

DOMES NORUZ CHANIA

AUTOGRAPH COLLECTION®
HOTELS

HOTEL DIRECTORY

Welcome

Domes Noruz Chania, a member of Autograph Collection Hotels, invites you to explore the magic of Chania. From the first rays of the Cretan sun at dawn until late at night, the old town of Chania is bursting with life.

Chania offers its visitors a multitude of rich experiences; a unique harmony of nature, history, culture and vivid lifestyles all in one destination. The soft Aegean breeze and the warm Cretan hospitality guarantee one of the most delightful destinations in Greece.

to answer any questions, organize your personal requests and guide you through endless memorable moments that are *“Exactly Like Nothing Else”*.

This hotel directory includes information about the hotel facilities and services.

If you have any further inquiries, please contact the Reception (ext. 0)

Once again welcome to
Domes Noruz Chania
Autograph Collection Hotel

General Information about Crete

Domes Noruz Chania

Geography Crete is the largest greek island, and one of the most southerly areas of Greece; in fact it is closer to the African coast than it is to the Greek mainland! A mountainous island, it lies south of the Aegean Sea, a link between Europe, Africa and Asia. It covers 8,335km² with 1.100 km of coastline. Crete is one of the most prosperous areas in Greece due to its geographical location, climate, diverse natural beauty as well as its unique cultural and historical treasures. The island is renowned for its breath-taking mountain ranges and long sandy beaches running down to emerald-blue seas. This particular geography means that there is a large number of rare flora and fauna species, such as the sea lily on some 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 Crete has about 634.930 inhabitants, of which over a third, live in the town of Heraklion, which is also the capital of Crete, Chania, Rethymnon then Agios Nikolaos and Ierapetra. The rest of the island is sparsely populated, with large tracts of mountainous areas frequent only by shepherds and small fishing villages.

Main Religion	Greek Orthodox	Language	Greek is the official language, but English is widely spoken.
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Distances from the hotel	→ Chania City Centre	5.2km/2.2m
	→ Chania Aiport	23.5km/15.1m
	→ Chania Port	12.5km / 7.8m
	→ Rethymnon	68km / 39.8m
	→ Heraklion Airport	144km / 89.4m
	→ Heraklion Centre	142km / 88.2m
	→ Domes of Elounda, Autograph Collection Hotel, Elounda, Lasithi	210km/130.5m

Useful Telephone Numbers & Wi-Fi Information

Domes Noruz Chania

Useful Telephone Numbers	Reception (24 Hours)	0
	Concierge-Guest Relations	8001
	Room Service (24 Hours)	8100
	Topos Main Restaurant	8101
	The Raw Bar (Poolside snacks & fusion dinner)	8103
	Soma Spa	8200

Wi-Fi	Username Domes
Free access	Password Noruz

Restaurants

Topos

All day restaurant
The restaurant is located at the sea level and gradually opens up to the outdoors, through a semi – enclosed eating area, and a more relaxed exterior area with swings that are used as seating, to the lawn with views and direct access to the beach.

A La Carte Breakfast

Cold Buffet Variety 07:30-12:00

Hot Buffet Variety and Action Cooking 07:30-11:00

Lunch À la Carte 13:00-15:30

Between lunch and dinner, drinks service is available on the restaurant terrace.

Snacks 12:00-18:30

Dinner 18:30-22.30

Contemporary Greek Cuisine with Cretan “touches”.
Please make a reservation through reception or Guest Relations.

Dress Code Daytime
Summertime casual. Please wear cover-ups in restaurants.
For safety reasons, shoes should be worn in restaurants and bars at all times.

Evening
Smart casual. Gentlemen are kindly requested to wear long trousers or smart long shorts in restaurants.

Bars

N Bar Day & Night Indoor Bar 11:00-23:00

The Raw Bar Enjoy the sunset with an exquisite cocktail
Day & Night Pool Bar 10:00-00:00
Lunch Snacks 12:00-18:30
Dinner à la carte fusion experience 18:30-22:30

Stylish and more upbeat, the Raw Bar on the top floor serves a mix of sushi in a contemporary setting. A fine selection of local wine is combined with international high quality brands of champagne.

Topos Beach Bar Operation hours* 09:30-22:30
Enjoy fresh juices, healthy smoothies or tasty snacks
(12:00 – 18:30) under the hot Cretan sun.
*weather permitting

Room Service	Dial 8100 At your service! Feel free to contact us anytime, night or day, for snacks, drinks or even a fine dinner. (Early or late breakfast available on request)	
	Breakfast	07:00 - 12:00*
	Daily Menu	12:00 - 22:30
	Late Night Menu	22:30 - 05:00
	Tray Charge	8€ for Food 5€ for Drinks

Soma Spa	Operation Hours	10:00 -18:00
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Dial 8200

You're switching to relaxation mode the minute you're setting foot in the 500 sq.m. area. As you enter the premises, the Cretan sunlight gradually fades and gives its place to the dim lights of the curvy corridor with its rough, sand-made walls. An ideal mood setter, as every step you take brings you closer to the Soma's reception. And once you get there, a world of wellness options is available to you.

Hairdresser - Manicure - Pedicure:

For further information, please contact the Spa Reception.

Fitness Center	Operation Hours	Open 24/7
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Dial 8200

Instructor at your service available at a specific times during the day. For more information please contact the Spa Reception.

Neema Boutique	Neema Resort Wear, the exclusive destination for an elegant vacation wardrobe. Located by the hotel's beach.
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Air Conditioning & Heating	Independent air-conditioning/heating is available in all accommodation types. Please keep all windows and doors closed for the air-conditioners to function.	
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Airlines & Port Information Dial 8001	Please contact the Concierge for scheduled airline/ferry confirmation and any assistance to print boarding passes and arrange your ferry tickets.	
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Beach Facilities	Sunbeds and umbrellas are available free of charge on the beach and by the pools. You are kindly requested not to reserve sunbeds. If you leave clothing or other items on the sun beds and umbrellas they will be collected by the hotel personnel.	
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Beach, Swimming Pool	Operation Hours	10:00-19:00
The beach & pool towels are available at the beach-pool areas on the beach.		

Breakfast Box	Please contact the Concierge Desk one day in advance if you wish to order a breakfast box.	
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Car Rental	Please contact the Front Desk or your Concierge to make the arrangements for you.	
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Check-In Time	Please note that on arrival day, rooms are available after 15:00.	
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Check-Out Time	Please note that on departure day, rooms must be vacated by 11:00. Before leaving the hotel, please make sure that you have returned your key card to the reception and check that your bill has been settled.	
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Credit Cards	All major cards are accepted: American Express, Diners Club, MasterCard and Visa. Personal cheques are not accepted.	
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Drinking Water	Tap water is drinkable. However, bottled water is available in all hotel bars and Room Service.
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Doctor On Call	Please note that the hotel is cooperating with a doctor on call on a 24 hour basis (extra charges apply). In case of need please dial 0.
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Express Check-Out	Please inform us one day prior to your departure, should you wish to have an express check out.
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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.
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Internet Corner	An internet corner may be found at the reception area. Please contact the Concierge for further information.
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Laundry & Dry Cleaning	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 Sundays or public holidays.
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Linen	Bed sheets washed daily in hotels around the world use tons of detergents and a lot of water. Your linen will be changed only when this card is placed on your bed in the morning. Thank you for helping us serve and save our planet.
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Lost & Found	For lost property please contact the Reception Desk.
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Lunch Box	Please contact your Guest Relations agent to place your order the day before until 18:00.
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Mail Services,
Express Courier

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

Messages

All messages will be delivered to your room.

Mini Bar
& Room Service

Knock and go 24/7 room service choices available to our guests. Please note any items you consume on the Mini Bar list so that they can be replenished. Please contact Room Service for any special requests. All Mini Bar charges will appear on your final bill.

Parking

Please park your car in the guest car park right next to the hotel entrance. The hotel cannot accept responsibility for any damage to vehicles on the premises. There is also an open parking available only 50 meters from the hotel.

Porter Service

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

Pets

The Domes Noruz Chania, Autograph Collection has a pets-friendly policy and accepts dogs and cats up to 10kg/one pet per room. For more information please contact the Reception Desk at 0.

Pillow Menu

HOLLOFIL ALLERBAN

Dimension 50x70 | **Shell** 100% Cotton | **Filling** 100% Siliconized Polyester

MEDIFORM LIGHT / MEMORY

Dimension 50x70 | **Shell** 100% Visco Elastic | **Inner Cover** 80 % Cotton & 20% Polyester | **Out Cover** 80 % Cotton & 20% Polyester with zip

COMFOREL ECO

Dimension 50x70 | **Shell** 100% Cotton | **Cluster** 750 gr

OUTLAST

Dimension 50x70 | **Shell** 100% Cotton, 100% Siliconized Polyester | **Cluster** 850 gr

Reservations	<i>Please contact the Reception Desk if you need help with future reservations at any Marriott hotel or the Domes Noruz Chania, Autograph Collection, Domes Aulus Elounda, Curio Collection and Domes Lake Algarve Autograph Collection and add Domes Novos Santorini Autograph Collection, Domes Noruz Mykonos, Domes White Coast, Domes Noruz Cassandra, 91 Athens Riviera, Agali Hotel-Paxoi</i>
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Valuables & Safety Deposit Boxes	<i>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.</i>
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Swimming Pools	<i>Opening hours 10:00-19:00 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 dialling 0.</i>
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Taxi	<i>Please contact the Concierge or Reception.</i>
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Telephone & Fax	<i>Country Dial Code +30 The fully automated system allows you to call any telephone number around the world by dialling 9 for external line and then the international code and the phone number. For additional information please contact the reception by dialling 0 or the direct button from your phone.</i>
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Television	<i>Every room is equipped with Satellite TV. For details, please read the instructions available in your room.</i>
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Laptop & Tablet Devices	<i>Tablet & Laptop devices may be provided at the reception area. Please contact the reception for further information.</i>
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Wake-Up Calls	<i>Reception – Dial 0 Please contact the reception desk to arrange for the time you would like to be woken up. You can also set your own alarm on the digital clock next to your bed.</i>
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Destination Activities & Entertainment

Attractions & Local Experiences Enjoy the attractions and local unique experiences in beautiful, atmospheric and multicultural Chania.

Balloons Celebrate in a playful mood.

Bank Service & Currency Exchange	Banks are open Monday – Thursday	08:00–14:30
	Friday	08:00–14:00

Nearest banks/ATM are located in 500m away from the hotel.
Currency exchange at the bank.

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

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

Flowers Romantic moments may blossom in Domes Noruz Chania Chania, Autograph Collection Hotels let us know your favourite flowers.

Fireworks Let us create your magnificent surprise!

Museums & Archaeological Sites Minoan Culture left her footprint in Crete centuries ago. Chania and the surrounding area has amazing sites to unfold. Simply contact the Concierge and we will highlight for you the best spots, navigate you to the archaeological museum, the Maritime museum and arrange personalised excursions for you.

Contact your Concierge Desk for more information

Destination Activities & Entertainment

Domes Noruz Chania

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
	Sundays Closed
	Supermarkets
	Monday–Friday 09:00–21:00
	Saturday 09:00–20:00
	Sundays Closed
	Tourist shops
	Monday–Sunday
	The Tourist shops are not required by law to keep the 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.

Tennis	Don't miss out on your favourite activities. The tennis courts of the Chania Tennis Club are only 1,5km/1m away from the hotel for reservations, equipment, as well as scheduling private tennis lessons with a professional trainer.
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Wellness Program	Fitness programs and private classes with additional personal trainer charges.
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Water Sport	No motorized water sports facilities are available at the hotel, however there are water sports centers nearby with a wide choice of activities.
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Contact your Concierge Desk for more information.

Emergency & Exit Sign

We ask for our guests to carefully read the Emergency Procedures displayed near their guest room 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 guest room door.

First Aid

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

Lifts & Elevators

Please read the instructions about 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 Department. *(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. If you need to use a different voltage, please contact the reception desk and our staff will provide you all necessary information.

Valuables & Safe Box

Do not keep loose valuables in your room. Every suite has a free safety deposit box for your use. Do not leave valuables inside parked vehicles. The hotel accepts no responsibility for any items of value left in the bedrooms.

DEFINITIONS

In these Terms and Conditions unless the context otherwise requires, the following expressions shall have the following meanings:

Accommodation Unit The accommodation unit of any kind such as rooms, villas, residences, suites etc. that are being offered by the Hotel for overnight stay.
Accompanying Person Any person travelling with the guest and staying with them in the reserved Accommodation Unit overnight.

Check - In The process of receiving and signing the Registration Card and receiving Accommodation Unit access.

Check - Out The process of leaving the hotel-room and giving back the Accommodation Unit access.

Direct Reservation A reservation made for a booking via Hotel channels (website, email and/or phone).

Force Majeure Any event beyond the control of the parties of an unpredictable and insurmountable nature that prevents either the Guest or the Hotel from fulfilling all or part of their mutual obligations. Cases of force majeure or fortuitous events are considered to be those that would usually be recognized by the jurisprudence of the Greek courts.

Grievance Any event or situation that is encountered by the Guest that hinders the enjoyment of their stay in any way.

Guest Any person that has checked in the Hotel and is staying overnight.

Hotel The Hotel titled in the Registration Card.

Manager A member of personnel with delegated authority.

Personnel Persons employed by the Hotel.

Platforms Third-party owned Web sites that provide travel services.

Terms & Conditions Or T&C. The present Terms and Conditions

Tour Operator Third Parties that provide tour services.

Trademarks Markings that may or may not have been registered that are used by the Hotel to signify products or services.

Wherever hereunder the term "Guest" is used generally, it is considered that it refers to both the Guest and any Accompanying Person.

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- 1** **Scope**
 - 1.1** Notwithstanding opposite explicit agreements between the Hotel and Guests, the present Terms and Conditions ("T&C") shall apply for all services provided by the Hotel to the Guest from the Check-in until Check-out.
 - 1.2** Sub-contracting or sub-letting of Accommodation Unit, together with their use for any purposes other than accommodation is strictly prohibited.
 - 1.3** The present T&C shall supersede any contrary general terms and conditions that Guest or Tour Operator has set.

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- 1.4** Guest may seek to negotiate separate terms, in part or in whole, with the Hotel for issues that are regulated with these T&C. Such negotiation should be made known to the Hotel at least 60 days prior to the designated Check-in date and concluded 30 days prior to the designated Check-in date. It is at the discretion of the Hotel to accept the proposed changes, and if such a negotiation fails it shall be considered that the Guest agrees with the present T&C in their entirety. Failure of negotiation is not grounds for cancellation of a reservation by the Guest. For every term not differentiated it shall be construed that the Guest is agreeing with all other terms.
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- 2** **Registration Card**
These T&C apply to the Guest whose name, surname and signature appear in the Registration Card and his/her Accompanying Persons for whom the Guest is considered that is acting as their representative. By signing the Registration Card the Guest declares that accepts the T&C as well as the Hotel's policies. During the Check-in procedure persons that are EEA or EU nationals ought to produce national identifications documents. Non-EEA or EU nationals ought to have a valid passport.
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3 Stay

3.1 Safety

Guests and Accompanying Persons ought to take all reasonable precautions for their own safety when they are in their rooms or circulating inside the Hotel's premises. Indicatively and not restrictively, Guests should be mindful of wet /slippery floor signs, Glass doors or tables, vehicle circulation in the Hotel's internal road network, slippery floor near the pools, stairs etc. The Hotel bears no liability for accidents caused by mere carelessness of the Guests.

- 3.2** Disabilities, Medical Conditions, Diseases
 - 3.2.1** Guests with disabilities that require special considerations ought to make such considerations known to the Hotel at least at the Check-in date.
 - 3.2.2** If Guests have pre-existing medical conditions they should declare it during the Check-in procedure. Medical conditions include but are not limited to: allergies, heart problems, skin diseases etc.
 - 3.2.3** If it is medically ascertained that a Guest has an infectious disease, the Hotel retains the right to request their departure within 24 hours. If such a request is made by the Hotel, the Guest has the right to request the refund (if it has been already paid to the Hotel) for the remainder of the days.
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4 Harassment

Guests should not behave in a way that constitutes harassment to other guests or personnel. In this sense harassment may include (indicatively and not restrictively): comments about ethnicity, religion, sexual orientation, political beliefs, gestures, physical contact, sexual lewdness or any other behavior that is deemed as harassment by relevant legislation.

4.4 Loud Behavior

Guests should be respectful of other Guests and not be unnecessarily loud during their stay. Voice volume of Guests and electronic devices (e.g. TV, radio, laptops) shall be kept to a minimum so as not to disturb other Guests. The present obligation includes both the Accommodation Unit and common areas, such as pools, restaurants, bars, lounge, etc.

4.5 Safety Deposit Box

4.5.1 The safety deposit box included in the Accommodation Unit may hold items (including cash) that are under 3.000 Euros of value.

4.5.2 With reference to the Safety Box manual of operation, the Hotel does not assume any liability for missing items stored therein.

4.6 Food and Beverages (F&B)

4.6.1 Food and Beverages preparation inside the Hotel fully complies with all Health and Sanitary regulations.

4.6.2 Guests with allergies or any kind of ingredient intolerances are required to notify the Food and Beverage-handling Personnel of this issue and be mindful of the ingredients of the F&B that they purchase inside the Hotel.

4.7 Gym

4.7.1 All Guest that use the Gym declare that they do not suffer from an illness or injury that may be aggravated by the use of the Gym. Guests who suffer from injuries or illnesses that prevent them from exercising are not allowed to use the Gym. If they do engage in any kind of physical activity, the Hotel assumes no liability for potential accidents or injuries.

4.7.2 It is construed that all Guests that use the Gym are aware of the way that the Gym equipment they use works. In case the Guest is not familiar with the way the Gym equipment works, he is required to ask for help from the designated Personnel. The Hotel assumes no liability for any injury caused by the misuse of Gym equipment.

4.7.3 Use of Gym equipment that requires sitting or lying on it is not allowed without the use of a personal towel.

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- 4.7.4** Guests shall not leave personal items (i.e. cell phones, tablets, wallets) unattended at any time while at the Gym. Hotel assumes no liability for items lost or stolen in the Gym.
- 4.8** Swimming
Swimming and any other seaside activity in the sea or in public or in private pool should only be performed if Guests have swimming competency and are healthy to do so. In any case, the Hotel assumes no responsibility whatsoever for any damage to health of Guests arising out of sea side activities.
- 4.9** Use of Pools (either Public or Private)
- 4.10** Use of the pools available, is only allowed to persons above 18 years old who are competent to swim or healthy to do so. Persons entering the swimming pool will be considered by the Hotel to have declared their competency to do so.
- 4.11** Persons under 18 should always be under the visual supervision of an adult.**4.12** Use of the swimming pool is not allowed while under the use of drugs, alcohol or medications that inhibits physical ability.
- 4.13** Guests are required to be extremely careful when walking around the pools, especially when the floor is wet. If special attention is required for Guests while swimming, it should be made immediately known to competent Personnel.
- 4.14** Hotel is not required to have a lifeguard present at the rooms' Private Pool areas. Guests and Accompanying Persons using the Private Pools acknowledge that, for privacy reasons, there will be no lifeguard on duty. Persons entering the Private Pools do so at their own risk and will be considered by the Hotel to have declared that they do not need lifeguard supervision.
Guests not following the above mentioned rules in any way regarding the use of swimming pools are waiving their rights to claim any sort of damages by the Hotel.
- 4.15** Outdoor Activities
Hotel offers a variety of sports and other outdoor activities. Activities may indicatively include individual or team sports, games, athletic events and other leisure activities inside or outside the premises of the Hotel.
- 4.16** Guests and Accompanying Persons participating in Outdoor Activities declare that they are healthy and do not suffer from any allergy, illness or injury that may be aggravated by their participation in such activities.
- 4.17** Guests who suffer from allergies, injuries or illnesses that prevent them, from exercising are not allowed to participate in Outdoor Activities. If they do engage in any kind of physical activity, the Hotel assumes no liability for potential accidents or injuries.

- 4.18** Guests participating in Outdoor activities are considered to declare that they are aware of the potential risks of all outdoor activities (including transportation - when needed- from and to the Hotel) and that they participate willingly at their own risk. Guests are required to take all reasonable precautions for their own safety, follow the instructions given and report any problem to the competent Personnel.
- 4.19** Internet Service
Internet service for use by Guests is provided “as is” by an internet service provider, therefore Guests are not guaranteed speed of internet access nor the continued use of internet access. The use of the internet service is not in any way designed for the conduct of business, and its scope is for personal use only.
- 4.20** The Hotel may restrict use of the internet service if it is found that Guests are abusing the service. Abuse may include indicatively and not restrictively include, the downloading of single files over 1 GB per/8 hours, attempting to hack network infrastructure of the Hotel and/or attempting to access other Guests private devices through the Hotel network.
Use of the internet service is construed as a waiver of any responsibility of the Hotel.
- 4.21** The Hotel does not assume any responsibility from the use of the internet service regarding data security or privacy.
For posts on internet media (including but not limited to: blogs, Facebook, Twitter, Instagram et.al) it is forbidden to use distinctive markings of the Hotel in a way that may be misconstrued that the Guest is affiliated in any way with the Hotel.
- 4.22** Guests may not make defamatory statements on internet media for the Hotel or the Hotel, and/or Hotel Personnel.
- 4.3**
- Z4.30 P**Parking
Though the Guest may be offered a parking space in the Hotel garage or car park, this shall not form a contract for its safe keeping, even if a parking fee is paid.
Hotel bears no liability for any damages caused by other Guests' willful or negligent behaviour when driving inside the parking lot. Due to privacy and security reasons, Guests are not allowed to use portable helicopter cameras or drones inside the premises of the Hotel.

5. General Liability

Disclaimer the Hotel and its vicarious agents shall, in accordance with statutory provisions, be liable for damages towards the Guest arising only from wilful or grossly negligent behaviour. The same shall apply to damages to life, limb or health resulting from negligence. In cases of property and financial damages caused by negligence, Hotel and its vicarious agents shall only be liable if and when a fundamental contractual obligation been breached, however such liability shall be limited to foreseeable and contractually typical damages when the contract was entered into and anyhow are not exceeding the amount charged by the Hotel for accommodation; fundamental contractual duties being such, the tultilment of which is substantial to the contract, and on which the customer may depend. Should any faults or shortcomings arise in the services provided by the Hotel, the Hotel will make every effort to promptly known. The guest is obliged to make reasonable effort to rectify correct this if the customer has brought these to its attention or made his objections any fault or minimize any possible loss or damage, and to bring any faults or damage immediately to the Hotel's attention.

5.1 If the Hotel does not insist on strict performance of the T&C or if the Hotel does not exercise or delays to exercise any rights or remedies available, this will not constitute a waiver of such right and remedies or a modification of the T&C.

5.2 Neither party will be liable to the other party in the event of a breach of its obligations resulting from an event of Force Majeure. It is expressly agreed that Force Majeure suspends, for the parties, the execution of their reciprocal obligations and that each party shall bear the burden of the resulting costs.

6 Damages caused

- 6.1** Guests must take all reasonable precautions to avoid damage or interference with any property belonging to the Hotel. The Guest is liable for all inventory losses and damages caused by misuse, carelessness or negligence. Guests are requested to bring any damages to Hotel property to the Hotel's immediate attention by notifying Personnel. Malicious, wilful, or negligent damage or interference Hotel property will be regarded as a breach of the present T&C and the Hotel reserves the right to terminate the Guest's stay, withhold the deposit and/or charge the credit card on file for the restitution of the damages.
- 6.1** For any damage caused to property owned by other Guests, or Personnel by Guests, the Hotel reserves the right to seek damages if it is forced to restitute them. The Hotel will contact the Guest to recover the costs for any repair, replacement or specialist cleaning necessary.

7. Several services are being provided to Guests by third-parties indicated by the Hotel but not directly by the Hotel (herein after “External Contractor”). Such services may indicatively but not restrictively include: transportation services (private taxis), excursions, water sports, spa and child care services. If the Guest does not make a separate arrangement with the contracted External Contractor, it shall be construed by default that they have elected to pay the Hotel which will then in turn pay the External Contractor. The External Contractors are not in any way affiliated to or mandated by the Hotel so the Guest establishes a direct contractual relationship. The Hotel is acting only as authorized by the External Contractor for collecting the fees for the relevant service. Hotel Guests using contracted services are waiving all responsibility of the Hotel from any damages arising out of their use.
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8. **Property**

- 8.1 The Hotel reserves the right to charge Guests the cost of replacing any property owned by the Hotel that is removed from the Hotel by them without the Hotel's informed consent. The charge will be the full replacement amount of the missing item, including any carriage charges. Should the fact that the item is missing come to light after the Guest has departed, Hotel reserves the right to make a charge to the Guests credit/debit card, or send an invoice for the amount to the registered address.
- 8.2 The Hotel assumes no liability for safe-keeping of the Guest's personal items, unless it is explicitly agreed upon in writing. The Hotel is in no way liable for the loss of or damage to Guest's personal items that are not directly caused by Hotel's or its Personnel's acts or omissions.
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9. **Deposit for damages**

- The Hotel may charge a deposit of up to ½ of the total rate paid (or to be paid) by the Guest to cover damages to the Hotel. Upon Check-out the Hotel shall either return the sum within 15 days to the Guest (via the credit/debit card Hotel) or may elect to counterbalance it for charges arising from the use of Hotel or contracted services.

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- 10.** Personal Data
- a.** The use of a CCTV (Video Surveillance) system is in use in the entirety of the hotel premises for the safety of the Guests, Personnel and Hotel property.
 - b.** Surveillance records are kept for security purposes for up to 15 days or 30 days in case of accident report.
 - c.** Personal information (including but not limited to Name, Surname, email addresses, postal address, telephone numbers, Accompanying Person) of Guests may also be stored and used for marketing purposes by the Hotel or other connected entities.
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- 11.** Final Provisions
- a. Superimposed**

These T&C regulate the stay of the Guest in the Hotel's Hotel. Therefore they are superimposed over any agreement the Guest has made with a third party, and the Guests waives all rights to seek compensation from third parties for issues that arise out of these T&C under which the Guest would be responsible.
 - b. Guest Grievance Resolution**
 - i.** For any Grievance that arises during their stay Guests ought to reach out to Personnel to resolve their Grievance.
 - ii.** If the Grievance is not resolved, then the Guest ought to reach out or request from Personnel to speak to a Manager for their Grievance.
 - iii.** If the Grievance is not resolved again, the Guest has the right to fill out a write Grievance Report and deliver it to the concierge or a manager. If that is not possible it ought to be sent electronically (via e-mail) with the Grievance Report – (Surname, Name)" to the Hotel's Official email address - Subject: referred in the Registration Card.
 - iv.** If the above mentioned procedure is not followed, any grievances that are reported after the Check-out date shall not be recognized as such by the Hotel.
 - c. Acceptance and Waiver**

Signature of the Registration Card constitutes acceptance of the T&C and conclusion of the Check-out without any written observation to the contrary constitutes a full waiver of responsibility of the Hotel for any damages occurring from the stay at the Hotel.
 - d. Nulity**

If any individual term of these T&C is deemed void, the validity of the remaining provisions shall not be affected thereby.
 - e. Applicable Law and Competent Jurisdiction**
 - i.** Applicable Laws of Greece and relevant EU Legislation are to be applied for the present T&C.
 - ii.** For any disputes arising out of these T&C in connection with their total or partial validity, execution, compliance or resolution, competent courts shall be the Courts of Thessaloniki, Greece.

Your Personal Data is of the utmost importance for us. We care deeply for providing you with the highest possible level of security and confidentiality, for a pleasant, care-free and secure stay. We take all adequate measures to ensure your trust at our services by complying to the GDPR, which enables you with additional protection provisions. A well trained team is at your disposal at any time so that you can fully exercise your GDPR rights, and in particular the right of access, the right to rectification, to erasure, to restriction of processing, to data portability and the right to object. Furthermore, in case you deem the processing unlawful, you can lodge a complaint addressed either to the designated Data Protection Officer (DPO) or the Hellenic Data Protection Authority. Rights exercise forms are at your disposal, both at the Front Desk and on our website. We reevaluate our privacy impact assessment and we have set technical alerts for data breach information.

The Domes Noruz Chania is the GDPR «Controller» and protects any information relating or potentially relating to you, undergoing «processing» by automated or not automated means. You indicate your agreement to the processing in a clear affirmative action or statement, signifying your freely given, specific, informed and unambiguous wish to processing. Otherwise every processing is based on the ground of our legitimate interests, the impositions of the law or for providing you the best of hospitality. We implement appropriate technical and organisational measures such as pseudonymisation or encryption and minimisation. Any processing shall be lawful, fair and transparent, limited to specific, explicit and legitimate purposes, along with the principles of minimization, integrity, confidentiality and storage limitation to accurate data on the accountability of the controller.

For further information you can consult the Privacy Policy Statement, which is also available at the Front Desk and on our website.

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 Noruz Chania, Autograph Collection developed and implemented an environmental management system in accordance with the requirements of the International Standard ISO 14001:2015 and ISO 22000:2018. It covers all activities of the hotel and in particular the accommodation services, catering and entertainment.

Therefore, the administration of Domes Noruz Chania, Autograph Collection is committed to:

- 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 Noruz Chania, Autograph Collection aims at:

- Ensure all necessary resources to maintain and update the system and infrastructure improvements.
- Achieve 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.

Proper environmental management and environmental protection are key objectives of Domes Noruz Chania, Autograph Collection.

The adoption and implementation of an environmental management system according to the International Standard EN ISO 14001:2015 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 off 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.

12. General Liability

- 12.1** Disclaimer the Hotel and its vicarious agents shall, in accordance with statutory provisions, be liable for damages towards the Guest arising only from wilful or grossly negligent behaviour. The same shall apply to damages to life, limb or health resulting from negligence. In cases of property and financial damages caused by negligence, Hotel and its vicarious agents shall only be liable if and when a fundamental contractual obligation been breached, however such liability shall be limited to foreseeable and contractually typical damages when the contract was entered into and anyhow are not exceeding the amount charged by the Hotel for accommodation; fundamental contractual duties being such, the fulfilment of which is substantial to the contract, and on which the customer may depend. Should any faults or shortcomings arise in the services provided by the Hotel, the Hotel will make every effort to correct this if the customer has brought these to its attention or made his objections promptly known. The Guest is obliged to make reasonable effort to rectify any fault or minimize any possible loss or damage, and to bring any faults or damage immediately to the Hotel's attention.
- 12.2** If the Hotel does not insist on strict performance of the T&C or if the Hotel does not exercise or delays to exercise any rights or remedies available, this will not constitute a waiver of such rights and remedies or a modification of the T&C.
- 12.3** Neither party will be liable to the other party in the event of a breach of its obligations resulting from an event of Force Majeure. It is expressly agreed that Force Majeure suspends, for the parties, the execution of their reciprocal obligations and that each party shall bear the burden of the resulting costs.

13 Damages caused

- 13.1** Guests must take all reasonable precautions to avoid damage or interference with any property belonging to the Hotel. The Guest is liable for all inventory losses and damages caused by misuse, carelessness or negligence. Guests are requested to bring any damages to Hotel property to the Hotel's immediate attention by notifying Personnel. Malicious, willful, or negligent damage or interference Hotel property will be regarded as a breach of the present T&C and the Hotel reserves the right to terminate the Guest's stay, withhold the deposit and/or charge the credit card on file for the restitution of the damages.
- 13.2** For any damage caused to property owned by other Guests, or Personnel by Guests, the Hotel reserves the right to seek damages if it is forced to retribute them. The Hotel will contact the Guest to recover the costs for any repair, replacement or specialist cleaning necessary.

DOMES NORUZ CHANIA

AUTOGRAPH COLLECTION®
HOTELS

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