CANADIAN
HOTEL

HOTEL INFORMATION & DIRECTORY

Tel: (+30) 26950-51515, Fax: (+30) 26950-51639
GR-290 92 Laganas, Zakynthos - Greece
e-mail: info@canadianhotel.gr - website: www.canadianhotel.gr

Welcome to
Canadian Hotel 4*

On behalf of all the staff at the Canadian Hotel, we welcome you to the beautiful island of Zakynthos and the vibrant and cosmopolitan resort of Laganas. We will do our utmost to provide you with excellent service and the highest of comfort. This hotel directory gives you a comprehensive overview of all the facilities and services available.

The Canadian Hotel, nestled in the vibrant area of Laganas, stands as a contemporary lodging facility. Situated mere steps away from the beach and the bustling streets of this cosmopolitan resort; it seamlessly blends premium accommodation choices with the energetic ambiance of its surroundings. Recognized for delivering an unparalleled experience of hospitality and comfort, the Canadian Hotel promises guests a distinctive stay.

Our attentive and amiable staff are dedicated to ensuring your needs are met throughout your stay. Comprising of different room types over several building complexes and pool facilities, the Canadian Hotel is situated in a tranquil section of the esteemed Laganas resort community. Just 300 meters away lies a 9km stretch of pristine sandy beach, while the resort's primary thoroughfare which is home to various shops and entertainment venues is a mere 400 meters from the hotel.

At Canadian Hotel, we offer convenient shuttle services designed to enhance your travel experience in Zakynthos. Our shuttle services provide seamless transportation to and from the hotel, ensuring a stress-free journey for our guests. Whether you are arriving at the airport or exploring local attractions, our reliable shuttle services are dedicated to providing you with a hassle-free and comfortable travel experience, allowing you to relax and enjoy your stay from the moment you arrive.

With best wishes for a wonderful stay at the Canadian Hotel

Dennis & Jerry Kivetos

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Canadian Hotel Services – Reception is open 24 hours/7 days a week, Dial 100 from the internal phone or the hotel landline +30 26950 51515 or in person.

ROOM to ROOM: dial from the internal phone the room number directly.

Check in – is from 3pm, **Check out** is until 11am.

Wi-Fi – For free hotel Wi-Fi, please contact reception.

Room Key – A lost key incurs a charge of 5.00 Euros.

Late Check Out – If you require a later check out, there are available choices until midnight, which incur a charge and depend on availability especially in high season. Please inform reception as soon as possible so that arrangements can be made.

Wake up calls – Reception are more than happy to arrange a wake-up call if required.

Porter Service – if you require assistance with your luggage please contact reception.

Concierge Service – We will be delighted to assist in all your requirements to enhance your stay with us. We can co-ordinate all of your car hire, boat hire, excursions and trips to neighboring islands and the mainland ensuring you enjoy the ultimate experience from our own fleet of boat rentals and car hire. We offer a comprehensive in house transfer portfolio, including airport transfers, transport to Zakynthos city, local & top island nightclubs, venues, restaurants and more. Please see Reception.

Luggage Storage – For peace of mind, we have a secure free luggage room in reception, ideal for early arrivals and your day of departure, whilst you start and end your vacation with ease by the pool, Savvy bar or the beach.

Lost & Found – Contact reception for lost items. Every effort will be made to recover them.

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Smoking – By law, smoking is forbidden inside the hotel guests' rooms and inside facilities.

Air Conditioning – Each guest room is equipped with individual A/C units. Please note that the air conditioning will only work when all the outside windows and doors are closed. It is forbidden to keep the A/C unit working whilst you are away from your room. Air conditioning temperatures are recommended by the European Department of Energy and the Environmental Protection Agency to be set to no less than 22-28°C, lower temperatures are not recommended for sleep or longer periods of time. Please note our policy of no A/C use whilst away from your room.

Toilet Waste – Please note that all toilet paper and sanitary products must be discarded in the waste paper bin as we have small sewage systems in Greece. Any blockage occurring from your room can incur costly repairs to be payable by yourselves before departure.

Animals/Pets – We do not allow pets to stay at the hotel. For health and safety, we politely ask that you do not feed any stray animals that may approach you or allow them onto your balconies or rooms.

Room Cleaning/Towels/Laundry – Our housekeeping service clean the guest rooms from 8am-4pm every day to ensure your stay is clean and comfortable. Garbage is also removed daily. Towels and Bed linen are changed every 2 days, however if you need your towels changing, please advise reception and we will gladly change them for you. The bathroom towels are for personal use within your rooms and we politely ask that you refrain from using them by the pool or the beach.

We kindly ask that you maintain the rooms in such a fashion so as to make it possible for our cleaners to carry out their job.

Pool/Beach Towels – please ask for Beach towels if required. The rental cost is 3.00 Euros/day per towel to cover the laundry costs. Lost towels will be charged.

Pillows – If you require an extra pillow or a pillow selection, please see reception.

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Water – Tab water is not drinkable.
As there is a water shortage in the island, please help by not wasting it.

Hot Water – there is hot water 24 hours a day in all the hotel rooms.

First Aid – There is a first aid kit located at reception in case of minor injuries.

Overnight Stay Tax – Introduced in 2024, the Climate Resilience Tax is an **additional daily charge applied to guests** of hotels, lodgings (rooms/apartments for rent) and short-term rentals. The revenue generated from the fee is allocated to a dedicated emergency fund for natural disaster preparedness and response. The fee replaces the previous "stay over tax", which was introduced in 2018 for hotel accommodation.

Extra guests – It is forbidden to allow non-paying guests back into the rooms overnight not only for safety reasons but also by law. Any non-guests will politely be asked to vacate the guest rooms by security. Any non-paying guest or room holder will be subject to the applicable room price + the Climate & Resilience Tax.

Safety Deposit Boxes – Are secured & available in each room.

Electricity – Voltage of electricity is 220V. If you require a power adapter, please consult reception and we will be happy to lend you one.

TV/Hairdryers – All rooms are provided with satellite TV and hairdryers.

Laundry/Dry Cleaning/Ironing – For more information, please ask reception.

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Repairs – Please inform reception immediately of any repairs that are required. Any potential damages caused by guests are subject to charges (damage of linen, towels, furniture etc.).

Parking – There is limited free parking located to the side of the Hotel reception. Please do not park outside the front of the main entrance Lobby as this is used by the coaches as a drop off and pick up point for our guests and emergency services.

Guest feedback/Complaints – Please do not suffer in silence! Should you experience any issue in our control whilst you are our guests, please seek help at reception immediately. We will do our utmost to address any problem as fast and efficiently as possible.

Trip advisor and Google Reviews - For your convenience, we have wireless portal cards at reception that you touch with your phone and will instantly take your mobile phone directly to our their websites for fast and convenient use.

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Hotel Entertainment Facilities

Swimming Pool – There is currently a swimming pool, with fresh water, from 9am – 8pm. Please note that there is **NO** lifeguard on duty. All persons are required to use the showers before entering for hygiene reasons. It is forbidden to take glass bottles or glasses in or around the pool and sunbathing areas. Using the pool whilst under the influence of alcohol is forbidden. A board with pool rules-instructions is located in the pool area.

Hotel Gymnasium – Please feel free to sue our excellent Gym facilities, located beneath reception and accessed via the hotel lobby. You can enjoy the fully air conditioned surroundings and use of the satellite TV/music channels.

Pool/Billiard Table – Please enjoy the use of our Pool/Billiard table located next to the Savvy Restaurant & Bar.

Sports Live – All major sports are featured within the main Savvy Bar & Restaurant area.

ATM's – There is an ATM just outside the hotel.

Payment methods – All major credit and debit cards are accepted. We do not accept American Express or Diners Club.

For service costs incurred, we accept cash, card, mobile wallet and virtual payment. Only the Climate & Resilience Tax (direct tax from the Greek Government) should be paid in cash.

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Billing – Accounts are fully computerized. Account information can be obtained from reception at any time. Any costs due to loss or damage will be incurred at check out from reception.

Business Center – Located on the underground floor beneath reception, we have a modern and professional space to suit your business and private needs. We offer one (1) PC with scanning, printing and photocopying facilities. We provide safe internet browsing and a small library for your enjoyment.

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Food & Drink

Breakfast – All Bed & Breakfast guests will find a delicious breakfast buffet in our main restaurant from 8am until 11am daily.

Early Breakfast – 07:30 till 08:00 Cold kitchen.

Breakfast Boxes are provided for all Bed & Breakfast guests if you are going to enjoy one of the many excursions on the island. Please book with reception.

Snacks – Snacks are served from 8am until 11pm daily from the Savvy Resto-Bar.

Lunch at Savvy Resto-Bar – is served from 13pm until 5pm daily.

Dinner at Savvy Resto-Bar – is served from 5pm -11pm daily.

Room Service – is available from Savvy Resto-Bar from 8am – 8pm. Room service charges will apply.

Please dial 159 from your room for Savvy Resto-Bar.

Greek Night – We welcome you all to our traditional Greek night held every Friday from 8pm. Don't miss out the traditional food and local Greek wine as well as the popular dancing and entertainment and fun for all the family. Please book your place either at Reception or the Savvy Bar/Restaurant.

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Transportation

Bus Service – There is an island wide bus service, please see reception for the local timetables.

Boat Rentals – Discover the freedom to explore the stunning waters of Laganas Bay directly from Canadian Hotel. Our on-site boat rentals provide you with the perfect opportunity to delve into the beauty of the coast and hidden gems of Zakynthos. Whether seeking a serene solo excursion or an intimate group outing, our hotel offers direct access to boats, allowing you to create unforgettable experiences on the mesmerizing waters of Zakynthos. Please contact reception where we are best equipped to provide you with comprehensive information tailored to your inquiry.

Car Rentals – we provide our own fleet of Cars for a truly competitive and safe hire. We also work with the most reputable agencies across the island. Please contact reception.

Excursions – please ask reception for information and advice on the best excursions both in Zakynthos, neighboring islands and the mainland.

Hotel shuttle service – we offer a safe shuttle service to local night venues in Laganas as well as an in-house taxi service for guests, please ask at reception for more details.

Airport Transfers – We offer airport transfers from reception upon request.

Taxi – please ask reception for taxi information.

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Safety in general

- When leaving the room, always ensure that the door has been locked.
- If somebody knocks on your door, check on the identity of the caller before unlocking the door.
- Keep balcony doors locked and windows closed, if your room is unattended or when sleeping.
- Please ensure that you have not left any valuables in a parked vehicle.
- Do not leave handbags, laptops or wallets unattended in any of the hotel's public areas.

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Together, we make the world more beautiful!

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Dear guests and friends,

Welcome! For us, hospitality means taking care of you, but also caring for our common 'home', nature. Every day, we strive to make your stay as 'green' and eco-friendly as possible through a few wonderful practices:

Our Green Practices:

- **We harness energy from the sun:** We use photovoltaics to cover our needs with clean, Greek light!
- **We respect the water table:** We utilize water from our traditional wells for the hotel's needs. Since water is a limited and precious natural resource, its proper management is an absolute priority for us.
- **We fill our breakfast with love and local flavors:** We choose fresh, local products from producers in our area. This allows us to support the local community while avoiding long-distance transportation that burdens the planet.

How you can also become part of our green team:

- **The towel trick:** If you want to reuse your towel, simply hang it up. If it needs washing, leave it on the floor. Every towel you reuse saves precious water from our wells!
- **A little attention to energy:** When you head out for your walks, please remember to turn off the lights and the air conditioner. Also, the air conditioning works best when the balcony doors are kept closed!
- **Time to recycle:** In the common areas, you will find our special bins to give a new life to plastic, paper, and aluminum.

Thank you for caring for the environment along with us.

Have a wonderful and unforgettable stay!

With a smile,
The Canadian Hotel Team.

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