

Sample Inntravel Customer Documentation

These documents demonstrate the supportive style of the notes that we supply with the ticketing pack for your independent holiday. Please note that details in sample documents are not updated or checked for accuracy, and in some cases they are for holidays that are no longer available through Inntravel.

Family holiday in Crete Istron Bay Hotel

Kalo Chorio

Crete

Tel: 00 30 XXXXX XXXX

Manager: Panagiotis Delvenakiotis

This high-quality family-run hotel with sea views offers so much to do – from watersports to Greek dancing. You may also wish to visit the spectacular scenery and historic sites of Crete.

We wish you a very pleasant stay.

Istron Bay Hotel – a family holiday

Assistance:

In the rare event that you should encounter any problems during your stay, please contact the owners/agents in the first instance as they act as our representatives. Please do not wait to report any dissatisfaction until you return to the UK as problems can only be rectified if you give us the chance to do so at the time.

24-hour emergency contact with Inntravel

If you need to contact Inntravel out of office hours on urgent matters, please phone **XXXXX XXXXXX**.

Your initial call to this number will be taken by our emergency assistance service. Please provide them with your contact telephone number, location, booking reference number (if you have this easily to hand) and a brief description of your problem; they will then immediately contact Inntravel's 24-hour Duty Officer, who will call you to assist.

Please do not call this emergency number for routine matters or enquiries which can be most effectively handled by our full team during office hours.

The local emergency services in Greece can be summoned on **112**.

Other numbers are 100 for general Police, 166 for the ambulance and 199 for fire / rescue.

These notes have been compiled carefully by Inntravel with the best information available. We welcome any comments you might wish to make in order for us to improve our standards of service.

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Arrival

Your Local Agent

Your accommodation has been booked direct with the hotel. Should you require any assistance regarding your transfer/car hire, our local agent is: George Sakis, **Crete Travel**, 10 Karamanli Avenue, Sitia 72300

Car hire: if you have booked a car, the contact number of our agents, Crete Travel, is 0030 XXXX XXXXX or George Sakis can be contacted by mobile on 0030 XXXX XXXXX. At Heraklion, please go through the RIGHT hand exit from Arrivals to meet your representative). Please see separate sheet for driving directions. If you have arranged to collect your car at the Istron Bay Hotel, the car will be parked at the hotel and an envelope including the keys and all other information will be at Reception.

Private transfer: If you have booked a prearranged transfer from Heraklion airport you will be met in Arrivals by a driver who will be holding a board with your name and/or Intravel on it.

Istron Bay Hotel

Although a large hotel, the Istron Bay is family-run and offers a relaxed and friendly atmosphere, with excellent facilities and is family-friendly.

The rooms are well-equipped with en-suite bathroom, air-conditioning, satellite television, telephone, radio, hairdryer and minibar. All rooms have a sea-view from their own balcony or terrace. To help you make the most of the large pool and adjacent sandy beach, beach towels are provided.

Your stay includes buffet breakfast and dinner in the half-board restaurant, though by paying a supplement you can dine from the half-board buffet, or upgrade to the *à la carte menu* in The Meltemi (the half-board option in The Meltemi is included for those in superior or garden rooms though please note the Meltemi may not be open very early or late season weather permitting). For an extra charge of around 13 euros a day you can enjoy a traditional Cretan dinner, *meze*, with the 'Club Gastronomique' – a cookery demonstration and wine tasting are also included in this.

The hotel arranges many different activities some of which will require an extra charge. Check the notice board at reception for more details.

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There is a crèche at the hotel, and a Kids' Club for children aged 4-7 is open from May until the end of the peak season (exact dates depend on numbers attending and cannot be guaranteed). This is free to hotel clients.

There is a baby sitting service at €12 per hour. Please arrange with the hotel's Reception at least one day before. An early children's dining facility is available (again, depending on numbers). Children are welcomed in all the dining facilities of the hotel.

Note: if you are staying here in low season some of the facilities may be closed and not all of the activities described below will be on offer.

Sports and Activities

Watersports enthusiasts are well-catered for at Istron Bay – you can choose from water-skiing, windsurfing, canoeing or kayaking. Diving courses are available with a fully qualified PADI instructor. If you prefer to take it a little easier, you can take a glass-bottom-boat trip or chauffeur-driven speedboat!

The hotel has a large seawater swimming pool with a children's section, which guests at the villas may use: 12m x 28m – depth 1m – 2m. The children's area is 0.4m

On land, there is a tennis court, beach volleyball, table tennis and billiards, or aerobics and gymnastics. You can join a nature walk in the surrounding area, or hire bikes locally to explore further afield. For a more relaxing time try a yoga class on the lawn or a massage. Greek dancing is also available at times. Evening entertainments include a Cretan evening or beach barbecue

If the weather is not too hot and you want to do some walking, one of the best walking guides to purchase is the Sunflower series, 'Landscapes of Eastern Crete'. Whilst in Agios Nikolaos you can also drop into the Information Centre where they will give you written walks of the area.

Cretaquarium

A great place for a family visit is the Cretaquarium (or Thalassocosmos). This informative and exciting centre combines both a large, interactive visitor area and the largest marine research and technology complex in the Mediterranean. The centre is located 15km east of Heraklion and is an engaging way for all the family to learn about the diversity and quirks of marine life. It has a fun, impressive aquarium with 32 tanks (representing

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interesting underwater Cretan sea landscapes) and 50 viewing points. It contains 2500 organisms of 200 Mediterranean marine species, from hunter sharks to lobsters and colourful jellyfish. Touch screens provide information in 5 languages. The centre is open 1 May -15 Oct 09:00-21:00 and 16 Oct – 30 April 10:00-17:30. Entrance is 8€ for adults, 6€ for 5-17yr olds and children under 5years are free. A personal audio guide can be hired at €1. There is ample parking, a cafe/restaurant with sea view and souvenir shop. Tel: 2810-337788, 2810-337888. www.cretaquarium.gr

For fun in the water visit the **Aqua Plus Water Park** www.acquaplus.gr, a huge complex with over 40 rides (full day €18 for adults, €12 for children over 5 and free for the under 5's and observers not using the slides. You will find it close to Crete's Golf course.

As an alternative you can try **Water City** which includes 26 rides within its 80,000sq metres Located between Heraklion and Hersonissos, it's just a 15 minute drive from the resort of Hersonissos. For a full day, it is €21 euros for adults, €15 euros for children 4 – 12 years.

Horse Trekking: the nearest stables are at Avdou, Lassithi, offering day and half day hacks for experienced riders and lessons for beginners - €35 half day, €65 full day; 20 euros for an hour long lesson. Tel. 0030 XXXXX XXX XX / XXX XX Mob. 0030 XXXX XXXXXX or 0030 XXXX XXXXXX <http://www.horseriding.gr/>

Sightseeing

The pretty harbour town of **Agios Nikolaos** is built around Lake Voulismeni, (meaning bottomless) with numerous places to eat and many shops to choose from selling traditional Cretan art, Minoan copies and copies from the Popular Art Museum, as well as woven handicrafts, jewellery shops, international bookstores and fashion boutiques. There are a couple of museums to visit, Archaeological and Folklore. The streets in Agios Nikolaos are quite steep and may be tiring for little legs. The beaches here are pebbly but are clean and have very good facilities including the temptation of a family mini golf tournament!

Just a short drive from Agios Nikolaos is the fishing village of **Elounda** the site, allegedly, of the sunken Minoan city of Olous.

Children and adults alike may enjoy a ride on the 'The Happy Train', a little motorised train which takes you on a scenic 45 minute trip along the coast to the village of **Plaka**. From here you can see directly across to the

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deserted island of 'Spinalonga' which up until 1957 housed a leper colony and was the inspiration for Victoria Hislop's bestselling novel 'The Island'. You can catch the train from the Church Square in Elounda, tickets are around €6 return.

No visit to Crete would be complete without a visit to the superb Minoan palace at **Knossos**, 1 hour's drive away. Children can learn about the legend that this is where Theseus slayed the Minotaur in his labyrinth lair, escaping only with the help of Ariadne. As you wander round the maze of buildings, this is easy to imagine. The 'restoration' of the upper level by Sir Arthur Evans in the early 1900s has been fiercely contested since, but gives an idea of the original grandeur of the site - note the child-size throne in The Throne Room. It is open daily 0800-1900 May to October, and until 1800 the rest of the year. Admission fee is €6 for adults and children are admitted free; guided tours are also available

Whilst in the area, you could also visit the excellent Archaeological Museum in Heraklion where many finds from Knossos and other sites are displayed (open daily 0800-1900, except Monday mornings. 6 euros). As there are so many other sights of interest in **Heraklion** – including the Venetian fortress, church of Agia Ekaterina and further museums – you may prefer to come back another day.

Some older children may also enjoy the historical sites nearby - a drive east along the coast will bring you to **Gournia** – the best preserved Minoan site on Crete. Excavated in the early 20th century, there is a labyrinth of tiny houses and narrow lanes surrounding a small palace (open 0830-1500, Tuesday to Sunday). A little further along is **Mochlos**, a tiny fishing hamlet opposite the island of Mochlos where there is an underwater Minoan harbour. Many of the finds from here, including gold jewellery and alabaster vases, are on display in the Archaeological museum at Agios Nikolaos.

Sitia has a picturesque harbour at the centre of its old quarter, dominated by a restored Venetian fort. There is also a fascinating Folklore Museum (open Monday to Saturday) with displays of picturesque local costumes, textiles and cottage furniture. Don't miss the nearby Toplou Monastery with its beautiful frescoes and icons. Founded in the 14th century, the monastery was fortified by the Venetians, and was even used in World War Two to transmit resistance broadcasts.

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At the eastern end of Crete is the Minoan palace of **Zákros** (open Tuesday to Sunday) - built in 1700BC it became the centre of trade with the Middle East. Kato Zakros has its own 'Valley of the Dead' - a gorge with many Minoan burial sites.

A short drive past Sitia will bring you to **Palekastro**, a charming Cretan town with the nearby beach resorts of **Kouremenous** (great for windsurfing) and **Hiona** (EU Blue Flag beach), both with great fish tavernas.

Also worthy of a visit is **Xerokambos**; an impressive drive with great vistas and multiple stopping points of interest on the way, with two of the best beaches in the east and a good taverna for lunch.

In the interior of the island, walkers are rewarded by spectacular views and varied wildlife. Try the Lassithi plateau (famous for its windmills) for colourful hoopoes, and the slopes of Mount Dikti are covered with wild flowers in the spring, including Cretan bee orchids.

Food and Drink

Crete has about sixty olive trees per inhabitant, so olive oil is one of the mainstays of Cretan cuisine. For the last few thousand years, Crete has been an important honey producer – that from Omalos at the western end of Crete is particularly famous – and along with herbs such as thyme and majoram, honey is widely used in cooking. As with the rest of Greece, feta cheese is common, and another local cheese is mizithra often used in kalitsounia (small pastries stuffed with cheese and served with honey). The locally produced meat, particularly lamb or goat, is very good – often served in cretan pilaf or grilled over charcoal. There is a wide selection of fish and seafood on offer, though it can be expensive. In local street markets you can find an abundant selection of fruit and vegetables. The local diet includes the generic horta (literally translated as 'grass!') – these are wild greens, such as dandelion leaves, usually boiled until tender and served with a liberal dash of olive oil and lemon. Wine production on the island is improving – the white wines of Economou (from Sitia, with a floral and honey character) and Lyrakis (dry wines from the dafni or plyto grape) being particularly recommended. Red wines are also available and local retsina is a traditional accompaniment for meze. 'Rachi' (Cretan aperitif) is a traditional accompaniment for meze.

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From Heraklion Airport to Istron Bay Hotel (approx 1hr 30mins)

Step	Distance (km)	Directions
1	0.0	As you drive from the airport keep the sea & airport on your right hand side. Turn left for 1km sign posted Agios Nikolaos 61, Iraklion 4. Stay in right-hand lane & proceed under bridge to join the National highway.
2	10	Bear left onto National Highway signed Agios Nikolaos 61.
3	16	Turn left at main T-junction signed Agios Nikolaos 32.
4	48	Follow road through Malia.
5	32	As you approach Agios Nikolaos you will pass a large Shell garage & Nissan showroom. Continue to large crossroads with traffic lights.
6	100	Sign post Ierapetra 37 & Sitia 72 to the left. Iraklion old road to the right. Turn left here.
7	29	Continue to next crossroads with traffic lights and go straight on signed Ierapetra 34, Sitia 69.
8	-	Follow this road as it winds up and through the mountains to Sitia, passing through villages including Ammoudara and Istron bay village or (Kalo Horio). Approximately 1,5 km after the Istron Bay Village you will see on your left hand-side the sign for Istron Bay Hotel.

To see examples of Intravel itinerant walking and cycling documentation please view our Walking and Cycling pages