

HOTEL



DOMES AULŪS
ZANTE

AUTOGRAPH COLLECTION®
HOTELS

DIRECTORY

WELCOME

Domes Aulūs Zante, a member of Domes Resorts, an exquisite reflection of luxury ambiance and high aesthetic, offers its visitors a multitude of rich experiences.

Sitting on a Natura-protected nesting ground of the loggerhead sea turtle, prepare to witness profound beauty. Lie in the grass beneath the pine forest that gives the turquoise Ionian its vivid color. Take cooling dips in shallow crystal waters and experience rare marine life encounters. With nearby, vibrant villages close enough to walk to, and just far enough to allow for peaceful relaxation, this magical strip of beach is admittedly Zante's prime location.

Aulūs surpasses superficial luxury focusing instead on immersive culture, stellar service, and locality. Explore your passions as we redefine all-inclusive in three dimensions taking you on a voyage from refined cuisine to revolutionary mixology and wellness. Our dedicated team and staff are ready to answer any question, organize any personal requests and guide you through endless memorable moments.

This hotel directory includes information about the hotel facilities and services. If you have any further inquiries, please contact reception 0.

Once again welcome!



LOCATION

Zakynthos or Zante is an island in the Ionian Sea. It is the third largest of the Ionian Islands.

Zakynthos is a separate regional unit of the Ionian Islands region, and its only municipality. It covers an area of 405.55 km² and its coastline is roughly 123 km in length. The name, like all similar names ending in -nthos, is pre-Mycenaean or Pelasgian in origin.

In Greek mythology the island was said to be named after Zakynthos, the son of the legendary Arcadian chief Dardanus.

CLIMATE

Zante enjoys the Mediterranean climates. The rainy season is normally between October and March. Even in the hot summer months, Zante offers pleasant temperatures due to the Ionian Sea breezes.

POPULATION

According to the 2011 census, Zakynthos has a population of 40,759.

MAIN RELIGION

The majority of the population is Greek Orthodox.

LANGUAGE

Greek is the official language, but English is widely spoken.

DISTANCES FROM THE RESORT

Zakynthos city center _____ 7.2^{KM}

Airport Dionisios Solomos _____ 6.3^{KM}

Zakynthos Port _____ 7.3^{KM}

Laganas Village _____ 1.7^{KM}

USEFUL TELEPHONE NUMBERS & WI-FI INFORMATION

Reception (24/7) _____ 0

Concierge _____

Room Service & Ice _____ 7777

Spa _____ 7800

Wi-Fi Free Access Network _____

Username: Surname

Password: Room Number

TELEPHONE CHARGES

Local Calls _____ 0.40€ per minute (hotel unit)

Mobile _____ 1.50€ per minute (hotel unit)

International Calls _____ 1€ per minute
(hotel unit)

FACILITIES

RECEPTION

Reception is at the main building of the resort and is available 24 hours daily for your assistance.

RESTAURANTS & BARS

Domes Aulūs offers guests the chance to not only explore a range of classic to trending fine-dining experiences, but also discover the origins of the cuisine, the wine, and trace the produce to our local botanical gardens, farmers, and fishermen that comprise this sustainable food economy.

MONACHUS RESTAURANT

Monachus offers a large variety of delicious options for breakfast, lunch, and dinner. And it all comes constant, freshly prepared, and plentiful. Guests can enjoy different themed cuisines for our dinner buffet, a special kid's buffet corner, options for all dietary requirements and show cooking stations where it is all prepared in front of you, with a flare

Breakfast 07.00 — 11.00

Variety of cold and hot buffet including action cooking.

Lunch 13.00 — 15.00 / Dinner 18.00 — 22.00

For bookings you are kindly advised to contact the concierge desk.

MEZE BEACH RESTAURANT

Located beachside, this outdoor restaurant is the ideal spot to enjoy a light lunch, snacks and drinks while taking in the beautiful sea views.

Lunch: 12.30 — 15.30

TRATTORIA TESORO MIO

Trattoria Italian casual restaurant offering freshly made Pizza and Pasta, always using the finest ingredients. Providing a warm and relaxed atmosphere for the family and friends where they can share some of the most renewed and tasty dishes of Italy

Dinner: 18.00 — 22.00

LIANOLIA RESTAURANT

Contemporary and easy-going all day Pool & Beach Bar.

Snack Buffet: 14:00 — 17:00

Grilla Dinner: 19:00 — 22:00

LIANOLIA POOL BAR

Fine bites and cocktails by the pool. Our laid-back pool bar offers light snacks and drinks for guests to enjoy.

10.00-18.00

OIKIA MAIN BAR

Premium spirits, excellent wine and signature cocktails. Oikia is the perfect spot for a pre-dinner aperitif and cocktail.

11.00-00.00

ROOM SERVICE

Dial _____ 7777 | 07.30 — 23.30

At your service! Feel free to contact us anytime, night or day, for snacks, drinks or even a fine dinner. Early breakfast available upon request
Breakfast, Lunch, Dinner.

Tray charge 6€ for Beverages/ 5€ for Food

SOMA SPA

10.00 — 18.00

Domes' signature Soma Spa creates a one-of-a-kind, eco-spa journey that approaches your transformation holistically. The rituals of the spa treatments and methods of the ancient Greeks are combined with the most recent healing techniques and results-oriented products from ELEMIS. Also, CODAGE PARIS, inspired by the periodic table of elements, uses cocktails of active natural ingredients that work synergically to answer specific needs.

Manicure, Pedicure Treatments & Hairdresser. For session, please dial 7800. For further information, please contact the Spa Reception.

FITNESS CENTER

Operation Hours 24/7

Free access. Instructor at your service available at specific times during the day.

For more information please contact the Spa Reception.

KIEPOS

10.00 — 13.00 & 15.00 — 18.00

Play areas and educational play activities complete the picture of this Neverland setting. Safety built using sustainable, natural materials, the children's retreat we call the Kids Club is the perfect spot to let loose.

For more information, please contact the Kids Club or the Concierge Desk.

ADDITIONAL INFORMATION

AIR CONDITIONING & HEATING

Is available in all accommodation types.

Opening the windows to terrace or the front door will automatically disconnect the air conditioning.

AIRLINES & PORT INFORMATION

Please contact the Concierge Desk for scheduled airline/ferry confirmation and any assistance to print boarding passes.

BANK SERVICE & CURRENCY

Banks are open from Monday to Friday 08.30 to 15.00. Nearest Banks / ATMS are located in 850m. away from the hotel. Currency exchange at the bank.

BEACH & SWIMMING POOL

The golden beach Laganas is right in front of the hotel. There are two beautiful outdoor swimming pools (1 main pool & 1 toddlers pool). Sunbeds and umbrellas are available free of charge by the pools. You are kindly requested not to reserve sunbeds. If you leave clothing or other items on the sunbeds and umbrellas they will be collected by the hotel personnel. Beach towels are available at all public areas and at your room.

BICYCLE

Enjoy bicycle riding on recommended routes to feel the nature in the surrounding areas of the Hotel.

BOAT TRIPS

Explore the extraordinary surrounding areas, the local tradition and the historical attractions and discover secret sides.

BREAKFAST BOX

Please contact the Concierge Desk one day in advance if you wish to order a breakfast box.

BUSINESS CENTER

A business center is available at the main building, please contact Reception or Concierge Desk.

CAR RENTAL

Please contact concierge desk to make any arrangements for you.

CHECK IN TIME

Please note that on arrival day, rooms are available after 15.00 .

CHECK OUT TIME

Please note, that on departure day, rooms must be vacated by 11.00. Before leaving the resort, please make sure that you have returned your key card to the reception and check that your bill has been settled.

CREDIT CARDS

All major credit – cards are accepted: American Express, Diners Club, Mastercard and Visa. Personal cheques are not accepted.

CHURCH SERVICES

A wide range of Monasteries and Churches, Orthodox & Catholic, are near the hotel: tell us what interests you and we can give you all the necessary information.

DO NOT DISTURB

To ensure your privacy, you will find a hanging card on the back of the door in your room, which can be hung outside.

If you do not wish to receive telephone calls, please inform our Reception.

Please advise Reception when you are again available to take calls

BEACH

For more information on water sports, please contact the concierge desk.

BOATS TRIPS

Explore the extraordinary surrounding areas, the local tradition and the historical attractions and discover the secret side of the island.

PARKING

Whenever you wish to park or retrieve your vehicle from our car park, please call Reception. We recommend that you do not leave any valuable objects inside the vehicle. The hotel will not assume any responsibility for objects left inside vehicles, or for damage caused by any third party.

DESTINATION ACTIVITIES & ENTERTAINMENT

ATTRACTIONS AND LOCAL EXPERIENCES

Enjoy the attractions and local unique experiences in beautiful, atmospheric, and narrative Zakynthos Island.

DRESS CODE

Daytime: Resort Casual. Please wear cover-ups

in the restaurant. For safety reasons, shoes must be worn in restaurants & bars at all times.

Evening: Smart Casual. Gentlemen are kindly requested to wear long trousers or smart long shorts in the restaurants. No flip-flops or slippers are allowed.

DRINKING WATER

Tap water is not drinkable. However, bottled water is available in all hotel bars and Room Service.

DOCTOR ON CALL

Please note that the resort is cooperating with a Doctor on call on a 24-hour basis (extra charges apply). In case of need dial 0.

EXPRESS CHECK OUT

Please inform us one day prior to your departure, should you wish to have an express check out.

FLOWERS

Romantic moments may blossom in Domes Aulūs Zante, let us know your favorite flowers.

HAIRDRYER

A hairdryer is available in your wardrobe. We kindly ask you to use it only in the room area and not in the bathroom for greater safety.

HOUSEKEEPING

Housekeeping will be provided daily. You are always welcome to modify this service, simply let us know.

For special requests, pillow menu with a variety of selections (anti-allergic, feather, anatomic and more) please contact the Concierge Desk.

INTERNET CORNER

Personal computers and a printer available 24 hour at the main building.

Please contact our concierge desk for more information

LAPTOP & TABLET DEVICES

Tablet & Laptop devices may be provided at the reception area. Please contact the Reception for further information.

LAUNDRY SERVICE

Laundry bags and price list can be found in your wardrobe. Please complete the laundry list, place clothes in the bag provided and contact reception desk to arrange for collection.

Regular Service 48 hours

Ironing 24 hours

Express service +30% surcharge

For express service, please contact Reception Desk as soon as possible. We regret there is no service on weekends or public holidays.

LIBRARY

Please contact the Concierge Desk to borrow books from our small library.

LINEN POLICY

Bath and bedroom linen are replaced in respect and according to our environmental policy.

LOST & FOUND

For lost property please contact the Reception Desk.

LUNCH BOX

Please contact the Concierge Desk to place your order the day before 18.00

MAIL SERVICES

Express Courier. Incoming mail will be delivered to your suite. Express courier and postal services are available for the Concierge.

MESSAGES

All messages will be delivered to your room.

MINI BAR & ROOM SERVICE

Please note any items you consume on the Mini Bar list so that they can be refreshed.

All mini bar charges will appear on your final bill. Please contact Room Service for any special requests.

PARKING

24-hours valet parking and parking area is available at the entrance of the resort.

PORTER SERVICE

Please contact the Reception Desk if you need help with your luggage. Please make sure it has been out of your taxi on arrival or that you have not forgotten anything on departure.

PETS

Service animals are permitted in the resort.

For more information please contact the Reception.

PLACES OF INTEREST, MUSEUMS & ARCHAEOLOGICAL SITES

Zante and the surrounding area consist of amazing sites to unfold. Simply contact the Concierge and we will highlight the best spot for you.

TENNIS

The Tennis court and tennis equipment available on site. Please reserve in advance at the concierge desk for use, professional tennis coach available upon request, extra charge applies.

RESERVATIONS

Please contact the Reception Desk if you need help with future reservations at any of our sister hotels, Domes Miramare Corfu A Luxury Collection Resort, Domes of Corfu Autograph Collection Resort, Domes Lake Algavre, Domes of Elounda Autograph Collection, Domes Aulus Elounda, Domes Noruz Chania Autograph Collection, Domes Zeen Chania A Luxury Collection Resort, Pleiades Luxurious Villas.

SHOPPING

Open for extended hours of shopping therapy!

Regular shops

Monday–Saturday-09.00–14.00

Tuesday–Thursday & Friday-18.00–21.00

Sundays-closed

International Chains

Monday–Friday-09:00–21.00

Saturday-09.00–20.00

Closed on Sundays

Supermarkets

Monday–Friday-09.00–21.00

Saturday and Sunday-09.00–20.00

Tourist shops

Monday–Sunday*

** Tourist shops are not required by law to keep normal shop hours, so the opening times vary widely. They will often stay open later in the evening (11.00 pm) and will also open on Sundays. This applies to the summer season only. Apart from kiosks, pastry shops, florists and many tourist shops everything else is closed on Sundays.*

SPECIAL OCCASIONS

Please contact the Concierge Desk for any special occasion that need to be organized.

SWIMMING POOLS

Opening Hours 10.00-18.00

We kindly ask you to follow the swimming pool rules and regulations. Diving, running, jumping, pushing and rough play by the pool it is not permitted. All guests are requested to use the showers before using the Swimming Pools. Any injury occurred in or by the pool area it is needed to be reported to a supervisor or at the Reception by dialing 2424.

SMOKING

We kindly inform you that Domes Aulus Zante is a non-smoking hotel. You may smoke outdoors.

TAXI

Please contact the Concierge or Reception

TELEPHONE & FAX

Country Dial Code +30

The fully automated system allows you to call any telephone number around the world by dialing 0 for external line and then the international code and the phone number. For additional information please contact the reception by dialing 0

TELEVISION

Every room is equipped with Satellite TV. For details, please read the instructions available in the TV Channel list.

TV Channel List:

VALUABLES & SAFETY DEPOSIT BOXES

A safety deposit box is available free of charge in every room. As the hotel does not take any responsibility for unsecured personal valuables, it is recommended that you use the safety deposit box. Do not leave valuables inside parked vehicles. The hotel accepts no responsibility for any items of value left in the bedrooms.

WAKE UP CALLS

Please contact the reception desk to arrange for the time you would like to be woken up.

For reception _ Dial 0

You can also set your own alarm directly from telephone device, alarm clock or TV.

WELLNESS PROGRAM

Fitness programs and private classes with additional Personal Trainer charges.

FOR YOUR COMFORT & SAFETY

EMERGENCY EXIT SIGN

We ask for our guests to carefully read the Emergency Procedures displayed near their guestroom door. In case of fire, please **DO NOT USE THE LIFTS**.

FIRE EMERGENCY

Fire extinguishers are available in all corridors of the main buildings. If you see signs of fire, please contact the reception (dial 0) and immediately leave the building. We ask our guests to carefully read the Emergency Procedures displayed near their guestroom door.

FIRST AID

First aid kits are available in reception, all bars & restaurants. In case of emergency, please contact the Reception Desk. Dial 0

LIFTS & ELEVATORS

Please read the instructions about the lift use.

In the event of failure, please do not panic. Follow the instructions inside the lift.

MEDICAL SERVICES

In case of emergency, our hotel provides a 24h medical service*. For further information, please contact the Front Office.

Dial 0

**extra charges apply.*

SAFETY

Safeguard your room key card as you would your house key. Do not leave your card in the room. If your key card is lost or stolen, report it to the front desk immediately. Do not reveal the name of your hotel or room number to strangers. Try not to discuss plans for excursions in front of strangers. Be careful when leaving balcony doors and windows having access to the outside open at night when you are sleeping. Upon check-in ask for a business card with the hotel name and address. When checking out, remember to leave your key card with the front desk clerk.

VOLTAGE

The hotel voltage is 220 Volts.

The management reserves the right to change the information included in this service directory, at any time and without notice. Depending on weather conditions, the hotel departments' opening hours may change (with or without prior notice).

ENVIRONMENTAL & FOOD SAFETY POLICY

Being aware of the importance of environmental protection for sustainable development providing high quality services and food safety management, the Management and staff of Domes Aulūs Zante developed and implemented an environmental management system in accordance with the requirements of International Standard.

It covers all activities of the hotel and in particular the accommodation services, catering and entertainment

Therefore, the administration of Domes Aulūs Zante is committed:

- To seek continuous improvement by setting goals.
- Comply with all legislative and other requirements concerning its activities in relation to environmental aspects and other activities.
- Select the appropriate personnel and put effort in their continuous training and assessment.
- To assess the environmental impact of its activities in order to reduce or eliminate negative environmental impacts.
- Be active in every possible way to protect the environment and prevent pollution.

Based on these commitments, the administration of Domes Aulus Zante aims at:

- Ensuring all necessary resources to maintain and update the system and infrastructure improvements.
- Achieving a high level of customer satisfaction.
- Implementing actions to save energy, reduce water consumption, reduce and properly manage waste.
- Updating all stakeholders involved in environmental activities in order to raise environmental awareness and participation.
- These guiding objectives are achieved by applying the Environmental Management System and Food Safety Management, the development of specific and measurable objectives, regular monitoring of environmental parameters controlling the efficiency of operations, the inspection of the System's performance and evaluating targets with the aim of increasing them.

ENVIRONMENTAL MANAGEMENT

Proper environmental management & environmental protection are key objectives of Domes Aulūs Zante. The adoption and implementation of an environmental management system according to International Standard in conjunction with involvement of employees, partners and particularly customers.

We kindly ask you:

- To close the windows when the heating or air conditioning is switched on.
- To turn off the lights before leaving the room.
- To take notice that sheets and towels are changed either on your request or in accordance with the frequency determined by the environmental policy of the hotel.
- To avoid the disposal of substances (e.g. fats, oils, toxic liquid waste) that could hinder the proper and efficient operation of biological wastewater treatment of the hotel complex.
- To separate waste following the best techniques that have been decided upon according to the environmental policy of the hotel. In each room there are two bins: In the trash bin located in the room, please collect the recyclable waste (glass, paper, aluminum, plastic); in the trash bin located in each sanitary facility, collect non-recyclable waste (toilet paper, organic waste).
- To call the room service for proper collection and removal if there is hazardous waste (e.g. toners, inks, refrigerating and electronic equipment, batteries, energy-saving light bulbs, pharmaceuticals, grease and electrical appliances).
- Not to let the water run unnecessarily while brushing your teeth or taking a shower. Please fill a glass with water, turn on the faucet and rinse your teeth.
- Not to use more sheets, blankets and towels than you really need.
- To completely switch off electronic devices instead of keeping them in standby mode.
- Unplug electronic appliances.
- To use public transportation for your mobility.
- To immediately ask for repair of leaking.

