



# GOUVES WATER PARK

HOLIDAY RESORT



# HOTEL FACT SHEET 2024



## 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 & Sharing pool rooms
- 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 to enjoy Greek & International specialties
- 2 A La Carte Restaurants (Greek and Asian)
- Street food stations: Pizza | Gyros | Burger
- 7 Bars with alcoholic and non-alcoholic drinks
- Ice cream station at the splash park, 11:00-18:00

### *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

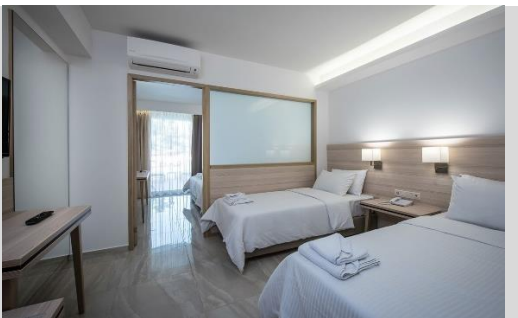
2 adults and 2 children's or

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 a terrace & access to a sharing pool

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



## MAISONETTE

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



## MAISONETTE SWIM UP

With a terrace & access to a sharing pool

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

## DIONYSOS

### 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 and Dairy-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, 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 meze dishes  
**DRESS CODE:** Smart Casual  
**RESERVATION:** Requested in advance

**OPERATING HOURS:**  
**DINNER:** 18:30 – 21:30  
From 1<sup>st</sup> June till 30 September

Served Greek traditional meze menu.



## NOTES ABOUT OUR A LA CARTE RESTAURANTS

1. All beverages from the menu are supplementary. Still mineral water is complimentary.
2. Reservations once per stay. Guests may visit our A la Carte Restaurants more times in addition to their meal plan, however extra charges apply. Reservation is required.
3. The complimentary dinner in our A la Carte 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 draught beer, local draught 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



## ESPRESSO BAR

### GELATERIA – CAFETERIA by the pool

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

OPERATING HOURS: 11:00 – 18:00



## CORAL DRINK STATION

### Poolside bar

*Located next to the pool, Coral drink station offers draught beer, soft drinks, juices, tea & coffee*

OPERATING HOURS: 11:00 – 18:00

**The CORALBar**

## 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 | ADULTS ONLY 16+

*This NEW elegantly appointed air-conditioned bar serves wine & sparkling wine by the glass and selection of 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 16 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. All wines & champagnes from ENOTECA wine cellar are with extra charge.
4. The all-inclusive Plus 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.
5. 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

- 1 Outdoor heated pool **NEW for 2024!!**
- 5 Outdoor swimming pools **1 NEW for 2024!**
- 4 Sharing pools **1 NEW for 2024!**
- 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

## MEDICAL SERVICES

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

## 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
- Indoor and outdoor children's activities
- Large children's outdoor playground with shaded play area
- 3 separated children's swimming pools
- Children's animation staff
- Water Slides
- Mini Water Park with toys
- 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
- Baby bath tubes, upon request, subject to availability

Baby facilities with extra charge:

- Baby stroller (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

## ELECTRICITY VOLTAGE

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

## FITNESS CENTER

- A full equipped Fitness Center is located next to the Spa center

## 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) |

## ALL-INCLUSIVE PLUS PROGRAM

- The All-inclusive Plus 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 all-inclusive plus at 22:45 hrs.
- Service from 23:01 hrs. to 01:00 hrs. is not part of the all-inclusive plus program and all beverages are with charge.
- The all-inclusive plus system provides selection of regular branded alcoholic drinks (Gin, Vodka, Whisky, Rum and Tequila).
- Premium branded international drinks are with extra charge.

## IMPORTANT NOTICE

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

## SUSTAINABILITY

Gouves Water Park Holiday Resort is committed to and has an emphasis on environmental sustainability by reducing our carbon footprint, energy, water and gas usage, improved recycling of waste across all areas of the hotel and further educating our team of the importance and benefits of being environmental mindful.

## CONTACT

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