITIES

SHOPPING

- Mini Market and gift store is located at the front of the reception

MEDICAL SERVICES

- Doctor on call, additional charge will apply
- The nearest pharmacy is 600m far away from the hotel

ELECTRICITY VOLTAGE

- The electricity voltage is 220 Volts
- Adaptors you can find at the mini market

WELLNES & SPA

- Sauna
- Indoor Whirlpool
- Spa center with private treatment rooms*
- Massage and beauty treatments*

Various types of relaxing face and body massage therapies are provided by AEGEO SPA (external collaborator), at a supplement.

SPORTS ACTIVITIES

If you are into sports, you can take part in the many activities our hotel provides.

- | | |
|----------------|-------------------------------|
| • Aqua fitness | • Table Tennis |
| • Yoga | • Darts |
| • Stretching | • Tennis court |
| • Zumba | • Billiard * |
| • Aerobic | • Air Hockey * (Extra charge) |

ULTRA ALL-INCLUSIVE PROGRAM

- The Ultra All-inclusive program operates from 07:30 hrs until 23:00 hrs.
- Alcoholic drinks are served from 10:00 hrs. until 22:45 hrs.
- Last order for ultra-all-inclusive at 22:45 hrs.
- Service from 23:01 hrs. to 01:00 hrs. is not part of the all-inclusive program and all beverages are with charge.
- The ultra-all-inclusive system provides selection of branded alcoholic drinks (Gin, Vodka, Whisky, Rum and Tequila).
- Premium branded international brands are with extra charge.

IMPORTANT NOTICE

- Please note that our ultra-all-inclusive program may change without prior notice

CONTACT

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Useful contact details:

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