

Beyond All

*Where the days feel easy
and the memories stay forever*

All Inclusive Hotel Directory

Welcome

TO ROYAL & IMPERIAL
BELVEDERE RESORT

Dear Valued Guests,
Welcome to the distinguished Royal & Imperial Belvedere Resort, your gateway to an enchanting Crete escape. It's our privilege to host you, and we are committed to making your stay not just comfortable, but truly unforgettable. To maximize your comfort and enjoyment, we're pleased to offer insights into our meticulously designed facilities and streamlined operations. Our devoted team, always on hand and eager to help, will readily address any queries or concerns you may have. We're grateful you've chosen us for your journey. As our esteemed guest, we're confident you'll forget about daily worries and create new, relaxing memories.

*The sea washes away footprints.
Not memories.*

Reception

Our reception is eager to provide details on our hotel's facilities and services, including operating hours, activities, checkout procedures, wake - up services, and local information. Don't hesitate to ask for assistance. If you need to reach our reception desk, please dial 55 from an internal phone, or 2897022371-5 from a mobile or external phone.

Wi-Fi

Complimentary Wi-Fi is accessible in the lobby, rooms, and pool areas for your convenience. To connect, simply use the password: 2897029340, or conveniently scan the provided QR code to instantly connect to our Wi-Fi network.

In room telephone use

To reach reception, dial 55. To call a room, dial 2 + room number for the Royal section, or 4 + room number for the Imperial section. For external calls, dial 0 + the desired number.

Lunch basket

For excursions, we offer lunch baskets. Please order by 18:00 the day before at reception.

Check in and check out

Check-in time is 15:00 and check-out time is 11:00.

Late check out

Late check out may be available upon request and subject to availability. Additional fees may apply. Please contact the reception desk for more information.

Late arrivals

At our hotel, we recognize that travel plans can be unpredictable and we want to ensure that our guests feel comfortable and well - cared for, regardless of the arrival time. If you happen to arrive late, from 22.30 until 03.00, you will be provided with a night buffet dinner at our main restaurant "Minos"

Sustainability and Eco-Initiatives

As dedicated stewards of our environment, we actively promote sustainable practices. We invite you to participate in our eco-conscious initiatives during your stay.

Water conservation: Mindfully manage your water usage and consider reusing linens.

Energy Efficiency: Kindly switch off lights and electronic devices when they're not needed.

Waste Reduction: Utilize the recycling bins conveniently located throughout our resort. **Local Support:** Favor locally sourced products and services when possible.

By acting collectively, we can safeguard earth's enchanting beauty for future generations!



carling
together



WiFi



Spa



Public
Transportation



Feedback

Useful Info & numbers

Emergency Number 112 / Police 100 / Fire Brigade 199 / Local Medical Office +30 6983 880920

Distances Airport: 26 km / Port: 30 km / Heraklion Town: 32 km / The Center of the Village of Hersonissos: 1.2 km.

Bus stop outside the hotel entrance at the main road / Beach: 400m

Safety

The safety of our guests is our top priority. We request adult supervision for children under 14 and caution against walking barefoot near the pool due to possible slipperiness. Despite our precautions, the hotel isn't liable for accidents resulting from disregard of safety guidelines. For emergencies, contact the front desk immediately. We appreciate your cooperation for a safe, pleasant stay. Rain can make our paths slippery. Please watch your step, walk slowly, and use handrails if available. Your safety matters, so take precautions and enjoy a safe stay at our resort.

Guest Feedback

We highly value guest feedback. Your thoughts help us elevate our service quality. Share your experience via an online survey or comment card, helping us enrich future stays. We appreciate your time and insights. Please scan the QR code to complete our online survey. We hope you have a pleasant stay with us! If you need any assistance, please do not hesitate to contact our reception or any member of our staff.

Summer ends, but the laughter by the pool still echoes

Voltage and electrical outlets

The hotel's electrical outlets operate at 220 volts.

All-inclusive till last minute

On departure day, guests can use the all-inclusive option until their departure time, not just until check-out.

Spa

Our expert spa reception staff are dedicated to ensuring that you receive the best possible treatment and they will be delighted to assist you with booking your spa session, suggest spa treatments and massages that suits your needs.

Beach towels

Beach towels are available at the towel point with charge.

Shower rooms

Courtesy rooms are available for 30', used by guests prior to departure at no extra charge.

Luggage room

Guests can use the luggage room for free. Lockers are available at an extra charge.

Laundry and dry - Cleaning services

Laundry and dry-cleaning services are available for an additional fee. Please contact the reception desk for more information on pricing and turnaround times.

Pet Policy

The hotel warmly welcomes pets weighing up to 5kg. Our pet policy includes guidelines such as designated pet-friendly rooms and designated sitting areas in both main restaurants. It is required that you keep your pet on a leash or in a carrier while in common areas. We also kindly ask that you clean up after your pet and be mindful of other guests who may have allergies or sensitivities. In addition, please note that pets are allowed with an extra charge. For details on the associated fees and any specific arrangements, kindly contact our front desk, and our staff will be delighted to assist you in ensuring a comfortable stay for both you and your furry companion. To maintain a clean and hygienic environment, we kindly request that pets use the designated areas for toileting. Furthermore, we encourage you to contribute to the cleanliness of your room by utilizing the appropriate equipment for pet care. We appreciate your cooperation in creating a pleasant atmosphere for all our guests. If you have any further questions or need assistance, feel free to reach out to our team.

Free shuttle bus service

A daily shuttle to Star Beach water park departs from our hotel at 10:30, 12:45 and 14:30, returning at 10:35, 12:50, 14:35 and 18:00.

Shopping

A mini market and shops are available on the hotel premises for guests to purchase essentials and souvenirs.

Electric Vehicle Charging Station

The hotel is equipped with an electric vehicle charging station. Charging fees are applicable.

RECREATIONAL ACTIVITIES

Our facilities include a variety of aquatic amenities designed to cater to all age groups and preferences:

- An Olympic-sized swimming pool for a refreshing swim. (Map spot No. 3)
- A children's pool, perfect for safe, fun-filled family time. (Map spot No. 4)
- For a touch of luxury, visit our outdoor swimming pool located in the Imperial section, equipped with a hydro massage corner. (Map spot No. 5)
- A themed children's pool with interactive games and exciting waterslides for entertainment. (Map spot No. 1)
- A swimming pool, offering a serene environment for relaxation and leisure swimming. (Map spot No. 2)
- Lastly, we have an indoor heated pool for those preferring a warm, tranquil swim. (Map spot No. 6)

Notes:

- All of our pools are filled with semi-salted water for a unique and refreshing swimming experience.
- The indoor heated pool is operational from the beginning of the season until the end of May, and then again from September until the end of the season.

Sunbed reservation policy

We appreciate your enthusiasm in wanting to secure a spot by our pools. However, we kindly request that you abstain from reserving sunbeds using towels. This policy ensures a fair and equal opportunity for all our guests to enjoy our poolside amenities. If the sunbeds are reserved and unattended for over 30 minutes, we will kindly remove your towel and it will be placed in a box next to the lifeguard. Thank you for your understanding and cooperation.

LEISURE & SPORT FACILITIES

Gym

Operating hours 07:30 - 22:00. Our gym is intended for self-guided workouts, without personal trainers. Staff can help with any queries. Please note, for safety, gym use is restricted to those 16 and above.

Other

3 hard tennis courts and floodlight (reservation and equipment deposit required)
Mini Golf / Beach Volley / Basketball Court / Archery / Table tennis.

Entertainment

An exciting entertainment program throughout the day and night, organized by our multilingual team. We strive to create a lively and engaging atmosphere for all our guests to enjoy.

Playgrounds

Our facility features two playgrounds, built with high-quality, safe materials. One caters to younger kids, the other to older ones, both providing diverse games and activities for endless fun.

Mini Club

Our kids' club, for ages 4-12, offers supervised games and activities, providing peace of mind for parents. Open daily from 10:00AM -18:00PM, it allows parents to relax while children enjoy themselves.

We also have for infants Highchairs in the restaurants / Baby cots in the rooms / Baby bath / Bottle warmer / Changing room for babies / Baby pot / Baby buggy* / Babysitting on request* **Available at Extra cost*



A GUIDE TO EXQUISITE EATERIES & BARS

EARLY BREAKFAST	MINOS RESTAURANT	Continental	4:30AM - 7:00AM
BREAKFAST	KAFENIO	Traditional Breakfast	8:00AM - 10:30AM
	MINOS RESTAURANT (Lime green bracelet) DEDALOS RESTAURANT (Blue bracelet)	Enriched Continental Buffet	7:30AM - 10:00AM
LATE BREAKFAST	ARTEMIS ALL DAY STREET FOOD BAR	Continental Buffet	10:00AM - 11:00AM
LUNCH	MINOS RESTAURANT (Lime green & Blue bracelet) DEDALOS RESTAURANT (Lime green & Blue bracelet)	International & Greek Buffet Mediterranean Comfort Buffet	12:30AM - 02:30PM
	ARTEMIS ALL DAY STREET FOOD BAR DIMITRA ALL DAY BURGER & PIZZA BAR	Street Food	
DINNER	MINOS RESTAURANT (Lime green bracelet) DEDALOS RESTAURANT (Blue bracelet)	International & Greek Buffet	6:30PM - 09:30PM
	DIMITRA GOLDEN HOPS BEER HOUSE (Reservation needed)	Comfort Food	6:30PM - 09:30PM
	ARTEMIS ALL DAY STREET FOOD BAR	Street Food	6:30PM - 09:30PM
	KAFENIO (Reservation needed)	Traditional Cretan Dining Experience	6:30PM - 09:30PM
SNACKS	IMPERIAL SAKURA SAVOR (Reservation needed)	Asian Cousine	6:30PM - 09:30PM
	ARTEMIS ALL DAY STREET FOOD BAR DIMITRA ALL DAY BURGER & PIZZA BAR	Street Food	10:00AM - 09:30PM 10:00AM - 17:00PM

BARS

LOBBY BAR "POSEIDON" Open 05:30PM - 01:00AM	POOL BAR "BLUE" Open 10:00AM - 01:00AM	POOL BAR "APOLLO" Open 10:00AM-01:00AM	POOL BAR "AEOLUS" Open 10:00AM-01:00AM
--	---	---	---

We kindly inform you that the last order for all-inclusive drinks at all bars is at 23:30

9:00PM to 01:00AM
available only for adults

NOTES:

For reservations, special dietary requests, please visit our hotel app or our front desk. In meals the following drinks are included: Beer, wine, soft drinks, water, and variety of refreshments / Alcohol is only served to guests above 18 years / Branded & Premium Alcoholic drinks are available upon charge and are not included in the all-inclusive package / For safety, all drinks at our poolside bars are served in non-glass containers. Some facilities are subject to weather permitting and in some cases day & time restrictions and / or changes may apply.

HOTEL MAP



You are here
(Reception)

FACILITIES & OTHERS

- 1 Reception
Guest Relation Office
ATM
Tour operators point
Hairdressing salon
Souvenir & Accessories shop
Candy shop
Boutique
Rent a car
Electric vehicle charging station
Shuttle point to the beach
Photo booth (Level 0)
Public WC (Level 0)
Baby changing room (Level 0)
Accessible toilet (Level 0)
Medical office (Level 0)
- 2 Boutique (Level 0)
Optician Shop (Level -1)
Photo booth (Level -1)
Super Market & Boutique (Level -1)
Public WC (Level 0 & -1)
- 3 Saint Nicholas church
- 4 **Conference rooms**
• Pasiphae & Phaedra (Level -1)
• Ilios Meeting room (Level 2)
• Icarus Meeting room (Level 1)
• Irida Meeting room (Level 1)
• Erato Meeting room (Level 1)
- 5 Fitness room (Level -1)
Spa *Sauna Rooms & Spa Cabins* (Level -1)
Public WC (Level -1)
Baby changing room (Level -1)
Accessible toilet (Level -1)
- 6 **Parking Areas**
a. Parking A
b. Parking B
c. Parking C
Unicorn Mobility
- 7 Mini Market
Towel point
Tattoo & Mermaid Store
Public WC
Baby changing room
Accessible toilet
- 8 Kid's Club
- 9 Waterfall
- 10 Super Market
- 11 Spa reception
- 12 Spa Gazebo
- 13 Public WC
- 14 Beverages kiosk
- 15 Main entrance
Public bus station

Car rental

Available at the hotel lobby, at the Royal section [Romanos rent a car](#) and beside the Blue Bar entrance at the Imperial section www.romanosrentals.gr

Public transportation

Public bus service to popular local destinations is available from station 24, conveniently located just outside the main entrance of the Royal & Imperial Belvedere Resort. For route details, timetables, and fares, visit www.ktelherlas.gr or email info@ktelherlas.gr

Taxi

For guests who prefer a more private mode of transportation, we offer a taxi service upon request

SPORTS & RECREATION

- 1 Entertainment stage
- 2 Playground 1
- 3 Mini golf
- 4 Playground 2
- 5 Tennis court 1 & 2
- 6 Beach volley 1
- 7 Tennis court 3
- 8 Basketball court
- 9 Beach volley 2
- 10 Archery

SWIMMING POOLS

- 1 Themed children's pool
- 2 Oasis pool
- 3 Olympic size swimming pool
- 4 Children's pool
- 5 Swimming pool with outdoor whirlpool
- 6 Heated swimming pool - Level 1
(Closed during summer months)
- 7 Garden Pool "Circe's"

RESTAURANTS & BARS

- 1 Minos restaurant
- 2 Poseidon lobby bar
- 3 Apollon pool bar
- 4 Artemis All Day Street Food Bar
- 5 Dimitra All Day Burger & Pizza Bar
- 6 Aeolos pool bar
- 7 Dedalos restaurant
- 8 Blue bar
- 9 Kafeneio
- 10 Imperial Sakura Savor Asian Restaurant
- 11 Dimitra Beer House



Assembly point

ACCOMODATION

- 1 **Minos** Royal Belvedere Main Building A
• Rooms 322 - 365, 3rd floor
• Rooms 422 - 465, 4rd floor
• Rooms 522 - 565, 5rd floor
• Rooms 6023 - 6037, Ground floor
- 2 **Ariadne** Royal Belvedere Main Building B
• Rooms 6001 - 6019, Ground floor
• Rooms 101 - 121, 1st floor
• Rooms 201 - 223, 2nd floor
• Rooms 301 - 321, 3rd floor
• Rooms 401 - 421, 4th floor
• Rooms 501 - 521, 5th floor
- 3 **Hera** Building 7000
• Rooms 7001 - 7029, Ground floor
- 4 **Helios** Building 8000
• Rooms 8002 - 8026, Ground floor
• Rooms 8001 - 8027, 1st floor
- 5 **Atlas** Building 9000
• Rooms 9002 - 9024, Ground floor
• Rooms 9001 - 9021, 1st floor
- 6 **Mythical Dolphin** Building 1000
• Rooms 1001 - 1027, Ground floor
- 7 **Perseas** Building 1100 A
• Rooms 1102 - 1122, Ground floor
• Rooms 1101 - 1123, 1st floor
- 8 **Andromeda** Building 1100 B
• Rooms 1124 - 1138, Ground floor
• Rooms 1125 - 1139, 1st floor
- 9 **Circes** Building 1100 C
• Rooms 1140 - 1170 Ground floor
• Rooms 1141 - 1171 1st floor
- 10 **Irida** Building 100
• Rooms 102 - 116 Lift 1, Level 0
• Rooms 100 - 129 Lift 1, Level 1
- 11 **Pegasus** Building 200
• Rooms 201 - 231 Lift 2, Level 1
• Rooms 202 - 216 Lift 2, Level 0
- 12 **Zeus** Building 300
• Rooms 302 - 312 Lift 3, Level 0
• Rooms 301 - 333 Lift 3, Level 1
- 13 **Dionysus** Building 400
• Rooms 402 - 440, Lift 4 & 5, Level -3
• Rooms 401 - 449, Lift 4 & 5, Level -2
• Rooms 451 - 497, Lift 4 & 5, Level -1
• Rooms 501 - 507, Lift 4 & 5, Level -1
- 14 **Persefoni** Building 500
• Rooms 509 - 527, Lift 7, Level 0
• Rooms 531-547, Lift 7, Level 1
- 15 **Thetis** Building 600
• Rooms 601 - 615, Ground floor Lift 7, Level 1
- 16 **Hermes** Building 700
• Rooms 701 - 709, 1st floor, Lift 4 & 5, Level 0
• Rooms 702 - 714, 1st floor, Lift 4 & 5, Level 0
• Rooms 715 - 747, 1st floor, Lift 4 & 5, Level 1
• Rooms 750 - 773, 1st floor, Lift 4 & 5, Level 2
- 17 **Gaia** Building 800
• Rooms 800 - 862
- 18 **Aphrodite** Building 900
• Rooms 901 - 959, Level 0
• Rooms 902 - 970, Level 0, East to West
• Rooms 906 - 974, Level 2
- 19 **Athina** Building 1000
• Rooms 1002 - 1034, Level 0
• Rooms 1031 - 1059, Level 1

that arrives within 10 minutes.

Simply contact our reception desk and we will be happy to assist you.

Pharmacy

For pharmaceutical needs, a pharmacy is located 600 meters west of the hotel. More are available in Hersonissos City Center.

Medical assistance

The Hotel Doctor is available on daily basis. Be advised for the visit schedules from our front desk team.

ATM (Cash Point)

Available near the reception entrance.