



Welcome to Sweet Memory Apartments!

Dear Valued Guests,

Welcome to Sweet Memory Apartments in the beautiful Gouves, Crete! We are delighted to have you with us and hope your stay will be filled with unforgettable memories. Our team is here to ensure your visit is as comfortable and enjoyable as possible.

Feel free to explore the stunning surroundings, from the sandy beaches just a short stroll away to the charming local shops and tavernas. Whether you're here to relax by the sea, explore the rich history of Crete, or savor the delicious local cuisine, we are confident that you will have an amazing time. If you need any assistance or recommendations, please don't hesitate to reach out to our friendly staff.

Enjoy your stay and make wonderful memories!

Warm regards,

The Sweet Memory Apartments Team



Please take a moment to read these helpful guidelines.

You have the only key to your apartment for security reasons. For all the semi-basement and Promo rooms, if you wish to use the air-conditioning, it costs 7.00 € per day, 45.00 € per week, or 80.00 € for two weeks. Please contact reception for the remote control. There is also a safety deposit box in your bedroom closet, which costs 10.00 € per week or 15.00 € for two weeks.

After a beach visit, please wash the sand off your feet using the tap behind the reception building before entering your apartment. Apartments are cleaned every other day, with linen changed twice a week and towels three times. Please remember, our towels are not for beach use!

### **\*\*Housekeeping Guidelines for a Comfortable Stay\*\***

To ensure a smooth and enjoyable experience during your stay, please follow these simple housekeeping guidelines. Avoid flushing toilet paper or other materials down the toilet to prevent plumbing issues. Dispose of toilet paper and other waste in the provided bins. As we operate on a self-catering basis, taking care of your garbage is part of your responsibility. Please use the large green containers on the street for trash disposal.

For health and hygiene, do not leave food leftovers on the kitchen counter overnight. This helps prevent attracting ants and other pests. We provide the first two rolls of toilet paper for your convenience; you will need to purchase any additional rolls as needed. Thank you for your cooperation and enjoy your stay!

No visitors are allowed in the apartment without notifying reception, and overnight guests are not permitted under EU laws. Any damages caused during your stay will be charged to you, as the apartment was inspected and handed over in perfect condition.

Check-out is at noon, and check-in is at 14:00. If available, late check-out costs 30.00 €. If another guest is arriving, you may request a different apartment for the same fee.

Please note the Greece Stay Over Tax of 7.00 € per day per apartment, applicable since January 1st, 2024, based on article 1 of law 4276/2014 (A' 155).



## Useful Information

### **Mosquitoes:**

Mosquitoes become active around sundown. To keep them out, close your windows before dark, use a room spray or an electric repellent (inexpensive and locally available), and wear repellent before going out.

### **Cleaning:**

Please vacate your room by 10:00 am. Sheets will be changed twice a week and towels three times a week unless otherwise stated.

### **Noise:**

Please be considerate of others. Respect siesta time (3 – 5 pm) and come in quietly in the evening.

### **Towels:**

Please do not take towels to the beach or pool or use them as floor cloths or to remove lotions.

### **Lights:**

Always turn off lights when not needed, especially balcony lights, as they attract mosquitoes if left on all night.

### **Wind:**

Keep doors and windows shut to prevent wind damage.

### **Electricity:**

The voltage here is 220. Never tamper with fuse boxes. If something isn't working, contact reception immediately. Do not attempt to fix it yourself.

### **Breakages:**

Check your accommodation on arrival and report any breakages to your rep or the reception desk. You are responsible for any breakages during your stay.

**Water:**

Hot water is solar-heated, so it may be only tepid in the mornings and evenings. Please use water sparingly as it is scarce. Always turn off taps after use.

**Plumbing:**

Please do not flush toilet paper down the toilet.

**Keys:**

Try not to lose your keys—you may be charged for a replacement and locksmith work if needed. On departure day, please leave your key at the reception.

**Caution:**

Marble staircases, while elegant and durable, can become quite slippery when wet. This is particularly important to keep in mind during rainy weather or right after they've been cleaned. For your safety, take extra care when walking on these surfaces to prevent any slips or falls.

## Climate Resilience Tax

According to article 30 of Greek Law 5073/2023, the Customer is obliged to pay the Climate Crisis Resilience Tax, imposed by the Greek Government, which is payable by guests, when checking in, and is based on the official rating of the accommodation, according to the following categories as well as the period that the customer will visit the hotel:

From 1st March until 31 October of each year the Climate Crisis Resilience Tax is calculated as follows:

- 5 Star Hotels: 10 Euros per room per night
- 4 Star Hotels: 7 Euros per room per night
- 3 Star Hotels: 3 Euros per room per night
- 1-2 Star Hotels: 1,50 Euros per room per night

From 1st November until 28 or 29 February of each year the Climate Crisis Resilience Tax is calculated as follows:

- 5 Star Hotels: 4 Euros per room per night
- 4 Star Hotels: 3 Euros per room per night
- 3 Star Hotels: 1,50 Euros per room per night
- 1-2 Star Hotels: 0,50 Euros per room per night

Payment can be made by cash or credit card.

Any other charges for additional services provided during the Guest's stay will be either paid immediately or debited to each room's account. The Customer shall settle in full the accounts of all rooms booked by him before departure. The Hotel shall provide the Customer with the relevant invoice that will indicate the respective charges in detail.

## Surrounding Points of Interest

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- Dinosauria Park 3.1 km
- Cretaquarium Thalassocosmos 3.6 km
- Labyrinth Park 4.8 km
- The Crete Golf Club 4.9 km
- Acqua Plus Waterpark 5.9 km
- Aquaworld Aquarium 6.2 km
- Watercity 6.8 km
- Lixnostatis Folk Museum 8.4 km
- Malia Strip 13.6 km
- Hersonissos Strip 8.0 km
- Nikos Kazantzakis Museum 14.6 km

### **Closest Airports**

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- Nikos Kazantzakis Airport 13.5 km
- Sitia Public Airport 71.7 km

### **Most Popular Landmarks**

- The Minoan Palace of Knossos 14.8 km
- Natural History Museum of Crete 15 km
- Municipal Museum of the Battle of  
Crete and the National Resistance 16.7 km
- Heraklion Archaeological Museum 16.8 km
- Koules 16.9 km
- Venetian Walls 17.1 km
- Historical Museum of Crete 17.4 km
- Labyrinth -Musical Workshop 19.8 km



## Useful Phone Numbers

✚ SWEET MEMORY RECEPTION	+30-28970-41942
✚ BUSES TO EAST CRETE	+30-2810-245019
✚ BUSES TO SOUTH CRETE	+30-2810-255965
✚ BUSES TO WEST CRETE	+30-2810-221765
✚ HERAKLION AIRPORT	+30-2810-245644
✚ HERAKLION PORT	+30-2810-244912
✚ MEDICAL CENTRE	+30-28970-43010
✚ PHARMACY	+30-28970-41100
✚ TAXI	+30-28970-41343
	+30-28970-23723
	+30-28970-41353
✚ POLICE OFFICES	+30-28970-22222

### **Sweet Memory Emergency Contact**

**WhatsApp or Viber: +30-6948-302777**

### **Wi-Fi User Name and Password**

Router Name: Sweet Memory WIFI  
Password: !Ioannis123



## **Special Chosen – Unique Experiences**

Staying at Sweet Memory Apartments in Crete, you're in for a treat beyond just great accommodation. Dive into our special offerings tailored for food and drink enthusiasts like you! Explore the heart of Cretan cuisine with our immersive cooking classes where you'll learn to prepare traditional dishes using fresh local ingredients. Whether it's crafting moussaka or perfecting the art of baklava, our classes ensure a hands-on, delicious experience.

For wine aficionados, our winery tours unveil the rich viticulture of Crete. From boutique vineyards to renowned estates, savor the flavors of exceptional Cretan wines paired with gourmet delights. And let's not forget the famed raki—join our distillery tours to uncover its secrets, from production to tasting sessions that capture the essence of this beloved spirit.

Beyond gastronomy, venture off the beaten path with our tours of hidden gems in Crete. Discover quaint villages, ancient ruins, and breathtaking landscapes that showcase the island's unique charm and history.

Don't forget to use our special promo code during your stay at Sweet Memory Apartments to enjoy an additional 20% discount on future bookings with us. It's our way of ensuring your journey through Crete is as memorable as possible. Come hungry for adventure and leave with a taste of true Cretan hospitality! 📷 🌿

Promo Code: "SWEET20"

