

The Domes Zeen Chania, a Luxury Collection directory. Containing vigorous details on facilities & operation procedures, curated by the Domes team. *The Directory.*

DOMES ZEEN CHANIA



# WELCOME!

Domes Zeen Chania, a member of Domes Resorts, an exquisite reflection of luxury ambiance and high aesthetic, offers its visitors a multitude of rich experiences.

Nestled within breathtakingly stunning nature, Domes Zeen Chania, is an open-hearted retreat, delivering a soulful holistic take on Mediterranean escape that feels so intimate like it was created at your request. Crete offers the ultimate combination of culture, nutrition and natural beauty. “*Chrisi Gi*” (golden land) Crete with its long history, unique routes and Cretan hospitality will surely awake our global travellers’ naturalistic senses. Bright Aegean skies, inviting blue seascapes and a welcoming, relaxed yet sophisticated vibe frame the experience in the city of Chania.

Our dedicated team and staff are ready to answer any question, organise any personal requests and guide you through endless memorable moments.

This hotel directory includes information about the hotel facilities and services. If you have any further inquiries, please contact the reception → ext. 0

**Do not disturb:** Generally, we will honor your request for privacy; however, we reserve the right to enter the guest room for safety, security and maintenance.

Once again, welcome to  
Domes Zeen, a Luxury Collection Resort, Chania

GENERAL

INFO

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**GENERAL INFORMATION  
ABOUT CHANIA**

Chania is a city with traces of great history and culture. The Old town located on and around the hill of Kasteli was built over the ruins of ancient Minoan city Kydonia. It is surrounded by the Byzantine walls, the Venetian walls and the sea.

Chania was the first capital of Crete and has preserved its heritage almost unaffected. It remains the capital of Chania Region and is located on the western part of Crete and covers 356.12 km<sup>2</sup>.

Chania is known for exotic water and majestic natural environment, where variant sensations accompany visitors at every step. The multicultural and distant past is reflected in all aspects of Cretan lifestyle, such as language, dance, music, food, arts & crafts.

These components establish the genius loci of the authentic Cretan hospitality.

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**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 8,335 km<sup>2</sup> 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 are 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.

|                                 |   |   |                   |
|---------------------------------|---|---|-------------------|
| <b>CLIMATE</b>                  | <p>The climate in Crete is described as mild Mediterranean with differentiations of continental characteristics in the mountains.</p> <p>A basic characteristic of the local climate are large deviations from place to place. Crete has a privileged geographical position in the Mediterranean, which gives it a mild climate with mild changes of the weather.</p> |   |                   |
| <b>POPULATION</b>               | <p>The population of Chania is 108.642 permanent residents and represents the 17.4 per cent of the population in Crete.</p>   |   |                   |
| <b>MAIN RELIGION</b>            | <p>Greek Orthodox</p>   |   |                   |
| <b>LANGUAGE</b>                 | <p>Greek is the official language, but English is widely spoken.</p>  |   |                   |
| <b>DISTANCES FROM THE HOTEL</b> | Chania City Center:   | → | 3 km / 13 min.    |
|                                 | Chania Airport:   | → | 17 km / 29 min.   |
|                                 | Chania Port:  | → | 3.7 km / 16 min.  |
|                                 | Souda Port:   | → | 11.6 km / 16 min. |
|                                 | Rethymnon:  | → | 67.6 km / 61 min. |
|                                 | Heraklion Airport:  | → | 144km / 118 min.  |
|                                 | Heraklion Center:   | → | 144 km / 123 min. |
|                                 | Domes Noruz Chania:   | → | 2.5km / 6 min.    |
|                                 | Autograph Collection Hotel  |   |                   |
|                                 | Domes of Elounda:   | → | 213km / 180min.   |
|                                 | Autograph Collection Hotel, Elounda, Lasithi  |   |                   |
|                                 | Domes Aulūs Elounda:  | → | 213km / 180min.   |

|  |                   |      |
|--|-------------------|------|
| USEFUL TELEPHONE NUMBERS<br>& WIFI INFORMATION | Reception (24/7): | 0    |
|  | Concierge:        | 8002 |
|  | Room Service:     | 8888 |
|  | Spa:              | 8080 |

|                      |  |                         |
|----------------------|--|-------------------------|
| WI-FI<br>FREE ACCESS | Network:   | Luxury Collection_GUEST |
|                      | Please login at the preferred network and follow the instructions. |                         |

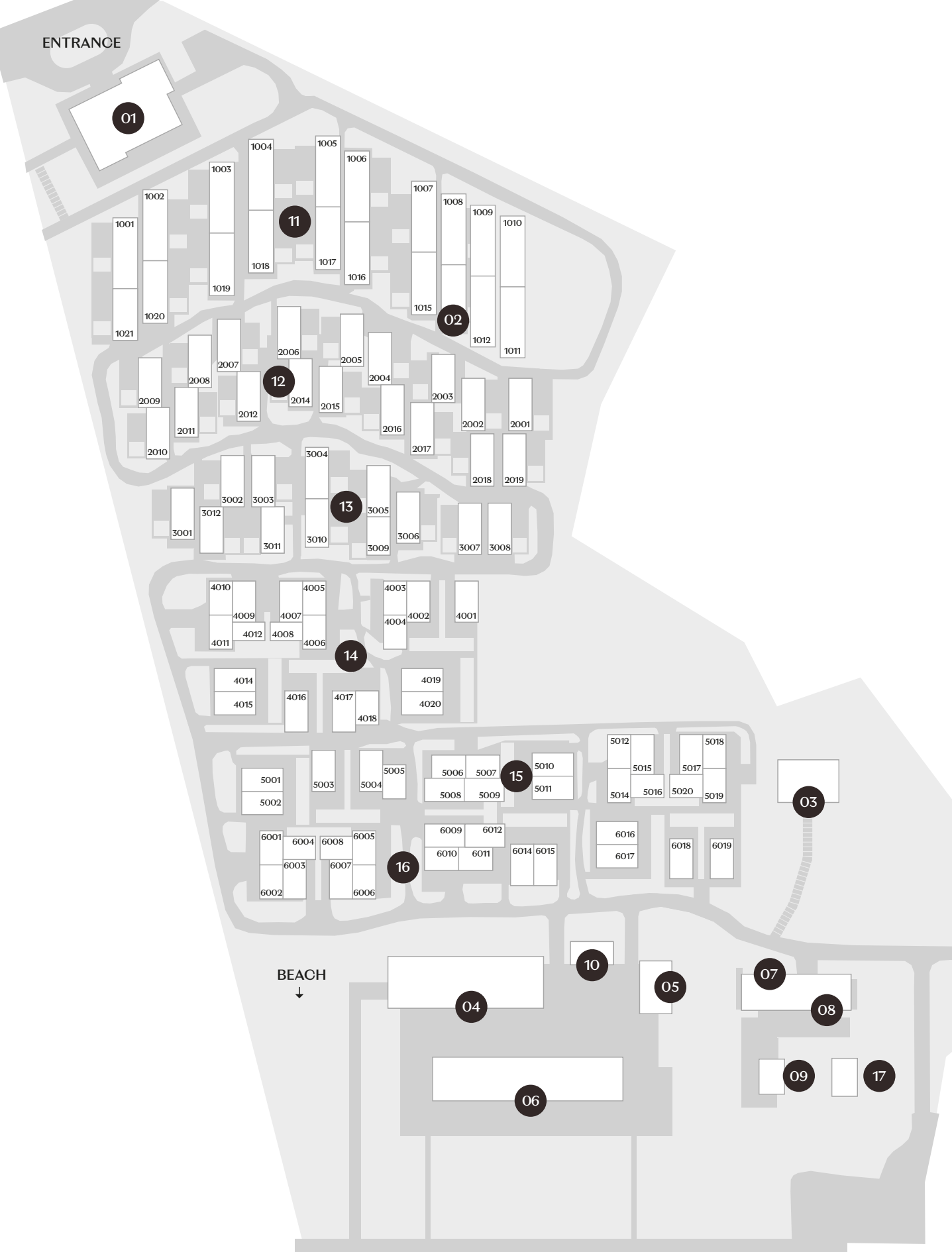
|                   |                      |                                |
|-------------------|----------------------|--------------------------------|
| TELEPHONE CHARGES | Local Calls:         | € 0.40 per minute (hotel unit) |
|                   | Mobile numbers:      | € 1.5 per minute (hotel unit)  |
|                   | International calls: | € 1 per minute (hotel unit)    |

# RESORT

# MAP



ENTRANCE



# MAP

- 01 Reception
- 02 Soma Spa
- 03 Outdoor Fitness Center
- 04 Beach House Restaurant & Bar
- 05 Enino restaurant
- 06 Main Swimming pool
- 07 Neema Boutique & Kids Club
- 08 Neema Boutique & Kids Club
- 09 Pool bar
- 10 Changing Room
- 11 1001-1012, 1015- 1021
- 12 2001-2012 / 2014-2019
- 13 3001-3012
- 14 4001-4012
- 15 5001-5012/ 5014-5019
- 16 6001-6012/ 6014-6019
- 17 Kids Pool

# LEGEND



FACI—

LITIES

## FACILITIES

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### RECEPTION

Reception is at the main building of the resort and is available 24 hours daily for your assistance.

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### RESTAURANTS & BARS

Creative local and fusion dishes open your world to new dimensions of flavor with strong Cretan and Greek influences, making use of the freshly picked ingredients from the birthplace of the Mediterranean diet, Greece.

We have prepared menus for kids and toddlers, as well as vegetarian menus and gluten free dinners upon request.

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### BEACH HOUSE RESTAURANT

Serving breakfast, lunch and dinner from morning till late, this is the spot of the summer sustenance. Flavoursome surprises courtesy of talented chefs pack local, organic produce - treats aplenty to impress every preference and dietary requirement.

|           |               |                 |
|-----------|---------------|-----------------|
| BREAKFAST | 07:00 - 07:30 | Continental     |
|           | 07:30 - 11:00 | American Buffet |
| LUNCH     | 12:30 - 15:30 |                 |

*For bookings you are kindly advised to contact concierge desk.*

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**ENINO FUSION  
RESTAURANT**

20:00 - 23:00

Our healthy, sustainable, artisanal and high quality menu using modern techniques and ingredients from all over the world.

*For bookings you are kindly advised to contact concierge desk.  
Dress Code: Fine casual smart*

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**BEACH HOUSE  
POOL BAR**

10:00 - 23:00

Your favourite poolside spot to wind down in the sunshine and enjoy a fragrant coffee, signature cocktail, glass of exquisite wine or something else from an enticing menu.

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**ROOM SERVICE**

DIAL 8888

At your service! Feel free to contact us anytime, night or day, for snacks, drinks or even a fine dinner.

*Early Breakfast available upon request*

**Breakfast: 07:00 - 12:00**

**All Day Menu: 12:00 - 22:30**

**Late Night Menu: 22:30 - 07:00**

*Tray service: Beverage 3€, Food Service 6€*

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**SAFETY  
DISCLAIMER**

Generally, we will honor your request for privacy; however, we reserve the right to enter the guest room for safety, security and maintenance.

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### SOMA SPA

#### OPERATION HOURS

10.00 - 18.00

Organically blending into the tactile minimalism and unmistakably echoing the natural landscape of Crete beyond, the Soma Spa & Soma Jungle Spa are both indoor and open-ai red temples of wellness, beauty and balance. A tantalising menu of state-of-the-art treatments for face and body, informed by nature and inspired by timeless tradition. Every spa therapy is shaped and moulded around you for a results-driven personalised experience in cooperation with ELEMIS, Coda e Paris, IS Clinical, TheraGun and D eesse pro express.

Manicure / Pedicure Treatments.

For your session please dial 8080.

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### GYM PAVILION

#### OPERATION HOURS

24/7

Free access. Instructor at your service available at specific times during the day.

*For more information, please contact Concierge Desk.*

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### KIEPOS KIDS CLUB

Monday-Saturday: 10:00 - 21:00

Sunday Family Day: 10:00 - 18:00

Play areas, a pool and educational play activities complete the picture of this children's refuge e.

Play areas, a pool and educational play activities complete the picture of this children' refuge e.

Babysitting service: Our resort provides qualified babysitters for children of all ages, at an additional charge upon request and subject to availability. The minimum duration of babysitting is 1 hour, and reservation is required, at least one day in advance.

*For more information, please contact Concierge Desk.*

ADDITIONAL

INFO



## ADDITIONAL INFO

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### AIR CONDITIONING & HEATING

Is available in all accommodation types.

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### AIRLINES AND PORT INFORMATION

Please contact the Concierge Desk for scheduled airline/ferry confirmation and any assistance to print boarding passes and arrange your ferry tickets.

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### BANK SERVICE & CURRENCY

Banks are open from:

MONDAY - THURSDAY

08:00 - 14:30

FRIDAY

08:00 - 14:00

Nearest banks/ATM are located in 300m away from the hotel.  
Currency exchange at the bank.

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### BEACH FACILITIES

Sun beds and umbrellas are available free of charge at the beach and by the pool.

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

Beach towels at all public areas and at your room.

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### BOAT TRIPS & HELICOPTER

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

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**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 Concierge Desk to make any 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 resort, 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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**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.

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**DESTINATION ACTIVITIES  
& ENTERTAINMENT**

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

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**DRESS CODE**

Daytime: Resort Casual. Please wear cover-ups in the restaurant. For safety reasons, shoes must be worn in restaurants & bars at all times.

Evening: Smart Casual. Gentlemen are kindly requested to wear long trousers or smart long shorts in the restaurants. No flip-flops or slippers are allowed.

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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 resort 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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**FLOWERS**

Romantic moments may blossom in Domes Zeen Chania, let us know your favourite flowers

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**FIREWORKS**

Let us create your magnificent surprise!

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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**

Please contact our Concierge Desk for more information.

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**LAUNDRY SERVICE**

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.

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 weekends or public holidays.

## ADDITIONAL INFO

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### LIBRARY

Please contact the Concierge Desk to borrow books from our small library.

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### LINEN POLICY

Bath and bedroom linen are replaced in respect and according to our environmental policy.

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### LOST & FOUND

For lost property please contact the Reception Desk.

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### LUNCH BOX

Please contact the Concierge Desk to place your order the day before until 18:00.

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### MESSAGES

All messages will be delivered to your room.

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### MINI BAR & ROOM SERVICE

Any mini bar charges will appear on your final bill.

*Please contact Room Service for any special requests*

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**PARKING**

24 hours valet parking and parking area is available at the entrance of the resort.

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**PORTER SERVICE**

Please contact the Reception Desk if you need help with your luggage.

Please make sure it has been out of your taxi on arrival or that you have not forgotten anything on departure.

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**PETS**

Service animals are permitted in the resort.

*For more information please contact the Front Desk.*

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**PLACES OF INTEREST  
MUSEUMS &  
ARCHAEOLOGICAL SITES**

Chania and the surrounding area consist of amazing sites to unfold. Simply contact the Concierge and we will highlight for you the best spot, navigate you to the archaeological museum, the Maritime museum and arrange personalised excursions for you.

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**RESERVATIONS**

Please contact the Reception Desk if you need help with future reservations at any of our sister hotels, Domes Miramare Corfu Luxury Collection, Domes Noruz Chania, Autograph Collection, Domes of Elounda Autograph Collection, Elounda Blu and Pleiades Villas.

## SPECIAL OCCASIONS / FIREWORKS

*Please contact Concierge Desk for any special occasion needs to be organised.*

## 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 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.*

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**SWIMMING POOLS**

OPENING HOURS  
10:00 - 18:00

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.

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**TAXI**

*Please contact the Concierge or Reception.*

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**TELEPHONE & FAX**

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.*

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**TELEVISION**

Every room is equipped with Satellite TV. For details, please read the instructions available in your room.

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**TENNIS**

Don't miss out on your favorite activities.

The tennis courts of the Chania Tennis Club are only 1,7km/4m away from the hotel. For reservations, equipment, as well as scheduling private tennis lessons with a professional trainer contact our concierge desk.

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**VALUABLES &  
SAFETY DEPOSIT  
BOXES**

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.



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**WAKE UP CALLS**

Please contact the reception desk to arrange for the time you would like to be woken up. You can also set your own alarm directly from the telephone device or on your TV.

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**WELLNESS PROGRAM**

Fitness programs and private classes with additional Personal Trainer charges.

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**PILLOW MENU**

**HOLLOFIL ALLERBAN**

Upgrade your sleep, with a choice which combines comfort, and safety. An anti-dust mite pillow, with antimicrobial fibre and a firm support for both the neck and the head.

**MEDIFORM LIGHT / MEMORY**

A memory pillow, designed for the maximum comfort, as it adapts to the way you sleep by following the contours of your head and neck.....Sweet dreams!

**NECK SUPPORT**

This latex pillow is an ideal choice for a perfect support of your neck. Because the perfect head start for a good sleep needs a comfortable neck as its base!

**COMFOREL ECO**

The thousands of comforel cluster-fibres in this pillow mold perfectly to the shape of your head and neck. Ideal for those who prefer a soft pillow.

**OUTLAST**

Thanks to outlast microcapsules based in one side reduces temperature swings and influence the comfort zone efficiently. You feel not too hot not too cold just right. Ideal for those who have sweating problems.

COMFORT

∅ SAFETY

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**EMERGENCY  
EXIT SIGN**

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

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**FIRE EMERGENCY**

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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 guestroom door.

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**FIRST AID**

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First aid kits are available in reception, all bars & restaurants.

*In case of emergency, please contact the Reception Desk.*

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**MEDICAL SERVICES**

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In case of emergency, our hotel provides a 24h medical service\*. For further information, please contact the Front Office Department. Dial 0

*For further information please contact the Front Office Department, extra charges apply.*

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**SAFETY**

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.

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**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.

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**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.

The management reserves the right to change the information included in this service directory, at any time and without notice. Depending on weather conditions, the hotel departments' opening hours may change (with or without prior notice).



# ENVIRON- MENTAL & FOOD

## SAFETY POLICY

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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 Zeen Chania developed and implemented an environmental management system in accordance with the requirements of 14001 International Standard. It covers all activities of the hotel and in particular the accommodation services, catering and entertainment.

**Therefore, the administration of Domes Zeen, a Luxury Collection resort, Chania 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 Zeen, a luxury collection resort, Chania 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 ISO 14001 Environmental Management System and ISO 22000 Food Safety Management System, 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.

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## ENVIRONMENTAL MANAGEMENT

Proper environmental management and environmental protection are key objectives of Domes Zeen Chania. The adoption and implementation of an environmental management system according to International Standard 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 on 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 on 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.





TERMS &

CONDI-  
TIONS

## 1. 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.

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**“Platforms”:** Third-party owned Web sites that provide travel services.

**“Terms and 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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## 2. SCOPE

**2.1.** 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.

**2.2.** Sub-contracting or sub-letting of Accommodation Unit, together with their use for any purposes other than accommodation is strictly prohibited.

**2.3.** The present T&C shall supersede any contrary general terms and conditions that Guest or Tour Operator has set.

**2.4.** 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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### 3. 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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### 4. STAY PROVISIONS

**4.1. 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.

**4.2. Children** The following terms and conditions are not applicable where the Hotel adopts an "adult only" policy.

**4.2.1.** Unless they are attending the Hotel's Childcare Services, children under 14 years old should always be supervised by an adult.

**4.2.2.** For any damages caused (either to the Hotel, Personnel, or to other Guests) by Children of Guests the Guest who is related to the child shall be liable.

**4.2.3.** Likewise, any charges made by children of Guests while not under the supervision of their parents shall also be deemed to have been valid and binding to their parents as Guests.

**4.2.4.** Children that are attending the Hotel's Childcare Services are under the direct supervision of professional, qualified and experienced personnel operating the Hotel's Childcare Center. Childcare Personnel is specially trained by a certified, internationally recognized Consultancy and Training contractor of the Hotel.

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All childcare buildings, facilities and equipment of the Hotel are constantly checked and comply fully with all health and safety standards and all childcare related procedures are consulted upon and audited by the above-mentioned Consultancy and Training Contractor.

#### **4.3. Disabilities - Medical Conditions - Diseases**

4.3.1. Guests with disabilities that require special considerations ought to make such considerations known to the Hotel at least at the check-in date.

4.3.2. 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.

4.3.3. If it is medically ascertained that a Guest has an infectious disease, the Hotel retains the right to request their departure with - in 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.

#### **4.4. 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, re - ligion, sexual orientation, political beliefs, gestures, physical con - tact, sexual lewdness or any other behavior that is deemed as har - assment by relevant legislation.

#### **4.5. Loud behavior**

Guests should be respectful of other Guests and not be unneces - sarily 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, res - taurants, bars, lounge, etc.

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#### **4.6. Safety Deposit Box**

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

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

#### **4.7 Food and Beverages (F&B)**

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

4.7.2. 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.

#### **4.8. Gym**

4.8.1. All Guests 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

4.8.2. 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.

4.8.3. Young children under 18 years of age are allowed in the Gym only under the supervision of an adult.

4.8.4. 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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4.8.5. 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.

#### **4.9. 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.

#### **4.10. Use of Pools (either Public or Private)**

4.10.1. 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.

4.10.2. Persons under 18 should always be under the visual supervision of an adult.

4.10.3. Use of the swimming pools is not allowed while under the influence of drugs, alcohol or medications that inhibits physical ability.

4.10.4. Guests are required to be extremely careful when walking around the pools, especially when the floor is wet.

4.10.5. If special attention is required for Guests while swimming, it should be made immediately known to competent Personnel.

4.10.6. 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.



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4.10.7. 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.

#### **4.11. Club Cars**

While being on the club cars, Guests ought to follow the driver's instructions and be appropriately careful.

#### **4.12. Outdoor Activities**

4.12.1. 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.

4.12.2. 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. 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.

4.12.3. Young children under 18 years of age are allowed to participate in Outdoor Activities only under the supervision and constant presence of an accompanying adult.

4.12.4. 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.

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#### **4.13. Internet Service**

4.13.1. 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.

4.13.2. The Hotel may restrict use of the internet service if it is found that Guests are abusing the service. Abuse may include in -  
dicatively and not restrictively include, the downloading of single  
files over 1 GB per/8 hours, attempting to hack network infrastruc -  
ture of the Hotel and/or attempting to access other Guests pri -  
vate devices through the Hotel network.

4.13.3. Use of the internet service is construed as a waiver of any  
responsibility of the Hotel.

4.13.4. The Hotel does not assume any responsibility from the use  
of the internet service regarding data security or privacy.

4.13.5 For posts on internet media (including but not limited to:  
blogs, Facebook, Twitter, Instagram et.al) it is forbidden to use dis -  
tinctive markings of the Hotel in a way that may be misconstrued  
that the Guest is affiliated in any way with the Hotel.

4.13.6 Guests may not make defamatory statements on internet  
media for the Hotel or the Hotel, and/or Hotel Personnel.

#### **4.14. Parking**

4.14.1. Though the Guest may be offered a parking space in the  
Hotel garage or car park, this shall not form contract for its safe  
keeping, even if a parking fee is paid.

4.14.2. Hotel bears no liability for any damages caused by other  
Guests’ willful or negligent behavior when driving inside the park -  
ing lot.

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**5. LIABILITY**

**5.1. Disclaimer** The Hotel and its vicarious agents shall, in accordance with statutory provisions, be liable for damages towards the Guest arising only from willful or grossly negligent behavior. 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 fulfillment 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.

**5.2.** 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.

**5.3.** 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.

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## **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, 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.

**6.2.** 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.

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## **7. CONTRACTED SERVICES**

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 childcare services. If the Guest does not make 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 establish 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 safekeeping 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 is 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 1/2 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**

**10.1.** 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.

**10.2.** Surveillance records are kept for security purposes for up to 15 days or 30 days in case of accident report.

**10.3.** 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

**11.1.** 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.

### **11.2.** Guest Grievance Resolution

**11.2.1** For any Grievance that arises during their stay Guests ought to reach out to Personnel to resolve their Grievance.

**11.2.2.** 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.

**11.2.3.** 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 (note-mail) with the Subject: "Grievance Report- (Surname, Name)" to the Hotel's official email address referred in the Registration Card.

**11.2.4.** If the above-mentioned procedure is not followed, any grievances that are reported after the checkout date shall not be recognized as such by the Hotel.

**11.3.** 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.

**11.4.** Nullity If any individual term of these T&C is deemed void, the validity of the remaining provisions shall not be affected thereby.

### **11.5.** Applicable Law and Competent Jurisdiction

**11.5.1** Applicable Laws of Greece and relevant EU Legislation are to be applied for the present T&C.

**11.5.2** 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.



# PRIVACY POLICY

STATE-  
MENT



## PREFACE

Domes of Crete Single Member S.A. runs Domes Zeen Chania Hotel at Vathilakos-Petrokopio, Parigoria Region, Nea Kudonia, Chania, Crete, Greece. Domes of Crete Single Member S.A., established in Greece, Tsifliki Region, Elounda Residential Area, Agios Nikolaos, Lasithi, Crete (Registration Number 162105441000), is the Controller of your Personal Data. In compliance with the Regulation EU 2016/679 of the European Parliament and the Council of 27 April 2016 applicable from 25 May 2018 and the national law 4624/2019 (Government Gazette 137/A/2019), renewed its privacy rules in order to achieve the most secure and safe data processing way.

## 1. DEFINITIONS

1.1. «personal data» means any information relating to an identified or identifiable natural person (data subject) in particular by reference to an identifier such as name, gender, postal address, telephone number, email address, credit or debit card number other financial information in limited circumstances, language preference, date and place of birth, nationality, passport, visa or other government-issued identification data, important dates, such as birthdays, anniversaries and special occasion, membership or loyalty program data (including co-branded payment cards, travel partner program affiliations), employer details, travel itinerary, tour group or activity data, prior guest stays or interactions, goods and services purchased, special service and amenity requests, geolocation information, social media account ID, profile photo and other data publicly available, or data made available by linking your social media and loyalty accounts.

«personal data» means also data about family members and companions, such as names and ages of children, biometric data, such as digital images, images and video and audio data via security cameras located in public areas, such as hallways and lobbies, in our properties.

«personal data» means also guest preferences and personalised data («Personal Preferences»), such as your interests, activities, hobbies, food and beverage choices, services and amenities of which you advise us or which we learn about during your visit.

1.2. «other data» are data that generally do not reveal your specific identity or do not directly relate to you as an individual. To the extent Other Data reveal your specific identity or relate to you as an individual, we will treat Other Data as Personal Data. Other Data include browser and device data, app usage data, data collected through cookies, pixel tags and other technologies, demographic data and other data provided by you, aggregated data.

1.3. «processing» means any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

1.4. «restriction of processing» means the marking of stored personal data with the aim of limiting their processing in the future.

1.5. «profiling» means any form of automated processing of personal data consisting of the use of personal data to evaluate certain personal aspects relating to a natural person, in particular to analyse or predict aspects concerning that natural person's performance at work, economic situation, health, personal preferences, interests, reliability, behaviour, location or movements.

1.6. «pseudonymisation» means the processing of personal data in such a manner that the personal data can no longer be attributed to a specific data subject without the use of additional information, provided that such additional information is kept separately and is subject to technical and organisational measures to

## PRIVACY POLICY STATEMENT

### 1. DEFINITIONS

1.6. ... ensure that the personal data are not attributed to an identified or identifiable natural person.

1.7. «binding corporate rules» means personal data protection policies on our group of enterprises engaged in the joint economic activity, including our employees.

1.8. «the purposes of the processing» is the service of hotel accommodation on our properties and other services strongly related to it such as on-property services and outlets, such as restaurants, concierge services, health clubs, child care services, and spas.

### 2. THE COLLECTION OF PERSONAL DATA

We collect Personal Data from:

2.1 Online Services. We collect Personal Data when you make a reservation, purchase goods and services from our Websites, communicate with us, or otherwise connect with us or post to social media pages, or sign up for a newsletter or participate in a survey, contest or promotional offer.

2.2. Property Visits and Offline Interactions. We collect Personal Data when you visit our properties or use on-property services and outlets, such as restaurants, concierge services, health clubs, childcare services, and spas. We also collect Personal Data when you attend promotional events that we host or in which we participate, or when you provide your Personal Data to facilitate an event.

2.3. Customer Care Centers. We collect Personal Data when you make a reservation over the phone, communicate with us by email, fax or via online chat services or contact customer service. These communications may be recorded for purposes of quality assurance and training.

2.4. Marriott Group, Other Marriott Group Companies, Owners of Marriott Group, Travel Agencies, Lodging Companies and Franchisees. We collect Personal Data from the Marriott Group, other Marriott Group companies, Owners of Marriott Group branded properties, travel agencies and lodging companies. We also collect Personal Data from Franchisees of the above mentioned group, agencies and companies.

2.5. Authorized Licensees. We collect Personal Data from companies when we enter into a license or similar agreement to sell goods and services.

2.6. Strategic Business Partners. We collect Personal Data from companies with whom we partner to provide you with goods, services or offers based upon your experiences at our properties or that we believe will be of interest to you ("Strategic Business Partners"). Examples of Strategic Business Partners include on-property outlets, travel and tour partners, time share partners, rental car providers and travel booking platforms.

2.7. Your browser or device. We collect certain data through your browser or automatically through your device, such as your computer type (Windows or Macintosh), operating system name and version, internet browser type and version and the name and version of the Online Services (such as the Apps) you are using. We use this data to assess levels of usage.

2.8. Your use of the Apps. We collect certain data when you download and use an App, such as App usage data, the date and time the App on your device accesses our servers and what data and files have been downloaded to the App based on your device number.

## PRIVACY POLICY STATEMENT

### 2. THE COLLECTION OF PERSONAL DATA

2.9. Cookies, Pixel Tags other similar technologies. Our website uses cookies and trackers in order to provide you with the best possible online experience. For further information, please read our Cookies Policy.

2.10. Analytics. We may collect data through Google Analytics and Adobe Analytics, which use cookies and technologies to collect and analyze data about use of the Services. These services collect data regarding the use of other websites, apps and online resources. You can learn about Google's practices by going to [www.google.com/policies/privacy/partners/](http://www.google.com/policies/privacy/partners/) and opt out by downloading the Google Analytics opt out browser add-on, available at <https://tools.google.com/dlpage/gaoptout>. You can learn more about Adobe and opt out by visiting <http://www.adobe.com/privacy/opt-out.html>.

### 3. THE PURPOSE OF THE PROCESSING

We use Personal Data and Other Data to provide you with Services, to develop new offerings and to protect the legal rights of Domes of Crete Single Member S.A, the property of the hotel and our guests. In some instances, we will request that you provide Personal Data or Other Data to us directly. If you do not provide the data that we request, or prohibit us from collecting such data, we may not be able to provide the requested Services.

We use Personal Data and Other Data for our legitimate business interests, including the following:

3.1. Provide the Services you request. We will use Personal Data and Other Data to manage our contractual relationship with you, because we have a legitimate interest to do so and/or to comply with a legal obligation.

We use Personal Data and Other Data to provide Services you request, including:

To facilitate reservations, payment, send administrative information, confirmations or pre-arrival messages, to assist you with meetings and events and to provide you with other information about the area and the property at which you are scheduled to visit.

- To complete your reservation and stay, for example, to process your payment, ensure that your room is available and provide you with related customer service.
- To support our electronic receipt program. When you provide an email address in making a reservation, we use that email address to send you a copy of your bill. If you make a reservation for another person using your email address, that person's bill will be emailed to you, as well. You can opt out of receiving your bill via email and instead receive a paper copy by contacting the front desk.

3.2. Personalise the Services according to your Personal Preferences. We will use Personal Data and Other Data to provide personalised Services according to your Personal Preferences either with your consent or because we have a legitimate interest to do so. We use Personal Data and Other Data to personalise the Services and improve your experiences, including when you contact our call center, visit one of our properties or use the Online Services, to customize your experience according to your Personal Preference and to present offers tailored to your Personal Preferences.

3.3. Communicate with you about goods and services according to your Personal Preferences. We will use Personal Data and Other Data to communicate with you with your consent, to manage our contractual relationship with you and/or because we have a legitimate interest to do so. We use Personal Data and Other Data to send you marketing communications and promotional offers, as well as periodic customer satisfaction, market research or quality assurance surveys.

3.4. Loyalty Programs. We use Personal Data and Other Data to offer and manage your participation in

### 3. THE PURPOSE OF THE PROCESSING

...your global loyalty programs, as well as others that are specific to certain properties or tailored to your interests, send you offers, promotions and information about your account status and activities, assess your benefits, administer points earned through co-branded credit cards, manage your choices regarding how you wish to earn, track and use your points, we will use Personal Data and Other Data in this way with your consent, to manage our contractual relationship with you and/or because we have a legitimate interest to do so.

3.5. Sweepstakes, activities, events and promotions. We use Personal Data and Other Data to allow you to participate in sweepstakes, contests and other promotions and to administer these activities. Some of these activities have additional rules and may contain additional information about how we use and disclose your Personal Data. We suggest that you read any such rules carefully. We use Personal Data and Other Data in this way with your consent, to manage our contractual relationship with you and/or because we have a legitimate interest to do so.

3.6. Business Purposes. We use Personal Data and Other Data for data analysis, audits, security and fraud monitoring and prevention (including with the use of closed circuit television, card keys, and other security systems), developing new goods and services, enhancing, improving or modifying our Services, identifying usage trends, determining the effectiveness of our promotional campaigns and operating and expanding our business activities. We use Personal Data and Other Data in this way to manage our contractual relationship with you, comply with a legal obligation and/or because we have a legitimate interest to do so.

### 4. THE PROCESSING AND SHARING OF PERSONAL DATA

Our goal is to provide you with the highest level of hospitality and Services, and to do so, we share Personal Data and Other Data with the following:

4.1. Our authorized personnel including: Hotel staff; Reservation staff; IT department; Marketing services; Legal services if applicable. Generally, any appropriate person within Domes Zeen Chania Hotel for certain specific categories of personal data.

4.2. Marriott Group, Other Marriott Group Companies, Owners and Franchisees. We disclose Personal Data and Other Data to the Marriott Group, for the purposes described above, such as providing and personalising the Services, communicating with you, facilitating the loyalty programs, and to accomplish our business purposes. The abovementioned partner is the party responsible for the management of your Personal Data. We share your Personal Data and Other Data used for making a reservation to fulfill and complete it. For more you can access directly <https://www.marriott.com/about/privacy.mi>

4.3. Strategic Business Partners. We disclose Personal Data and Other Data with select Strategic Business Partners who provide goods, services and offers that enhance your experience at our properties or that we believe will be of interest to you. By sharing data with these Strategic Business Partners, we are able to make personalised services and unique travel experiences available to you. For example, this sharing enables restaurant, health club, concierge and other outlets at our properties to provide you with services. We do not allow strategic business partners to use this information or to share it for any purpose other than to provide services on our behalf.

4.4. Service Providers. We disclose Personal Data and Other Data to third-party service providers for the purposes described in this Privacy Statement. Examples of service providers include companies that provide website hosting, data analysis, payment processing, order fulfillment, information technology and

### 4. THE PROCESSING AND SHARING OF PERSONAL DATA

...related infrastructure provision, customer service, email delivery, marketing, auditing and other services. We do not allow these service providers to use this information or to share it for any purpose other than to provide on our behalf. to provide services on our behalf.

4.5. Cross border transfers. Your personal data may be shared with our service providers. Such third parties may be based anywhere in the world, which could include countries that may not offer the same legal protections for personal data as your country of residence. We will follow local data protection requirements will apply the necessary safeguards under the applicable law of the country transferring the data for such transfers. Irrespective of which country your personal data is transferred, we will only share your Personal Data under appropriate contractual restrictions (such as EU Standard Contract Clauses) to ensure that an adequate or essentially equivalent level of personal data protection is afforded by the third party in the recipient country in relation to the personal data being transferred. In case of using EU Standard Contract Clauses, we will have previously assessed together with the relevant third party, by taking into account the factual circumstances of the transfer in question, whether supplementary measures (of technical, contractual or organizational nature) need to be additionally adopted and implemented, as may be required by law or supervisory authorities, to ensure that an adequate or essentially equivalent level of personal data protection is afforded by the third party in the recipient country in relation to the personal data being transferred.

4.6. We will use and disclose Personal Data as we believe to be necessary or appropriate:

- (a) to comply with applicable law, including laws outside your country of residence;
- (b) to comply with legal process;
- (c) to respond to requests from public and government authorities, including authorities outside your country of residence and to meet national security or law enforcement requirements;
- (d) to enforce our terms and conditions; (e) to protect our operations;
- (f) to protect the rights, privacy, safety or property of Domes of Crete Single Member S.A., you or others;
- and (g) to allow us to pursue available remedies or limit the damages that we may sustain.

### 5. PRINCIPLES RELATING TO OUR PROCESSING OF PERSONAL DATA

Your Data are:

- (a) processed lawfully, fairly and in a transparent manner.
- (b) collected for the specified, explicit and legitimate purposes explained above and not further processed in a manner that is incompatible with those purposes.
- (c) adequate, relevant and limited to what is necessary in relation to the above purposes.
- (d) accurate and, where necessary, kept up to date.
- (e) processed in a manner that ensures appropriate security, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

### 6. CONSENT

6.1. We process your data after your prior freely given, specific, informed and unambiguous statement or your clear affirmative action signifies agreement.

6.2. You have the right to withdraw your consent at any time. Withdrawal of consent shall be in written form and bears no detriment to the provision of our services. However, withdrawal of your consent will not affect the lawfulness of processing based on consent before its withdrawal.



### 7. RETENTION

We will retain your Personal Data for the period necessary to fulfill the purposes outlined in this Privacy Statement unless a longer retention period is required or permitted by law and then will be safely deleted. The criteria used to determine our retention periods include:

- The length of time we have an ongoing relationship with you and provide the Services to you (for example, for as long as you have an account with us or keep using the Services).
- Whether there is a legal obligation to which we are subject (for example, certain laws require us to keep records of your transactions for a certain period of time before we can delete them).
- Whether retention is advisable considering our legal position (such as, for statutes of limitations, litigation or regulatory investigations).

### 8. SECURITY

We seek to use reasonable organizational, technical and administrative measures to protect Personal Data. Unfortunately, no data transmission or storage system can be guaranteed to be 100% secure (for example if you feel that the security of your account has been compromised), please immediately notify us in accordance with the “Contacting Us” section, below.

### 9. YOUR RIGHTS

As the Data Subject subjected to processing, you reserve and can exercise any time the following rights:

- you can obtain access to your Personal Data that we process and to request a copy (Right of Information).
- you can obtain not only the rectification of inaccurate Data but also the completion of incomplete Personal Data, always according to the purposes of the processing (Right to Rectification).
- you have the right to obtain the erasure of your Personal Data, without prejudice to our obligations and legal rights regarding their retention on the basis of the specific implemented statutory and regulatory provisions (Right to Erasure).
- you can obtain restriction of processing your Personal Rights, when it is not clear whether your Data is being used and for how long, when you contest their accuracy, when their processing is unlawful or the purpose of the processing has come to an end and under the provision that there is no legitimate reason for their retention, while your clear consent will be requested for any other processing except from filing (Right to Restriction).
- you can object at any time to the processing of your Data, on grounds relating to your particular situation, in case your Personal Data are processed for the purposes of our legal interests, without prejudice that we can demonstrate compelling and legitimate grounds for the respective processing that override your interests, rights and freedoms or for the establishment, exercise and defence of legal claims (Right to Object).
- you can receive your Personal Data which are retained with automated means electronically (in a commonly used and machine - relatable format) or you can demand their transmission to others (Right to Portability).

### 10. HOW YOU CAN EXERCISE YOUR RIGHTS - THE RIGHT TO LODGE A COMPLAINT

In case you want to exercise your rights regarding Personal Data that you have previously provided to us, Right Exercise Forms are at your disposal both in written and electronic form at the Front Desk. You can contact us at +30 2821 607 000, by e-mail at [privacy@ledrahotelsandvillas.com](mailto:privacy@ledrahotelsandvillas.com) or submit the filled in forms at the Front Desk.

In your request, please make clear what right is exercised and what Personal Data it regards. For your protection, we only fulfill requests for the Personal Data associated with the particular email address that you use to send us your request, and we may need to verify your identity before fulfilling your request. We will try to comply with your request as soon as reasonably practicable and consistent with the applicable law.

Please note that we often need to retain certain data for recordkeeping purposes and/or to complete any

## PRIVACY POLICY STATEMENT

### 10. HOW YOU CAN EXERCISE YOUR RIGHTS - THE RIGHT TO LODGE A COMPLAINT

transactions that you began prior to requesting a change or deletion (e.g., when you make a purchase or reservation, or enter a promotion, you may not be able to change or delete the Personal Data provided until after the completion of such purchase, reservation, or promotion). There may also be residual data that will remain within our databases and other records, which will not be removed. In addition, there may be certain data that we may not allow you to review for legal, security or other reasons.

In case there is undue refusal or delay on our behalf to grant your requests, as established in your rights, or if you feel that your Personal Data are processed in contravention of the law, you have the ability to file a complaint with the Hellenic Data Protection Authority, which is established in Athens, Kifisia Str. 1-3, PC 115 23, tel. +30 210 6475 600 and fax +30 210 6475 628, as the national competent authority concerning the implementation of the General Data Protection Regulation (GDPR). For further information, you can visit the official website of the above authority [www.dpa.gr](http://www.dpa.gr) (an English version is available).

### 11. DPO

Conforming ar. 37 and 38 of the GDPR, on regard to your best interest, Domes of Crete Single Member S.A., has designated Anastasios Nikolakopoulos, Attorney at law admitted in Thessaloniki Bar Association, resident at 15 Komnion str. Thessaloniki, Greece, Zip Code 546 25, tel. +30 2310 240 224, as the Data Protection Officer responsible for overseeing compliance with EU data protection. If you have any concerns about the way in which your personal data is being used or processed by us or you are not satisfied, you can contact him directly at [dpo@ledrahotelsandvillas.com](mailto:dpo@ledrahotelsandvillas.com).

### 12. FINAL PROVISIONS

Domes of Crete Single Member S.A. values you as our guest and recognize that privacy is important to you. We revise and update this Privacy Statement when any changes become effective. Its former versions are at your disposal upon request. In any case, your use of the Services following these changes means that you accept the revised Privacy Statement. We remain at your disposal for any addition information using the above contact.

LAST UPDATED: MARCH 2022

Domes Zeen, a Luxury Collection resort, Chania

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