

FAQs

General Information

- **What is the minimum age for guests to stay at the hotel?**
A: The minimum age for guests to stay without an adult is 18 years.
- **How to reach the hotel?**
A: Our hotel is 14 km from Heraklion Airport. We can arrange airport transfers; charges apply and are payable at the reception upon arrival. Contact reservations@lavrishotels.com
- **Is there parking available?**
A: We offer free parking to all our guests.
- **How far is the beach from the hotel?**
A: The beach is 600 meters away. We offer a shuttle service 4 times a day. From the back gate of the hotel, it's a 10-15 minute walk. Route maps are available at the Guest Relations desk.
- **Can I order room service?**
A: Yes, you can order room service from the room service menu from 9:00 AM until 3:00 PM.
- **What are the pool timings?**
A: The pools are open from 10:00 AM until 7:00 PM.
- **Are the individual pool rooms private?**
A: Please note all our pool rooms are lined one after the other. While the pool is for your exclusive use, you may see other guests using their pools.
- **Are the Jacuzzi tubs considered private?**
A: Please note all our Jacuzzi tubs are lined one after the other. While the pool is for your exclusive use, you may see other guests using their pools.

Amenities & Services

- **Can Sensus Experience guests use Aelius amenities?**
A: Yes, all Sensus Experience guests can use all of Aelius's amenities.
- **Can Aelius Hotel & Spa guests use Sensus Experience amenities?**
A: No, Sensus Experience is a private area dedicated exclusively for Sensus Experience guests.

- **Does my room have a balcony or terrace, hairdryer, safe, electric kettle, safety deposit box, and a mini-fridge?**

A: Yes, all rooms come equipped with these amenities.

- **Who can use Sensus Pool/enter Sensus Experience area?**

A: Only guests staying in the Sensus Experience section (Swim-up, Roof Garden Jacuzzi, & Maisonettes) are permitted to use Sensus facilities.

- **Do you offer pool or beach towels?**

A: Yes, we provide pool and beach towels free of charge. They are available at the Spa reception from 10:00 AM to 11:00 AM and 5:00 PM to 6:00 PM daily.

- **Does the hotel allow pets?**

A: We welcome small dogs (under 5 kg) at no extra charge. Please keep your dog on a leash at all times outside the room. Pets are not allowed in wellness or dining areas.

- **How can I rent a car?**

A: We offer a reliable car rental service at reasonable prices within our hotel. Our guest relations team will assist you.

- **How to organize a photoshoot?**

A: We cooperate with professional photographers. You can contact us at sales@lavrishotels.com for details.

- **Do you provide towels?**

A: Yes, we offer towels. We follow Travel Life guidelines for sustainability. Towels on the floor will be changed. Towels hanging on the rack will be considered for reuse

- **How often is bed linen changed?**

A: We change bed linen every third day of stay. In case you would like it to be changed sooner, contact the reception.

Room & Booking Information

- **How can I request a late check-out or early check-in?**

A: Check-in is at 3:00 PM, and check-out is at 11:00 AM. Late check-outs and early check-ins are subject to availability. Please inquire at the reception closer to your arrival/departure date.

- **How can I upgrade my room?**

A: To request a room upgrade, please contact our reservations team via email at reservations@lavrishotels.com.

- **How can I get a baby cot?**

A: We offer baby cots for free. Please contact us or add it in the remarks while making a booking, and we will do the needful.

- **Can I upgrade from Half-Board to All-Inclusive?**
A: Yes, you can upgrade for an additional fee payable at the reception.
- **Can I request a particular room?**
A: Please note, room allocation is subject to availability. Please email us your request and our team will try their best to accommodate your request.
- **Why book directly from our website?**
A: We offer great deals on the website. Upon signing in you will receive an additional 10% discount. For stay for over 5 night we offer complimentary airport transfers from Heraklion Airport.

Dining & Dietary Preferences

- **What is included in Half-Board?**
A: Half-board includes a buffet breakfast and dinner at Erontas Restaurant. Drinks are charged extra for dinner.
- **What is included in All-Inclusive?**
A: Our all-inclusive package includes a selection of branded premium alcohol, such as spirits, wine, and beers, along with a range of signature cocktails from 10:00 AM until 11:00 PM. Additionally, our pool bar offers snacks from 11:00 AM to 5:00 PM. Dining once per week in Kritamos Thematic Restaurant is also included.
- **Are Half-Board guests allowed to dine at Kritamos?**
A: No, Kritamos is exclusively available for All-Inclusive guests. Half-board guests can dine on extra charge
- **Do you provide gluten-free food?**
A: We offer gluten-free options and cater to various dietary preferences. Please inform our Guest Relations team upon arrival. Note that we are not equipped to accommodate guests with Coeliac disease. Food is prepared in the same kitchen facility.
- **Do you provide lactose-free, nut-free, or vegan food?**
A: We cater to special dietary needs. Please notify our Guest Relations team upon arrival. Additional charges may apply.
- **Is there a dress code for the restaurant?**
A: For dinner at Kritamos, we request a smart casual dress code, which means no flip-flops, sleeveless t-shirts, or shorts.

Special Requests & Occasions

- **How to book add-on arrangements upon arrival?**
A: We can arrange cakes, flowers, a bottle of wine or champagne, room decorations, and

personalized note arrangements. Contact sales@lavrishotels.com or guestrelation@lavrishotels.com for details.

- **How can I celebrate special occasions?**

A: We can arrange a special five-course dinner with flower and candle decorations, wedding proposals, in-room breakfast dining, and a personalized brunch date tailored to your preferences. Contact sales@lavrishotels.com or guestrelation@lavrishotels.com for details.

Activities & Entertainment

- **Does the hotel have animation?**

A: No, we do not have animation at the hotel. We offer fitness activities such as aqua gym, yoga, and Pilates from 10:30 AM to 1:00 PM. In the evenings, we have an entertainment program like music and dance nights.

- **What is children entertainment?**

A: We have two playgrounds and two children's swimming pools. Please note, we do not have a kids club.