



NANA GOLDEN BEACH

PREMIUM RESORT & SPA EXPERIENCE



HOTEL DIRECTORY





HOTEL DIRECTORY

WELCOME!

On behalf of the entire team, we are pleased to welcome you to NANA GOLDEN BEACH.

Since opening, the hotel's mission is to exceed our guests' high expectations and to create a unique experience.

We will do our very best to be the living proof of Cretan hospitality and courtesy. Our excellent personalized service will ensure that your stay is unforgettable.

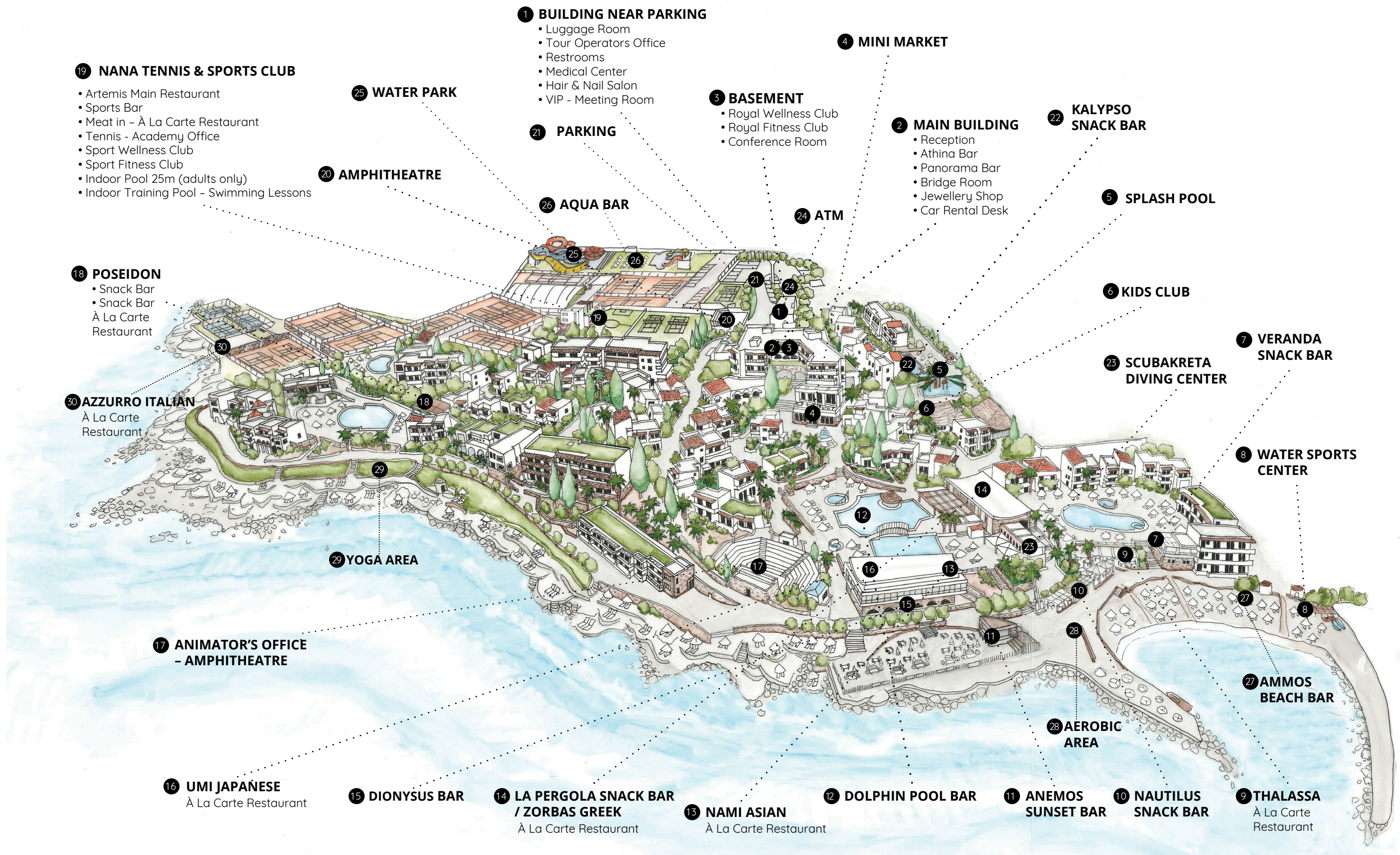
This directory has been created to inform you of the services available at the hotel.

Please do not hesitate to contact us if you need any help or require any further assistance or information.

We wish you a pleasant stay!

Sincerely,

Hotel Management



19 NANA TENNIS & SPORTS CLUB

- Artemis Main Restaurant
- Sports Bar
- Meat in – À La Carte Restaurant
- Tennis - Academy Office
- Sport Wellness Club
- Sport Fitness Club
- Indoor Pool 25m (adults only)
- Indoor Training Pool – Swimming Lessons

18 POSEIDON

- Snack Bar
- Snack Bar
- À La Carte Restaurant

30 AZZURRO ITALIAN

- À La Carte Restaurant

17 ANIMATOR'S OFFICE – AMPHITHEATRE

16 UMI JAPANESE

- À La Carte Restaurant

25 WATER PARK

20 AMPHITHEATRE

1 BUILDING NEAR PARKING

- Luggage Room
- Tour Operators Office
- Restrooms
- Medical Center
- Hair & Nail Salon
- VIP – Meeting Room

21 PARKING

26 AQUA BAR

3 BASEMENT

- Royal Wellness Club
- Royal Fitness Club
- Conference Room

24 ATM

4 MINI MARKET

2 MAIN BUILDING

- Reception
- Athina Bar
- Panorama Bar
- Bridge Room
- Jewellery Shop
- Car Rental Desk

22 KALYPSO SNACK BAR

5 SPLASH POOL

6 KIDS CLUB

23 SCUBAKRETA DIVING CENTER

7 VERANDA SNACK BAR

8 WATER SPORTS CENTER

27 AMMOS BEACH BAR

28 AEROBIC AREA

12 DOLPHIN POOL BAR

11 ANEMOS SUNSET BAR

10 NAUTILUS SNACK BAR

9 THALASSA
• À La Carte Restaurant

13 NAMI ASIAN

- À La Carte Restaurant

14 LA PERGOLA SNACK BAR / ZORBAS GREEK

- À La Carte Restaurant

15 DIONYSUS BAR

1 Building Near Parking

- Guide's Room • Luggage Room
- Doctor's Office • Restrooms
- Hair & Nail Salon
- VIP Meeting Room

2 Main Building

- Reception
- Athina Bar
- Panorama Bar
- Bridge Room
- Jeweler Shop
- Car Rental Desk

3 Basement

- Royal Wellness Club
- Royal Fitness Club
- Conference Room

4 Mini Market

5 Splash Pool

6 Kids Club

7 Veranda Snack Bar

8 Water Sports Center

9 Thalassa Restaurant

10 Nautilus Snack Bar

11 Anemos Sunset Bar

12 Dolphin Pool Bar

13 Nami Restaurant

14 La Pergola Snack Bar / Zorbas Restaurant

15 Dionysus Bar

16 Umi Restaurant

17 Animator's Office - Amphitheatre

18 Poseidon Snack Bar - Fine Dining Restaurant

19 Nana Tennis & Sports Club

- Artemis Main Restaurant
- Sports Bar
- Meat In Restaurant
- Tennis Office-Academy
- Sport Wellness Club
- Sport Fitness Club
- Indoor Pool (adults only)
- Indoor Training Pool | Swimming Lessons

20 Amphitheatre

21 Parking

22 Kalypso Snack Bar

23 Scubakreta Diving Center

24 ATM

25 Water Park

26 Aqua Bar

27 Ammos Beach Bar

28 Aerobic Area

29 Yoga Area

30 Azzurro Restaurant



GENERAL INFORMATION ABOUT CRETE



Geography

Crete is the largest of the Greek islands and one of Greece's southernmost areas; in fact, it is closer to the African coast than it is to the Greek mainland! It covers an area of 8,335 m² with 1.100 km of coastline. Crete is one of the most prosperous regions in Greece due to its geographical location and climate, diverse natural beauty, as well as its unique cultural and historical treasures. The island is renowned for its breathtaking mountain ranges and long sandy beaches running down to emerald-blue seas. This particular geography means that there are a large number of rare flora and fauna, such as the sea lily found on many beaches. In the valleys and semi-mountainous areas, one can find more than 100 different varieties of flowers and plants, while in the high mountains and deep Cretan gorges you may even see the wild ibex goat, Kri-Kri, which is unique to Crete.



Climate

Crete enjoys perhaps one of the best Mediterranean climates, with over 300 days of sunshine. The light rainy season is normally between November and March. Even in the hot summer months, Crete offers pleasant temperatures due to the sea breezes.



Population

Around 625,000 people live permanently on Crete. Most of them live in the four main towns of Chania, Rethymnon, Agios Nikolaos and the capital Heraklion. The remainder of the population is spread throughout smaller towns and small coastal and mountain villages.



Main Religion

Greek Orthodox



Language

Greek is the official language, but English and German are widely spoken.



Distances:

To: Agios Nikolaos	37 km / 23 miles
To: Heraklion	30 km / 18,6 miles
To: Rethymnon	108 km / 67 miles
To: Chania	168 km / 104 miles

HOTEL DESCRIPTION

NANA GOLDEN BEACH is located 25 kilometers from Heraklion International Airport, just east of Chersonissos, in an area well known for its mild climate throughout the year.

NANA GOLDEN BEACH offers a unique combination of Cretan architecture with all the facilities of a modern hotel.

At **NANA GOLDEN BEACH** you will find just the right accommodation to suit your needs. Whether you are staying as a couple and looking for extra privacy or as a family seeking a generous space in which to unwind, there is something for everyone. A selection of rooms, bungalows and suites with garden, pool or sea views, as well as wonderfully appointed seafront dwellings mean that every moment of your stay will be truly inspiring.

NANA GOLDEN BEACH Offers:

RESTAURANTS:

- Zorbas** Greek specialties
- Thalassa** - fish specialties
- Azzurro** Italian dishes, sea front restaurant
- Umi** Japanese cuisine
- Meat In** grill specialties
- Nami** Asian cuisine, sea front restaurant
- Poseidon** fine dining at the pool

BARS:

- Panorama** main lobby bar
- Athina** lobby bar
- Ammos** beach bar
- Dionysus** music bar
- Anemos** idyllic sunset bar
- Dolphin** at the main pool
- Sports Bar** at the Nana Tennis & Sports Club

SNACK BARS:

- La Pergola** green and grill lunch, midnight snack and all night restaurant
- Kalypso** all day family delight
- Veranda** open sea experience
- Nautilus** on the beach
- Poseidon** snacks at the pool
- Aqua** snack bar at the Water Park

ACTIVITIES:

- Six outdoor swimming pools (3 of them with jacuzzi)
- Two children's pools, children's fun pool, tennis courts
- 1 mini football, mini basketball court, beach volleyball court
- French bowls, giant chess, children's playground and mini club, teens club, billiards, table tennis, darts
- Diving center, Water Sports Center, (surfing, catamaran, canoes etc.)
- Animation: daily program, night shows
- Traditional and international live music themed evenings

OTHER FACILITIES:

- Conference room with capacity for 80 pax
- Two open air amphitheatres, each with a capacity for 350 pax
- Bridge room, Internet game room
- Jewellery shop, Mini Market, Car Rental Office
- Orthodox church
- Royal Wellness Club with sauna pro, steam bath, massage beds, indoor pool and spa
- Royal Fitness Club
- Hair & Nail Salon
- Parking

NANA GOLDEN BEACH WATER PARK (10:00-18:00)

At Nana Golden Beach exciting moments for the entire family are yours to enjoy to the fullest! If you are looking for some mood-boosting adventure look no further than Nana Water Park. Discover a world of aquatic fun full of impressive slides, twisty rides, family friendly splashing pools and raging river rapids expertly located within Nana Golden Beach and with free access for the hotel's guests. Even the most demanding of thrill-seekers are guaranteed to have a blast!

NANA TENNIS & SPORTS CLUB (08:00-22:00) *

In our facility, newly built in 2022, you will find 21 tennis courts, divided into 13 sand courts, 5 acrylic courts (US Open surface), and 3 padel tennis courts. The more than 2000 square meter clubhouse with sports bar, sports shop, tennis reception, lounge, fitness center, spa, medical center and indoor pool is an absolute meeting point in Nana Golden Beach. The tennis facility is in a fantastic setting, terraced directly on the water. You play with a unique view of the sea and always have everything you need immediately and centrally. With the expansion of some key facilities and the addition of the Nana Tennis Club, the hotel now introduces the Nana Sports Club, which incorporates impressive state-of-the-art infrastructural updates and streamlined new services. Guests can now select from an exclusively vast array of activities from adults only swimming pool* (with extra charge) and Indoor gym, to bocchia, beach fitness activities such as yoga and body balance, stretching, beach volley and archery. It will also be providing access to Crete's golf club*, guided bike tours* and mountain safaris*, sjolen, zumba, aqua aerobics, table tennis, PADI scuba diving* and a Water Sports Center*.

*The aforementioned activities are provided at an extra charge

FOOD AND BEVERAGES OUTLETS



RESTAURANTS

Artemis main restaurant	
American breakfast buffet	07:15- 11:00
Lunch	13:00-15:00
Dinner	18:15-21:30
La Pergola snack bar-restaurant	
Snacks, soft drinks, coffee & tea selection and gelateria	10:00-12:00
Green and grill light lunch	12:30-14:30
Coffee and tea selection	15:00-17:00
Midnight and all night restaurant	22:30-07:00

For lunch baskets and early breakfast service, please contact the reception the latest at 20:00 the day before.

FOOD AND BEVERAGES OUTLETS



À LA CARTE RESTAURANTS

Reservation required for all the à la carte restaurants (choice of the restaurant upon availability).

Thalassa fish specialties	18:15-21:15
Zorbas Greek specialties, open air restaurant	18:15-21:15
Azzurro Italian dishes, sea front restaurant	18:15-21:15
Nami Asian cuisine, sea front restaurant	18:15-21:15
Poseidon fine dining at the pool	18:15-21:15
Umi Japanese restaurant	18:15-21:15
Meat In grill specialties à la carte restaurant	18:15-21:15

BARS

With alcoholic drinks

Panorama main lobby bar	17:00-00:45
Dionysos music bar	21:00-00:45
Anemos idyllic sunset bar	19:15-00:45
Dolphin bar by the main pool	10:30-18:00
Athina lobby bar (subject to weather conditions)	19:15-00:45
Ammos beach bar	10:30-18:00
Sports Bar at the Nana Tennis & Sports Club	17:00-00:45

SNACK BARS

With snacks and soft drinks

Nautilus on the beach	10:00-17:30
Poseidon at the pool	10:00-17:30
Veranda open sea experience	10:00-17:30
Kalypso all day family delight	10:00-17:30
Aqua snack bar at the Water Park	10:00-17:30

Special Dietary Requirements

Please notify the guest relations team if you have any special dietary requirements.

DRESS CODE

Daytime: Resort casual. No swimwear in restaurants and snack bars. Cover-ups are required.

Evening: Elegant casual. No beachwear or shorts for ladies or gentlemen in the evening. Gentlemen must wear long trousers or elegant bermudas in all restaurants and bars. For safety reasons, shoes must be worn in all bars and restaurants.

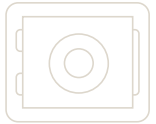


GUEST SERVICE MANAGER



For any assistance that you may require, please contact our Guest Service Manager.

SAFETY DEPOSIT BOXES / VALUABLES



A safety deposit box is available free of charge in every room. The hotel does not accept any responsibility for theft or loss of valuable items that were not placed in the safety deposit box, in the guest room. It is recommended that you use the safety deposit box at all times.

LUGGAGE SERVICES



Please contact the bell boys on extension 301 if you wish to have your luggage picked up from your room.

Luggage will be deposited in the luggage room.

It is the guest's responsibility to make sure that all belongings and luggage are collected and ready for your trip back home. The hotel accepts no liability for any items whilst in the care of the staff or in the luggage room.

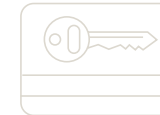
IDENTIFICATION



Nana Golden Beach is an all-inclusive resort. To identify our guests, we provide a bracelet at check-in. Please remember that it is obligatory to wear the bracelet during your stay in order to receive the all-inclusive services.

- Loss of the bracelet must be reported immediately to the reception in order to receive a new one, at a charge.

FOR YOUR COMFORT AND SAFETY



Key Card

Safeguard your room keycard as you would your house key. Do not leave your card in the room.

If your keycard is lost or stolen, report it to the front desk immediately.

Do not reveal the name of your hotel or room number to strangers.

When checking out, remember to leave your keycard with the front desk clerk.



Elevators

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



Emergency Exit Sign

We ask that all our guests carefully read the Emergency Procedures displayed near their guestroom door.

In the event of fire, please DO NOT USE THE ELEVATORS.



Earthquake Procedures

It is common to have minor tremors in Greece. Should one occur, it is likely to last only a few seconds.

- Please read the Earthquake Precautions leaflet carefully.

INSTRUCTIONS



1. Close the Safe

Push door to close, enter user code (4 digits), press #

2. Open the Safe

Enter user code (4 digits), press #

3. Reprogramme the Code

Enter a new code with door open, press #

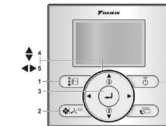
Block: Entering the wrong code 4 times will display the e code and system will block after 15 minutes.

Default Code: Press the first digit of your room number 4 times.

Example: If your room number is 350, then the default code is 3333. If your room number is 635 then the default code is 6666, etc.

Kind Request: Please leave the safe open when you check out.

AIR-CONDITIONING SYSTEM



Bedroom:

1. OPERATION MODE

To select the operation mode of your preference (Cool, Heat, Fan, Dry).

2. FAN SPEED / AIRFLOW DIRECTION

To select the fan speed / airflow direction.

3. MENU / ENTER BUTTON

To enter the main menu or the selected setting item.

4. UP / DOWN BUTTON

To increase / lower the temperature or in menu settings to select UP / DOWN

5. RIGHT / LEFT BUTTON

To highlight the next item in menus.

6. ON / OFF BUTTON



Bathroom:

The bathroom air-conditioning will ONLY operate if the bedroom unit is ON

Press

Press (+ or -) to set the temperature

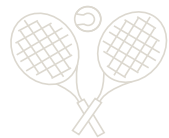
Press to confirm

Press to exit the settings without making changes

SERVICES



- Food and beverage outlets, international and local alcoholic and non-alcoholic drinks. Champagne, as well as selected wines and premium brand alcoholic drinks, at an additional charge



- Mini basketball
- Mini football
- Table tennis, billiards (at a charge)
- Beach volleyball
- French bowls



- Umbrellas and deck chairs on the beach and at the pools
- Water sports as on activity schedule
- Free parking area
- Electric vehicle charging station
- Business center with computers, fax, scanning and photocopier services
- Baby cots available on request
- Large children's outdoor playground with shaded play area and high standard adventure equipment



ACTIVITIES SCHEDULE

- 6-day entertainment program
- 6-day activities by the pool and the beach
- Kids club: 3-12 years
- Teens club: 13-18 years (July, August)

For detailed information please see the daily schedule.



Mini Club Games

- Competitions
- Mini shows
- Theme days
- Children's playground

Evening Entertainment

- Evening shows at the open amphitheater several nights per week.
- Live music several nights per week
- Live shows several nights per week



CHILDREN'S WORLD

A true paradise for children!

- Supervised children entertainment, with fun games, t-shirt printing, competitions, games on the beach and various activities
- Daily children mini disco
- T.V. and video shows
- Movie nights
- Magician evening, a show not to be missed!
- Water skiing lessons, with qualified trainer (with extra charge)
- Tennis lessons, with qualified instructor (on request- with extra charge)
- Medical assistance, with a doctor on call 24 hours and daily visits at the hotel (with extra charge)
- Ramps for buggies in most areas
- Nappy changing facilities in public toilets
- Large children's outdoor playground with shaded play area and high standard adventure equipment
- Indoor children's activities
- Small tables and chairs
- Children's exclusive fun pool
- Two outdoor children's pools

- Baby cots
- Baby phones (on request-with deposit)
- Baby bathtubs (on request-with deposit)
- Bottle warmers (on request-with deposit)
- Babysitting (on request-with extra charge)
- Baby buggies (on request-with deposit)
- Highchairs
- Baby's essentials available at the hotel's Mini Market

* Please note, that at all times children must, be supervised by an adult when they are not participating in an organized activity - especially around the swimming pools and on the beach.

ACTIVITIES SCHEDULE - SPORT ACTIVITIES



All Inclusive Water Sports:

- Pedalos
- Canoes
- Snorkelling



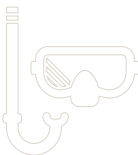
Water Sports – with an extra charge:

- Water ski / wake board
- Banana boat ride
- Sofa-slides
- Rings
- Flyboard
- Jet ski
- Parasailing
- Wind Surfing - basic knowledge is necessary



Important

Please make your reservation from 10:00 on the same day at the Water Sports Center on the beach. All the above activities depend on weather conditions.



SCUBA DIVING

SCUBAKRETA diving center is the most professionally run diving center in the Heraklion - Hersonissos area. Officially licensed from the Greek state, they cooperate with the world's biggest diving organization PADI.

Boats:

- One regent Hellas 9.9 diving boat for 15 divers
- One RIB inflatable boat dolphin 7.8 with Suzuki 300 PS
- diving equipment:
- 60 complete sets from CRESSI & AQUALUNG
- Two L&W 450 l/m compressors supplies the divers with first quality pure air

NANA TENNIS & SPORTS CLUB*

08:00-22:00



Our fresh, newly build facility with 21 tennis courts (13 hybrid clay and 5 "US Open" hard courts), 3 padel tennis courts. Our over 2000sqm clubhouse will include a sports bar, tennis shop, professionally equipped gym, spa, indoor pool and a bar with amazing view overlooking the nearby bay.

Tennis and padel rackets can be rented at the reception of the Nana Tennis & Sport Club.

Nana Fitness Club (reservation required) 10:00-18:00

Age Requirement

Guests under the age of fifteen (15) may enter the fitness area only with adult supervision.

Nana Wellness Club* (reservation required) 10:00-18:00

Age Requirement

The spa is suitable for guests older than eighteen (18). Under the age of 18 guests require parental consent. Children under the age of twelve (12) need to be accompanied by the parent. Admittance in the indoor pool/wet area is not permitted.

Indoor Pool (adults only)* 10:00-18:00



KIDS SWIMMING SCHOOL



Learn to swim or learn new swimming techniques with our professional swimming teacher. Enrollment starts everyday at 10:00 at the Kalypso pool. Alternatively, contact the animations team.

*The aforementioned activities are provided at an extra charge

IMPORTANT INFORMATION



Sea and Weather Conditions

BEFORE SWIMMING, PLEASE CHECK THE COLOUR OF THE BEACH FLAGS:

Red: Do not enter the sea. Swimming is forbidden.

Yellow: Caution.

Green: You can swim within your personal limitations.

We advise our guests to be cautious when swimming and remind them it is dangerous to swim right after a meal or after consuming alcohol.



Swimming Pool Regulations

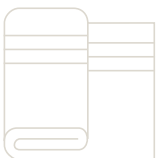
- The swimming pools are open from 09:00 to 19:00 and the Jacuzzi from 10:00 to 17:00.
- Glasses and bottles are not allowed in the pool.
- No diving or jumping.
- Enter and exit the pool slowly. Please be careful when exiting the pool as the floor may be slippery.
- In the event of emergency please contact reception. Dial 0.
- Children must be supervised at all times.
- Please do not wash toddlers and babies in the pool.
- Report faces or contamination in or around the pool.
- Keep open wounds covered with waterproof coverings.
- It is dangerous to use the pool if you are under the influence of alcohol or other substances, or on medication.
- Refrain from using the pool if you have been ill in the last 48 hours.
- Shower before entering the pool.
- Do not use oils, soap or other products in the pool.
- Pool use is strictly at guests’ own responsibility.

Please read carefully and respect the pool safety rules. The management accepts no responsibility if guests do not comply with the above safety rules.

We kindly inform you that you cannot reserve sun beds or umbrellas.

Important Notice: Babies and young children are only permitted in the swimming pool if wearing swimming nappies and in any case never naked.

IMPORTANT INFORMATION



Beach / Pool Towel

Upon arrival you will find beach towels (sand colour), in your bathroom. Kindly note that you can change your beach towels daily, from 11:00-17:00 at one of our five pool bars (Nautilus-Kalypso-Veranda-Poseidon-Aqua).



Sunbeds - Umbrellas

Please do not reserve the sun beds with towels or the belongings, if not intended for immediate use. All unattended towels will be removed by hotel staff.



Fire Safety

- Please read the fire precautions leaflet carefully.
- In the event of fire, leave by the nearest emergency exit and inform reception (dial 0) immediately.
- Do NOT use the lifts.
- According to Greek law, smoking is ONLY ALLOWED in outdoor areas. PLEASE DO NOT SMOKE IN THE ROOMS.
- Switch off and disconnect any portable electrical appliance when not in use.
- FIRE EXTINGUISHERS are located in every corridor of the hotel.



First Aid

First aid boxes can be found at reception, at the water sports center at La Pergola snack bar, at the Veranda bar and at the Poseidon bar.

Medical Services

Doctors are available on call, 24 hours a day

Hotel visiting hours	09:00-11:00
	17:00-19:00



IMPORTANT INFORMATION



Bank Service - Currency Exchange

Available at reception from 07:00 to 14:30 and from 15:00 to 22:00

Banks are open from Monday to Friday 08:00 - 13:00

The nearest banks are located in Hersonissos - 1,5 km from the hotel
An ATM is located at the at the hotel parking lot.



Credit Cards

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



Messages

All telephone and other messages will be delivered to your room.



Mail-Stamps

Incoming mail will be placed at the reception.

Outgoing mail may be mailed through reception.

Should you wish to send mail or postcards, please note that you can hand them to the reception for daily posting.

IMPORTANT INFORMATION



Wake-Up Calls

Please use your telephone directory or contact the reception desk to arrange for the time you would like to be woken up.



Suggestion Box

In order to help us improve our service, please place the questionnaire which you will find it in your room in the suggestion box located next to the reception desk. The hotel management welcomes your suggestion and comments.



Lost Property

Please contact the reception desk.



Voltage

The hotel voltage is 220 Volts. If you need to use a different voltage, please contact the reception desk and our staff will provide you all necessary information.



Check-In

Check-in is only possible from 15.00, since one of our top priorities is to provide our guests with a hygienically clean room. In order to maintain these high hygiene and cleaning standards, our cleaning staff needs sufficient time to clean each room thoroughly. Thank you for your understanding.

Check-Out

Please note that the rooms must be vacated by 11:00, on the day of departure. If you would like a later check-out at an extra charge, please check with the reception the day before, to see if this is possible (subject to availability of the room). If you have booked a late check-out, you must reactivate your key card by 11:00 on the day of your departure (otherwise it will no longer lock the room). Before you leave the hotel, please make sure you have returned the key card to the reception and check that the bill has been settled.

ADDITIONAL SERVICES



Long Distance Telephone Calls*

The fully automated system allows you to call any telephone number around the world by dialing 9 for external line and then the international code and the phone number. You can make room to room calls by dialing 1 and then the room number.



Babysitting*

A babysitter is available upon request with 24 hours prior notice. This service can be arranged through the reception desk for an extra charge.



Laundry*

Laundry, dry cleaning and ironing service is available from Monday to Saturday. You will find a plastic bag in your room together with a laundry list. Please fill in the list and put it with laundry in the bag. Leave it on your bed to be collected by the chambermaid.

Regular Service takes	48 hours
Ironing Takes	24 hours



Bus Transfers*

A bus stop can be found on the main road, where you can get a public bus every thirty minutes either to Heraklion or bus station on the opposite side, to reach Agios Nikolaos.



Taxi*

Taxi and bus transfers from Heraklion airport with private taxis or minibus with driver, including luggage assistance. This service can be arranged through the reception desk.



Museums and Archaeological Sites

Please contact reception for information.

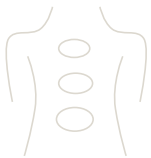


Shops

We have a Mini Market and Jewellery shop on the premises.

NOTE: For all additional services do not hesitate to contact the reception who will be pleased to inform you of the up-to date rates.

*The aforementioned activities are provided for an extra charge



Royal Wellness Club*



(reservation required)

We invite you to enjoy a total wellness experience.

Treatment rooms for wet and dry treatments.

Massage rooms equipped with advanced technology massage beds and innovative features, suitable for face and body treatments.

Indoor pool with Crystal vision steam bath and sauna with special features, themed with music, color, aroma and sensory shower.

Important notice: The spa is suitable for guests over eighteen (18) years old. Under eighteen (18) years they require parental consent. Children under the age of twelve (12) need to be accompanied by the parent. Admittance to the indoor pool/wet area is not permitted.



Royal Fitness Club (reservation required)

Keep your body in perfect balance with professional equipment in our fully organized fitness center.

Important notice: Guests under the age of fifteen (15) may enter the fitness area only with adult supervision.



Hair & Nail Salon*

The Nana Golden Beach Hair & Nail Salon, offers a full range of expert hair services, in an elegant setting.

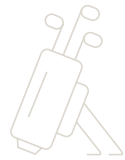
The salon provides complete nail care services along with a full menu of tempting hand and foot treatments.

For more information, please contact reception.

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).

*The aforementioned activities are provided at an extra charge

LEISURE AND SPORT



Crete Golf Club*

For a genuine golfing experience.

The Crete golf club is the first 18-hole golf course of international standards in the island of Crete. It is a fairer and friendlier course for players, while also presenting fascinating new challenges. Combining three key-elements, scenery, climate and facilities, the club is expected to prove irresistible to golfers. Its ultra-modern facilities are accompanied by the beauty of the Mediterranean landscape.

For more info please visit:
<http://www.cretegolfclub.com/>
or contact the reception



Bicycle – Mountain Bike Rentals*

Please contact the guest relations office or the reception for details and rental.



Horse Riding*

Please contact the guest relations office or the reception for details.

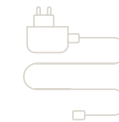


Walking – Running Routes

Please contact the guest relations office or the reception.

*The aforementioned activities are provided at an extra charge

ADDITIONAL INFORMATION



Electrical Adaptors

Please contact the guest relations office or the reception.



Beach Facilities

Sunbeds and umbrellas are available free of charge on the beach and at the pools.



Car Rental

With or without driver, please contact the rent a car desk at the reception area.



Consulates

All major consulate offices are found in Heraklion. For information regarding telephone numbers and working hours, please contact the guest relations office or the reception.



Conference and Business Facilities

The conference room has a maximum capacity of 80 people and is fully equipped with state-of-the-art technical and visual equipment. Please contact the Reservations Manager for more information.



Clothes Hangers

Please contact the reception desk.



Electrical Power Supply

The power supply in your room is activated by your key card, which should be inserted into the socket next to the room entrance. The bridge remains on permanently.

All sockets are 220 Volts.

Adaptors for electrical items are available from reception on request.

USB charger ports are available beside the bed.

ADDITIONAL INFORMATION



Flowers*

The guest relations office will be happy to help you with flower arrangements via the local florist shop.



Hygiene

Essential hygiene products are available in our Mini Market.



Hairdryer

A hairdryer is available in the bathroom drawer.



Newspapers*

Available daily in our Mini Market.



Parking Area / Private Parking

Please only park your car in the guest car park and not in front of the hotel entrance.



Pets

Unfortunately, pets are not allowed.

For health and safety reasons, we ask that you not feed any stray animals that approach the hotel.



Television

Every room is equipped with an IP Smart TV 49' LED. For details, please read the instructions available in your room.



Trips / Sightseeing*

For detailed information and prices please contact the guest relations office.



Internet & Games Room

Wi-Fi

Free of charge in all rooms and venues of the hotel.

*The aforementioned activities are provided for an extra charge

SUSTAINABILITY



At Nana Golden Beach, protecting the environment is very important to us. That's why we strive to avoid unnecessary energy consumption, with the help of our valued guests.

Our card holder aids you in helping us support the environment, by saving energy while you are out and about in Crete or enjoying the lovely facilities of Nana Golden Beach.

Therefore we kindly ask you to remove your card from the card holder each time you leave your room, making sure that the lights and air conditioner are turned off.

Moreover, millions of towels are washed every day in hotels all around the world. Please help us conserve water and reduce pollution from washing detergents by kindly re-using your towels.

When you would like your towels to be changed, please place them in the bathtub or shower. If you hang them on the towel rail or hooks, housekeeping will not change them.

The environment thanks you!

At Nana Golden Beach we are proud of our gardens! Please, here you get an overview.

Our gardens in numbers:

Green Area: 14,288 m²
Percentage of Green Area in Total Area: 23%
Number of Flowerbeds: 256
Number of Different Plant Species: 130
Total Number of Plants - Trees: 5,338
Correspondence of Rooms / Green Area: 28.58 m² / Room

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).

WATER PARK

10:00–18:00

Discover a world of aquatic fun full of impressive slides, twisty rides, family friendly splashing pools and raging river rapids expertly located within Nana Golden Beach and with free access for the hotel's guests. Make sure your children understand the rules BEFORE entering the Water Park. There are lifeguards on duty, but any children you bring to the water park remain at all times your responsibility. Children under the age of eight (8) years old must be at all times supervised by an accompanying adult (EN 15288-2:2018, 7.2.3.).

SLIDES & POOL GENERAL RULES

Your safety is our first concern. Please read and adhere to all safety rules.

IMPORTANT NOTICE

Minimum height 1.20 cm.

Minimum age eight (8) years.

CHILDREN WATER PARK

Minimum height 1.00cm

Minimum age three (3) years

BASIC SAFETY RULES

No running anywhere in the Water Park.

No pushing and no diving allowed.

Follow any instructions given by lifeguards and staff.

PARENTS AND GUARDIANS

Make sure your children understand the rules BEFORE entering the Water Park. There are lifeguards on duty, but any children you bring to the Water Park remain your responsibility at all times. Children under the age of eight (8) years old must be supervised at all times by an accompanying adult (EN 15288-2:2018, 7.2.3.).

SURFACES ARE SLIPPERY WHEN WET

Walk carefully when entering and exiting the pools and slides. Water socks can be worn throughout the Water Park but might not be allowed on some slides.

NOT A STRONG SWIMMER?

Please wear appropriate flotation devices and stay within close attentive supervision of a lifeguard or an experienced swimmer.

FOR YOUR SAFETY

- The slides have height restrictions. Check before you enter the slide. Min. height 1.20 cm and for the children water park 1.00 cm.
- Watches, cameras, mobile phones, selfie sticks, jewelry, glasses, flip flops and hair accessories are NOT permitted when using the slides or pools.
- Wear appropriate swimwear (no zippers, no metal buckle, etc).
- Glass containers are not allowed in the Water Park.
- Children under the age of 8 years old must be at all times supervised by an accompanying adult (EN 15288-2:2018, 7.2.3.).
- Expectant mothers or people with underlying health issues should not ride. Please check with your doctor if you are unsure.
- Please do not enter the pool or use the slides if you are feeling unwell.

LIFEGUARDS

- Lifeguards are always on duty and can be identified by their uniform.
- Lifeguards may stop anybody who appears to be under the influence of alcohol, intoxicated, or likely to be dangerous to themselves or other people.
- Management reserves the right to expel anyone who does not comply with lifeguard instructions or these safety rules.

HYGIENE

- Shower before using slides or entering the pool.
- Children that are not potty-trained must wear a swim diaper; we ask that you check that diaper often.
- Please take your young children to the bathroom often during the day.

FOR YOUR COMFORT

- Sun beds, sun chairs and umbrellas are free, on a first-come first-served basis. They can be used only in the allocated areas and it is forbidden to move them to other zones.
- Please be aware of your personal belongings. We are not liable for any loss or theft of valuable items.
- No picnics or glassware are allowed inside the Water Park. Drinks and food are available to purchase within.

IMPORTANT NOTICE

- Management reserves the right to change opening hours or opening dates at any time for reasons of their own or beyond their control.
- The Water Park has mechanical and electrical components, therefore the company reserves the right to close slides for maintenance.
- No food and drink allowed when entering the Water Park.
- No animals are allowed in the Water Park.

THE HOTEL RESERVES THE RIGHT TO ALTER THESE FACILITIES AT ANY TIME

NANA GOLDEN BEACH has been awarded with:

TUI Holly 2000-2001-2002
Umwelt Champion 2004-2005-2007-2020
TUI Best Family - 1st Place - Service Award Summer 2005
TUI Best Family - 2nd Place - Service Award Summer 2006
TUI Family Champion 2018-2020
TUI Top Quality 2020
TUI Global Awards 2022
Thomson
Gold Medal 2004 - Best Beach Club - Accommodation
Gold Metal 2006-2007-2012-2013-2014 - Best Summer - Accommodation
Holidaycheck
Highly recommended by guests, 2005
Special Award - Top Active Lifestyle Hotel, 2008
Quality Selection 2012
Recommended on Holiday Check 2014-2015-2016-2017-2018-2019-2022
Zoover
Recommended 2011-2012-2013-2014 by Zoover visitors
Selected 2015 Greece - Kids Holiday Trip
TripAdvisor
Certificate of Excellence 2011-2012-2013-2014-2015-2016-2017-2018-2019
Travelers' choice 2013-2014-2015-2016-2020
Greece-Kids Holiday Trip
Travelers' choice 2013-2014-2015-2016
Travelife Sustainability
Gold Medal 2011-2013, 2013 -2015, 2015-2017, 2017-2019,2021-2023
Sustainability in tourism. Preserving the Environment.
Improving Local Community Relationships
RTK - German Travel Agents
Top Hotel Award 2012-2014-2016
Coral Travel - Russian Travel Agent Starway World Best Hotels 2012 top 10
Coral Travel - Russian Agent Starway World Best Hotels top 100
Coral Travel - Starway World Best Hotels 2019
Apollo
Bronze Award - Customers' choice 2012
Gold Award - Customers' choice 2013
Silver Award - Customers' choice 2014
Gold Award - Customers' choice 2015
Tez Tour Tez Worldberry - The Best All Inclusive Concept 5* Crete 2019
Green Key
2009-2010-2011-2012-2013-2014-2015-2016-2017-2018-2019-2020-2021-2022-2023
Blue Flag Beach Awarded
1998-1999-2000-2001-2002-2003-2004-2005-2006-2007-2008-2009-2010-2011-2012-2013-
2014-2015-2016-2017-2018-2019-2021-2022-2023
Labirint
Best Hotel with Animation 2014
Best Hotel for Children 2014

