

Venezia Resort



HOTEL DIRECTORY

WELCOME! It is our great honor and pleasure to host you at the Venezia Resort Hotel in Faliraki, Rhodes, one of the most cosmopolitan seaside resorts in the World.

The Hotel complex belongs to our Family which has been active in the Tourism Sector for more than 30 years.

The aim of the Management and our staff is to make your stay pleasant and unforgettable. Enjoy your holidays in the most beautiful Island of Greece and spend unforgettable days of fun and carefree enjoying a destination surrounded by attractions, award-winning beaches and a range of services that will satisfy even the most demanding guests. To make your stay more carefree and comfortable, we have created this list of useful information where you can find updates about the operation and services of our Hotel Complex.

The Public Relations Manager as well as the Reception Department are at your disposal for any additional information you may need.

We wish you an unforgettable stay!!!!

Services

Venus Main Restaurant.

BUFFET RESTAURANT.

In the main restaurant of the Hotel Complex you can enjoy all the meals of the day, in buffet format, admiring the unparalleled view that will surely amaze you, from the famous Greek Breakfast, to the Thematic Dinners created by the Chef and his team using the best fresh ingredients materials with art and passion that will seduce even the most demanding palate.

Our baker prepares a variety of fresh breads and pastries on a daily basis, while the pastry chef promises to sweeten you in the best possible way through a wide variety of international and traditional sweets and desserts. Start your day energetically with the traditional Greek breakfast we offer you and gain energy to enjoy the beauties of this special place. During Lunch and Dinner, you can choose what your heart desires. Start with freshly cut salads and accompany them with the dressing of your choice, continue with delicious cheeses and try a variety of dishes from the Mediterranean and International cuisine, fresh Fruit, vegetarian and healthy options for those who watch their figure.

- Do not miss to taste the themed Evenings organized by our Chef with selected dishes from all the cuisines of the World.
- Our Bakery never stops producing handmade pies, sweets and warm sourdough bread whose aromas and flavours will impress you.
- If you like Show Cooking, don't miss trying the creations of our Chefs who cooks live in front of you.
- Kids Menu: For our little friends we have created a special Children's Menu that will satisfy their needs by getting all the nutrients for their active holidays.



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OPERATION HOURS : - Breakfast: 07:30-10:45, - Lunch 13:00-14:30 -Evening 18:30-21:30.

LA PIAZZA THEMED RESTAURANTS

San Marko Pizza Station.

ITALIAN RESTAURANT

The Italian themed restaurant is located a few meters from the pool in a multipurpose hall with all our themed restaurants. In this place you can relax and taste delicious handmade Italian pizza bites, inspired by Italian recipes using fresh ingredients and a lot of love.

OPERATION HOURS: 11:00-17:00 (Everyday)

Zorbas Grill Station.

GREEK RESTAURANT

The Greek Restaurant is located a few meters from the pool in a multi-purpose hall with all our themed restaurants. In this place you can relax and taste the most popular National Street Food of Greece. Delicious Souvlaki accompanied by delicious Greek Pita.

OPERATION HOURS: 11:00-17:00 (Everyday)

Burger Me Up Station.

AMERICAN RESTAURANT.

Burger Me Up Restaurant is located a few meters from the pool in a multi-purpose hall with all our themed restaurants. In this place you can relax and enjoy a generous Brunch. Freshly cooked juicy Burgers and Delicious Hot Dogs that will surprise your palate.

OPERATION HOURS: 11:00-17:00 (Everyday)

Gustoso Gelato Corner.

A REFRESHING TREAT

Gustoso Gelato Corner is located a few meters from the pool in a multipurpose area with all our themed restaurants. In this place you can indulge yourself by trying several flavours of homemade ice cream giving yourself a touch of indulgence and coolness.

OPERATION HOURS: 11:00-17:30 (Everyday)

Aqua Pool Area

The Aqua Pool Area is a meeting point for coolness and relaxation by the pool. Take a dip in the pool and relax while enjoying your coffee or tea, refreshing juices, and locally produced soft drinks.

OPERATION HOURS: 11:00-18:00 (Everyday)

Blue Lagoon Bar

The Blue Lagoon Bar is a meeting point with a warm atmosphere that will make you feel at home gazing at the view from above and enjoying your tea or coffee, refreshing juices and locally produced soft drinks as well as alcoholic drinks and cocktails.

OPERATION HOURS: 11:00-23:00 (Everyday)



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Venus Main Bar

Through a modern note of exoticism combined with the Boho aesthetics of the furniture, the central bar of the hotel complex exudes a warm and welcoming architectural atmosphere that enables its guests to travel to a place of relaxation and enjoyment. An ideal place to spend your afternoon or end your day enjoying a drink, coffee, aromatic tea or a refreshing cocktail.

OPERATION HOURS: 18:00-23:00 (Everyday)

USEFUL INFORMATION:

Elevators.

In the event of an elevator breakdown, do not panic, press the alarm button and inform Reception via the telephone inside the Elevator. For safety reasons, children under 12 must always be accompanied by an adult.

Electricity.

The power of the Hotel Complex's electrical supply is 220 Volts.

Kalithies Village

The traditional village of Kalythies is located at a distance of 10 minutes by apron from the hotel complex. It is a picturesque village, with many attractions and monuments. Its attractions include primarily its beauty, as well as the stalactite cave of Agios Georgios, which is the oldest known Neolithic residence on the island. The name of the village probably comes from the kolythos plant. In Kalythies you will also find the Church of the Transfiguration of the Savior and the Monastery of Eleusis. Walk through the quiet narrow streets and they will lead you to the traditional cafes and relax with the view of the village.

In the village square you will find **Sarikas Bakery and Patisserie** which prepares a wide range of Bakery and Pastry products, such as freshly baked Bread of various types, Pastries, Pastries, Sandwiches, Sweets, Cakes, Ice Creams, a wide variety of beverages with Greek and traditional recipes from the whole world that will satisfy even the most demanding.

Also in the square you will find the **Vasilikon Grill Restaurant**, a Grill Restaurant with locally produced meats that are smoked and slow-roasted to satisfy even the most demanding meat lovers. You can enjoy delicious burgers, the traditional gyros, as well as many grilled meats. The locals in Kalythies will make you feel at home as they will welcome you with smiles and you will be surprised to find that most of them speak English and German.

Security.

When you are in your room, we recommend locking the door. If you lose your room key or magnetic card please inform Reception. When leaving the room make sure the windows and door are locked. Do not reveal the name of the Hotel or your room number to strangers. Do not leave your luggage unattended when you leave the Hotel.

Sudden change or cancellation of service.

Some services offered by the hotel such as the all inclusive program, water park, animation, transport to and from the beach may not be available or with limited access due to the strict



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safety and hygiene requirements in force at the hotel due to COVID -19. Even if bad weather conditions prevail, they may change without prior notice.

Customer List

The following A – Z information is provided for your convenience:

For any questions, please contact reception.

Airport - Airlines

The 'Diagoras' airport of Rhodes is located at a distance of 16 kilometers from the hotel complex. Reception is at your disposal for any information regarding airline reservations and flights.

Arrivals

The official arrival time of the Customers is at 15:00 pm.

Air Conditioning

The air conditioning in your room only works when the plastic card is in the recess of the lock and when the window is closed. Ideal temperature in Summer is from 26 to 28 °c.

Accommodation Services (Dial 100)

In addition to the services we provide on a daily basis, our staff responsible for your stay will be happy to provide you, upon your request, with the following for your greatest comfort: extra blankets, pillows, towels, toiletries and bathroom accessories.

Accessibility

Our hotel complex has infrastructure for people with disabilities. People with disabilities should contact us at least a week in advance as not all of our rooms are designed for specific needs.

Awakening Service

If you would like the Wake Up Service, please contact with the Reception.

Baby Chairs

They are available in the hotel restaurants upon request.

Baby cot

Available on request for children up to 2 years old. We can provide 1 baby cot in the room, if you need more it is subject to availability, depending on the type of room you chose and for an extra charge. Please let us know at least 3 days before your arrival. Without submitting your request, we cannot guarantee its availability.



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Bars

The hotel complex has three bars:

- Aqua Pool Bar. **Operations Hours daily between 10:00 – 18:00.**
- Blue Lagoon Bar: **Operations Hours daily between 10:00 – 23:00.**
- The Venus Main Bar. **Operation Hours daily from 18:00 - 23:00.**

Bakery and Patisserie by Sarikas

Sarikas Bakery and Patisserie which prepares a wide range of Bakery and Pastry products, such as freshly baked Bread, of various types, Pastries, Puffs, Sandwiches, Sweets, Cakes, Ice Creams, a wide variety of drinks with Greek and traditional recipes from all over the world that will satisfy and the most demanding. You will find it within walking distance (10 minutes by apron) from the Hotel Complex in the village of Kalythies.

Breakfast in the Room.

Breakfast can be served in the room for an additional fee. For more information contact with the Reception.

Basilikon Grill Restaurant

Vasilikon Grill Restaurant is a Grill Restaurant with locally produced meats that are smoked and slow-roasted to satisfy even the most demanding meat lovers. You can enjoy delicious burgers, the traditional gyros, as well as many grilled meats.

Bus Schedules

There is a Bus stop outside the entrance of the Hotel Complex, for timetables contact with the Reception. Also there is a regular shuttle bus service to the beach provided free of charge

Bus Stop

It is located in front of the hotel.

Blue Flag Awarded Beaches

The beaches serving the Hotel Accommodation located at a distance of 2 km which are:

- **Ammoudes Beach** in Faliraki and
- **Antony Quinn Beach** Which are awarded with Blue Flags. Please Help us continue this effort and keep them clean.

Beach

Faliraki beach is 2 km from our hotel – a free scheduled shuttle bus service is provided to serve you 3 times a day.



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Billiards

They are available in the **Aqua Pool Area** and the **Blue Lagoon Bar**.

Birthday packages

You can choose between 3 packages. For more information contact the reception at least 2 days before.

Churches / Monasteries / Archaeological Sites.

The Public Relations Department as well as the reception are at your disposal for information about Churches, Monasteries and Archaeological sites.

Car rental

You can rent a car through the car rental office located inside the hotel. We recommend it for its prices, quality, and the full insurance coverage it provides. Contact with the Reception for more information.

Car parking

The car park is located in front of the hotel and is available free of charge to all guests.

Cameras

Closed circuit television is installed in the reception area and outside.

Card «DO NOT DISTURB»

If you wish not to be disturbed, please hang a «**DO NOT DISTURB**» card outside your door.

Charging of Electric Vehicles

The Hotel Complex has a special charging area for Electric Vehicles in its PARKING. The Service is provided for an additional fee.

Children

Venezia Resort offers fun and games for children. Activities and competitions are offered by the special group of entertainers who accompany us. For more information please contact with the Reception.

Cleaning Service.

There is a laundry or Dry Cleaning service available from Monday to Saturday. (Holidays excluded.) Please contact the front desk before 10:00 am so that we can arrange to pick up and return your clothes on the same day. A price list is available in your Room.



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Computers.

The possibility to use a Computer is provided free of charge, as well as printing, photocopying and scanning.

Crowding

To avoid possible overcrowding at the reception during peak hours, prefer to settle your bill the night before at the Reception. Thank you for your understanding.

Danger Exits

Please read carefully the Emergency Procedures posted behind the room doors. In case of fire, please use the stairs.

DO NOT USE THE ELEVATORS!!!

Departures

The official departure time is at 11.00 in the morning. In case you wish to extend your stay, please inform the reception one day in advance. Extending the departure time is subject to an additional charge and is subject to availability.

Chambermaid

In case you need additional supplies or to have your room cleaned at a specific time, please contact Reception.

Dress Code

Daytime: Resort Casual. Cover – ups are required for **Breakfast** and **Lunch**. Footwear is always required in Restaurants and Bars.

Evening: Smart Casual. No Beachwear or Shorts in the evening Gentlemen- long trousers are required in the Main Restaurant.

Early Breakfast

Contact with the Reception to arrange it a day before until 19:30.

Excursions

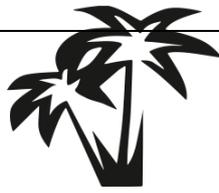
The hotel complex can organize various excursions by coach as well as by boat - please contact the Guest Relations department or Reception.

Electricity

It is noted that the voltage of Electricity in Greece is **220 V**.

Espresso Machine

Available upon request from the reception with an additional fee.



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Entertainment

There is a Group of Entertainers in the Hotel Complex that organizes various Entertainment and Wellness activities. The entertainment program is provided 6 times a week you can find it posted in the reception.

Environment

We pay special attention to the environment and your contribution is highly appreciated. The hotel complex uses solar energy to produce hot water and LED lamps, recycles paper, plastic, glass, oils, and every year undertakes many other actions.

Fax/Messages

For fax, photocopying and messaging services, please contact reception and our staff will be more than happy to assist you.

Festive-Anniversary Packages

You can make any festive moment special by choosing from 3 different benefit packages that we give you the opportunity to choose. Available for an additional fee. For more information contact with the Reception department.

First aid

Available at the Reception, Aqua Pool Bar, Venus Main Restaurant and Water Park.

Fire safety

For your safety, we would recommend that you mark the emergency exit closest to you on the floor plan located on the back of your bathroom door. The safety of our guests is always our priority.

Flowers

For any special moment you would like a bouquet of Beautiful Flowers do not hesitate to contact the Guest Relations department or the Reception with an additional fee.

Fun Program

The weekly schedule of events (themed evenings) is posted in the Reception.

Grooming Service

For manicures, pedicures and make-up please contact with the Reception at least one day in advance.



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Horseback riding.

Would you like to go for a horse ride? We can arrange this for you as long as we know 24 hours in advance. Contact with the Reception for more information.

Hairdresser

A Hairdressing service is available. Contact with the Reception to make a reservation. If you prefer to visit a local institute, reception can also make an appointment for you.

Hair Dryers

They are available in all rooms for our guests.

International Calls

Call center codes. Press '0' for the internal call center Calling the above number is free.

Internet

Free internet is available in all public areas and rooms of the Hotel Accommodation. If you experience any connection problems, please contact with the Reception. High-speed internet is available for an extra charge, please contact reception for more information.

Iron – Ironing Board.

Available upon request, please contact with the Reception department.

Keys

They are always collected from the reception. Be sure to always lock your room door when you leave. If your key is lost or broken there will be an additional charge.

Lunch or Breakfast Basket

A packed Lunch or Breakfast can be provided upon request. For more information contact the Reception at least one day before.

Luggage

If you need help with your luggage, please contact with the Reception.

Luggage Storage

The service is available at the reception during check out in a specially configured area.

Lost Objects.

In case of loss of any of your personal items, please contact Reception. You are responsible for the security of your personal belongings.



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Maintenance

In case of any technical problem in your room, please contact the Reception.

Massage

For reservations and more information contact with the Reception.

Mail / Messages

All messages and letters/parcels addressed to customers will be held at the Reception for you to pick up at your convenience...

Medical Services / Doctor.

Available around the clock. In case of emergency, contact with the Reception. This service is provided for an additional fee. A first aid kit is available at the Reception as well as in other parts of the Hotel Complex.

Mini market

Located near to the Reception and there you can get souvenirs of local products, juices, soft drinks, various spirits, wines, snacks and more... It operates 24 hours a day.

Newspapers – Magazines.

Foreign Press is available at the Reception.

Nutritional Requirements

If you have any special requirements, please contact the reception staff who will be happy to assist you.

Umbrellas

We have umbrellas at the Reception in case you need them.

Ultra All inclusive

With an additional charge of 30 euros per day per adult. For more information contact reception. In the package you provide:

- Faster Wifi.
- Rent a car with J&D rent a car 15% discount.
- Excursions with a 15% discount
- Espresso Machine (free 2 espresso capsules daily)
- Free premium alcoholic beverages
- Massage service -20% Discount.
- a Free Evening Meal at **Vasilikon Grill House** in Kalythies Village.



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Pets

For health and safety reasons, pets are not allowed in the Hotel Complex.

Pillows Down or Hypoallergenic.

Available upon request from Reception for an additional fee

Pool towels

Special towels are available for this use, you can get them from the Reception with a deposit of 15 euros / per towel for all your stay.

Pools

There are 5 outdoor Swimming Pools throughout the Hotel Complex.

Questionnaires

Please fill in the Questionnaire you will find in our application. All your comments and suggestions are welcome and help us to become better.

Restaurant

In the main Restaurant '**Venus Main Restaurant**' you can enjoy all your meals in buffet form every day.

Operation Hours: - Breakfast: **07:30-10:45**, - Lunch **13:00-14:30**, - Dinner: **18:30-21:30**.

Refrigerator

All rooms have a refrigerator for your convenience.

Reception

The Reception Department operates 24 hours a day and will be more than happy to Assist you. Call the number 100.

Reservations

In case you wish to upgrade to another room type or make future reservations at our Hotel accommodation, please contact with the Reception.

Room Service.

There is Room Service 12 hours a day, for more information contact with the Reception Department. Its available from 8:00 to 21:00.

Safe Box

Safety Deposit Boxes are available in your room. This service is provided for an additional fee. Contact with the Reception department for more information.



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Scale

They are available free of charge in certain room types.

Smoking policy

Smoking is not allowed in all restaurants and rooms of the hotel complex. There are designated smoking areas on the premises.

Swimming Pool Equipment

Umbrellas and sunbeds are available free of charge at the swimming pools of the Hotel Complex. Please do not leave clothes or other personal items on the sunbeds or umbrellas. It is forbidden to reserve Sunbeds or Umbrellas with the use of towels or other objects.

Themed Restaurants

The hotel complex has three thematic Self -Service Restaurants where you can enjoy Italian, Greek and American Brunch.

Towels

PROTECT THE PLANET!!! You can imagine how many tons of towels are washed needlessly in Hotels all over the world and how much detergent is used. Does this pollute the water?

PLEASE MAKE YOUR OWN DECISION:

- Towels placed on the floor means: please replace them.
- Towels hanging on the hanger means: we will use them again.

Transfer Service.

It is possible to transfer you from and to the **Airport - Port**. For more information contact with the Reception.

Temporary Accommodation Room

In case you leave the hotel late, we offer you a temporary accommodation room for your convenience. Contact with the Reception a day before for more information. Available with extra charge and subject to availability.

Tablet

They are available to our guests from Reception upon request for an additional fee.

Taxi

You can book at the Reception. We work with the largest and most reliable taxi companies on the island.



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TV

Satellite channels are available.

Telephone

Press 0 to activate the outside line. All calls other than to contact with the Reception which is a 100 number will be charged to the room.

You!!!!

No one is more important to us than **YOU**. Your opinion matters to us. We would appreciate it if you could take a moment to share your review on any channel. If there is anything we can do for you, please ask.

Water Park

The hotel complex has a water park where guests can enjoy the numerous water games that will give them endless moments of fun and carefree. Children under 15 must be accompanied by their parents.

Wheelchairs

If you require assistance with your wheelchair, please contact the reception staff who will be happy to assist you.