Services & Facilities

Reception – Lobby

- 24-Hour Reception / Front Desk
- Complimentary Wi-Fi internet throughout the entire hotel.
- Safe Deposit Box for valuables.
- Late check out, upon availability
- Luggage transportation service
- Luggage room.
- Computer for public use with fax, copying and scanning facilities available in a designated area in the hotel's lobby.
- Concierge services – Guest services Department. -- General Info, wake up calls, travel assistance, car rental, bike rentals, excursions, site seeing tours, taxi service, airport VIP Pick up service and restaurant reservations.
- Surface cleaning in common areas – the reception, lobby, corridors, restrooms, restaurants and other hotel common areas are cleaned and sanitized in line with protocols, every day.

Restaurants – Bar

- Designated Breakfast area with an endless selection for Breakfast (buffet style) indoors and outdoors till 10.00 hrs.
  For those guests who prefer a later start to their day, a range of breakfast options from our à la carte menu remain available after 10.00 am (till 15.00), to be enjoyed inside or at the terrace of our Central Café.
- Breakfast may also be served in bed from 07.00 – 10.00, upon request. A special breakfast menu is available in the room.
- Trendy and Casual Restaurants with extensive and delicious buffet lunch / Dinner indoors and outdoors.
- Our Cafeteria – Central café - is the place to relax with friends and family. The new menu with signature cakes and ice cream as well as croissants, salads, sandwiches and a variety of home baked fresh bread will keep you coming back for more!
- A la carte menus, all day dining. Healthy options, live cooking, vegetarian/vegan and children's menu and buffet are available.
- Room service: Available daily 7:00 am-22:00 pm. Dial 579. A special room service menu is available in your room).
- Breakfast/Meal special serving/packing options available upon request.
- Early breakfast service for groups, on early departure.

Other indoor public areas

- SPA area including an Indoor heated swimming pool with hydrotherapy, Sauna, steam room, Khammam and various massage and/or treatment rooms (menu available).
- Fully equipped Gym
- Beauty Salon offering facial therapies and limp treatments and makeup (menu available).
- A Multipurpose room, where events can be accommodated from a small meeting to a multinational conference, festive banquets or hi-impact product launches.
- All public areas of the hotel are wheelchair accessible.
- Toilets for Disabled people.
- Wheelchairs, crutches and canes are available on request.

Outdoor Public areas

- An outdoor freshwater swimming pool for “Adults Only”, equipped with Hydromassage facilities, Showers & Changing Rooms.
- Pool Snack Bar.
- Pool Sunbeds & Umbrellas.
- Fresh Beach / Pool Towels.

Bedrooms

- LED TV with multi language channels
- Satellite TV
- Individually controlled Airconditioning and Heating system
- Free Wi-Fi internet access
- Tea & Coffee making facilities.
- Nespresso coffee center with complimentary Nespresso capsules.
- Electronic safe deposit box
- Full Blackout curtains
- Pillow Menu
- Mini Fridge
- Luggage rack
- Hairdryer

- Telephone
- Wake up facilities
- Bathroom amenities.
- Fluffy Bathrobes and sleepers.
- Furnished private Balcony
- Daily Maid Service
- Extra bed available on request
- Night Service (Turndown bed sheets, removal of bed cover, change of bath towels, emptying of waste bin), unless otherwise requested by the Guest.
- Rooms accessible to disable guests. Shower seats available on request.
- Room sanitizing – we use technology and highly effective cleaning products on all surfaces, objects and decorative items, and clinically proven protocols for laundering textiles.
- Change of linen and bathroom towels every two days, unless otherwise requested by the Guest.

Other Services and Facilities

- Taxi service transport– to and from the airport/ Marina/ Port.
- Multi-lingual staff.
- Express Laundry, Ironing & Valet service (extra charge).
- Medical service on call.
- Covered & uncovered parking for hotel quests at no charge
- Electric vehicle charging.
- Internet facilities.
- Flower banquets and arrangements for special events.
- Smoking policy - 100% non-smoking hotel - By law smoking is prohibited within the building, but all our restaurants & bars have comfortable and stylish outdoor areas where smoking is allowed. Guests cannot smoke in the bedrooms but are welcome to smoke on their balcony.
- Open air smokers' area.
- Air conditioning in all areas - Climate Control
- Smoke detectors in all public areas and bedrooms

Health & Safety Measures

Following the Health Protocols and having the Highest Safety and Hygiene Certifications we inform in detail about the following practices:

Cleaning – Disinfection

- Deep cleaning of all areas.
- Intensification of cleaning and disinfection frequency, adding points that are touched frequently, restaurant and bar areas are included.
- Intensification of cleaning and disinfection in ventilation and air conditioning filters.
- Natural and intensive ventilation in all areas.
- More regular cleaning and disinfection of toilets (and its equipment) of guests and staff, with appropriate chemicals
- Use of wipes or spray with disinfectant and microfiber cloths with color separation, which are washed properly and regularly. For fabric, items (seats) steam cleaning after use.
- For disinfection of fabrics, furniture and mattresses after the check out and before the next, check in, a steam device is used.
- Cleaning plan and project for cleaning tools (vacuum cleaners, brooms, mops, etc.): cleaning and disinfection with use of 60° C minimum.
- It is recommended that only one housekeeper enters the room. If additional staff (technician or staff for specialized deep cleaning) is required, the housekeeper enters last to leave the room disinfected. Disinfection is confirmed with a relevant door hanger outside the room.
- Washing customers' clothes is offered as a service upon request. Relevant form and bag are provided (in the bedroom).

Personal Hygiene and Health

- Training of all staff in preventive measures, personal hygiene, and the new way of working. Certificate of participation in the training to all employees.
- Checking the validity of health certificates of all staff.
- Use gloves & masks of different colors. Frequent change in an obvious way to our guests.
- Permanent cooperation with a Private Healthcare System for the provision of health Services

• Dispenser with hand sanitizer (63-70% alcohol) are placed in key places for guests.

• Dispensers with hand sanitizer (63-70% alcohol) are placed in the workplace of all staff.

• Training the staff for recognition and management of Covid-19 case based on Health Protocols.

• Contactless check-in & check-out are provided and recommended.

• Contactless payment and sending invoices are recommended.

• Encouraging guests to communicate with the front desk staff for any assistance.

Food Safety

• Placing sneeze guards in restaurants. All food will be protected according to Health Protocols.

• Cleaning and disinfection of all kitchens, restaurants and bar equipment.

• Control of stored foods.

• HACCP Certification.

Continuous information and compliance with Health Protocols

Napa Plaza Hotel is closely monitoring and complying with the new directives of the authorities as well as the Health Protocols. The continuous monitoring of scientific and legislative data, as well as their integration into the Health & Safety Protocols is ensured with the participation in the ISO 22000-2005 program (certification).