



Welcome!

It's a great pleasure to welcome you at
TUI MAGIC LIFE CANDIA MARIS
on the island of Crete.

The management team and staff are delighted
to be at your service and are determined
to make your stay pleasant and memorable.

enjoy your stay!





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Telephone Catalogue

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Reception	702
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Useful Information about the resort A to Z

Air-Conditioning

Our hotel is fully air-conditioned. Please keep your balcony door closed when the air-conditioning is on.

Animation daily Activities & Night Entertainment

Please check the Animation Info Board outside Magico Restaurant terrace for the Daily & Night Activities. Make all your days at TUI Magic Life Candia Maris fun-filled.

Application

Download our iOS & Android application and explore the virtual world of the Club!

Read everything about our facilities.

Find your way around using GPS!

Read our proposals about Crete's best locations

Check our social pages

Contact us

Make a table reservation!

Simply download the TUI Magic Life Candia Maris Application!

Arcade Games

There is a Games room in the Club's main building, located two floors below Reception level. These services are offered at extra charge.

ATM

An Automatic Transaction Machine is located approximately 800m. away from the Club, direction Heraklion.

Bank - Exchange

The nearest banks are in Gazi village, 2 km away from the hotel and are open Monday to Friday 08.30 -14.00. Guests may exchange their foreign currency at the Reception Desk.

Beach / Pool Facilities

At TUI Magic Life Candia Maris sunbeds and umbrellas are reserved for our guests.

Nevertheless it is a public beach. That means that all guests need to take care of their belongings as the resort takes no responsibility for any loss. Moreover, we recommend to avoid consuming products sold by vendors on the beach. These products are not subject to health controls, therefore do not meet health/hygiene requirements.

Beach Warning Flag

Guests are kindly requested to use caution when swimming. You are respectfully reminded that it is dangerous to swim beyond the marked area or after eating or drinking.

Please note also the colour of the flag on the beach every day before entering the water :

RED: Swimming prohibited

ORANGE : Swim at your own risk

GREEN: Calm sea - Enjoy your swim!



Local regulations state that we are forbidden to rent any water-sport equipment, in this case the Club's canoe, to anyone who has just eaten, or has drunk any alcoholic beverages at any time that day. Also all guests wishing to hire equipment will have to prove that they are competent swimmers.

Beach Towels

Blue towels are to be used on the beach and the pools of the Resort. There is one station where you may exchange your used towel with a clean one, located at the Towel Counter Kiosk, by the Main Activity Pool. You cannot hang your towel on the balcony, please use appropriate air dry rack situated in the bathroom along the bath tub or shower.

It is not allowed to reserve sunbeds.

Guests are kindly requested not to take bathroom towels to the beach.

Bell Boy

Please contact the Reception Desk if you need help with your luggage (available 24 hours).

Boarding Pass

Attend to the Guest Service Desk, in order to make online check-in and a printout of your boarding pass.

Boutique

The resort offers a Boutique at the Magico restaurant level of Club's Main Building. This service is offered against extra charge

Breakfast in Room

There is the possibility for the guests to order Breakfast in their room for special occasions, such as anniversaries, wedding proposals, surprises and birthdays. Please contact the Guest Service Team, always one day before and upon request. This service is offered against an extra charge.

Business Service

Please contact the Guest Service Desk or the Reception Desk, for scanning, printing, photocopying, and fax service.

Bus Services

There is a public bus stop located across the entrance of the hotel. You can take bus number 1, direction to Heraklion and bus number 6 from Heraklion direction to Ammoudara. The ticket costs 1.20 Euro, and is valid per route, per person.

Please contact the Guest Service Desk or the Reception Desk for further details and the bus time schedule.

Car Rental

May be arranged through our partner Motorclub, rent a car Desk located in the Magico lobby.





Checkout Time

Checkout time is at noon (12.00). If you wish to extend your stay, please contact the Reception Desk, always 24 hours in advance, as the late check out service is always upon availability and against extra charge.

Church Services

Contact the Reception Desk or Guest Service Team to find out details of local places of worship.

Credit Cards

All major cards are accepted.

Doctor

See Medical Services.

Do Not Disturb Sign

Please hang the "Do not disturb" sign outside your door knob if you wish to have privacy. If you wish not to be disturbed by phone, please contact the operator.

Dress Code

Please be so kind to respect the dress code (no beachwear, no flip flops, long trousers for men) in all restaurants during dinner.

Entertainment

You will find a weekly activity & event program at the Magic Radio, wooden kiosk, located at the Main Activity Pool and the Reception Desk.

Elevators

There are 9 elevators around the Club. In the event of elevator damage while in use, please do not panic. In case of emergency, please use the cabin phone and you will be automatically connected to the hotel reception.

First Aid

Contact the hotel operator – 0 – in case of any emergency.

Flight & Pick up time Information

Please contact the Rep's Office located at the Lobby Level, for your scheduled pick-up time and your flight information.

Flowers

Please call the Guest Service Desk or the Reception Desk to arrange a delivery. This service is offered against an extra charge.



Food Allergies

For any food allergies or food intolerance (gluten, lactose, a particular diet, etc.) contact the Guest Service Desk in order to introduce you to the Chef of the restaurant or the restaurant manager (Maitre d' Hotel).

Golf

The Crete Golf Club is a championship golf course, the only 18 hole golf course desert style on the island of Crete and one of the most impressive golf courses of the Mediterranean, which holds a unique challenge and a pleasant experience for both golf players and visitors. It is accessible from our Club, by car or Taxi and located approximately 35 km away at the Hersonissos District Resort

For golf reservations visit the site www.crete-golf.gr or attend to the Guest Service Desk. This service is offered against extra charge.

Guest Service

For any assistance, complain, or further need during your stay, please attend to the Guest Service desk located at the lobby or call the ext. 777.

Gym

Use our full service fitness facilities, with no extra charge located at the Main Building, below Aegeo Spa's Reception and stay fit during your stay! Operating daily from 09.00 to 23.00. Saturdays 13.00-21.00, Sundays closed.

Hair Dressing

There are several Hair dressers at the area of Ammoudara. The one closer by, is located approximately 100m. from the Club's entrance.

Housekeeping

Should you require additional supplies or your room to be cleaned at a specific time, please contact the Reception Desk. Please note that the Club has the possibility to offer anti-allergic bed clothing and pillows to allergic guests, always upon request.

Internet Corner

There are two pc's for usage from the guest's with Internet connection, located at the Business Center, next to the Reception Desk.

International Dialing Codes

Australia 00 61

Austria 00 43

Belgium 00 32

Canada 00 1

Cyprus 00 35

Denmark 00 45

Finland 00 358

France 00 33

Germany 00 49

Greece 00 30

Hungary 00 36

Irish Republic 00 353

Israel 00 972

Italy 00 39

Japan 00 81

Netherlands 00 31

Russia 00 7

Saudi Arabia 00 966

Spain 00 34

Switzerland 00 41

U.S.A. 00 1

United Arab Emirates 00 971

United Kingdom 00 44





Jewellery shop

The resort offers a Jewellery shop at the lobby area. This service is offered against extra charge.

Late Departure Room

For your convenience, if you wish to stay at the hotel after the checkout time, we offer free of charge use of the Late Departure Room. The Late Departure Room is a lounge located on the ground floor of the Main Building, with shower facilities, hairdryer's and lockers where you can relax and freshen-up.

Laundry

In case you need a laundry service during your stay please fill in the laundry list located in your closet and use the plastic bag in order to place your clothes. Please read carefully and sign the order form. Then call extension 0 for pickup. This service is offered against extra charge.

Lost and Found

If you lose or find any personal belongings please contact the Reception Desk.

Maintenance

In case of any room repairs needed, please call the Reception desk at extension Number 0.

Medical Services

Doctor's office is located next to the Rep's office at the lobby level. The doctor is available at the resort daily from 10.00 am to 11.00 am. This service is offered against extra charge. For any further medical requirements please attend to the Reception. The doctor is available 24 hours via telephone.

Messages

All incoming messages will be send to your room.

Mini Bar

Your mini bar is complimentary filled upon arrival with 4 soft drinks. Daily refill of Mineral Water is arranged by the Housekeeping Team.

Mini market

The resort offers a Mini Market at the pool level of the Club. This service is offered against extra charge.

Parking

The Parking place, located to the right side of the Club, is owned by an external co-operator, and can be used against extra charge. You can receive the parking fees directly from the Parking Kiosk.

Pets

Pets are not allowed in the hotel facilities.



Pharmacy

Our Reception Desk will assist you in locating a pharmacy. The nearest is located exactly opposite the Club, at the main road of Ammoudara

Photographer Services

The desk of the photographers is located at the level of Magico main restaurant. This service is offered against extra charge.

Post Mail

There is a yellow mail box opposite the entrance of the Club or you can deliver your mailing at the Reception Desk.

Reception Desk

Available 24 hours, can be reached by dialling 702.

Room Reservations

Please visit www.magiclife.com if you wish to arrange future reservations.

Room Service

The Club offers the possibility of Room Service to Bed & Breakfast guests daily 09.00-21.00 o'clock by choosing from a designated catalogue placed in their room. Orders can be placed through the Reception Desk by dialling 700.

Safe

Please be so kind to use your personal in room safe deposit box for your jewellery, money, or valuable belongings. Do not keep unsecured valuables in your room. The Club takes no responsibility for any loss or damage of personal belongings in the indoor or outdoor areas. Guests are advised to lock their rooms and all windows upon their absence. Do not leave valuables inside parked vehicles.

Safety

- Lock your door from the inside while occupying your room. Safeguard your room key/card as you would your residence key. If your room key/card is lost or stolen, report it to the Front Desk immediately.
- Do not reveal the name of the hotel or your room number to strangers.
- Do not leave luggage unattended when checking out.
- When checking out return the room key/card at the Reception Desk.
- Fire extinguishers and a sprinkler system are located at all hotel corridors. In case of fire, please inform the telephone operator and leave the building immediately. Do not use the lifts.
- In case of emergency (alarm), please follow the instructions of the hotel staff, the exit signs and stay at the designated assembly points.

Scuba Diving





The Makridakis dive-team will make your dive experience in Crete an easy, safe & enjoyable one!. For further information attend to the Diving Desk located one floor below Reception Level. This service is offered against extra charge.

Sightseeing information

For any sightseeing information, contact the Guest Service Desk.

Smoking

According to the Greek law, you are not allowed to smoke in the room. Please use the ashtray located on the terrace or balcony table.

Spa

Enjoy a special Cretan treatment, a body scrub, a manicure/pedicure, a face treatment, or a relaxing Hamam session by our Spa! Detailed information for treatments and therapies can be found in the Spa Menu. Internal tel. number: 730. Operating hours 09.00-21.00.

This service is offered against extra charge

For our guests only: Upon arrival you shall receive a Spa welcome Ticket, offering you 15 minutes free massage of your choice. The Spa ticket is strictly personal and is valid only for adults. Book your appointment during the first two days of your arrival.

Sports

The resort offers the following sport activities: Tennis, Human Soccer Football, Archery, Shuffleboard, Boccia, Cycling (Aqua Cycling and Outdoor cycling), Beach Volley, Aqua Aerobics, Table Tennis and other. All these sports are offered with no charge and are organized by the Animation Team. In case you prefer to find a team or a co-player please contact the animation team, located at the Magic Radio by the pool.

In case you request a tennis lesson there will be an extra charge and it can be arranged through the Guest Service Desk.

Swimming Pool

There are 3 swimming pools with fresh water outdoor pools, operating 09.00-18.00.

Television

Kindly avoid to change the pre-tuned channels. If your television requires tuning, please call the Reception Desk.

Detailed TV list:

No		No	
1	CHANNEL LISTING	10	SUPER RTL
2	HOTEL'S INFOCHANNEL	11	ORF2
3	EUROSPORT	12	FRANCE 24
4	SAT 1	13	RAI 1
5	PRO 7	14	RUSSIA 24
6	RTL	15	BVN
7	ZDF	16	EURONEWS
8	ARD	17	CNN
9	VOX	18	VIVA

Transfer

May be arranged through the Guest Service or the Reception Desk.



Voltage

220 Volts. The bathroom outlet (110/220 volts) is **only** for the use of shaving machine or electric toothbrush.

Wake-Up Calls

Please dial 702 and inform Reception for your wake-up calls.

WI-FI

Wi-Fi connection in all rooms and common areas free of charge. Connect to Magic Life Wi-Fi and press the "free access" option.





Food and Beverage Outlets

Restaurants

MAGICO Main Restaurant, serving International cuisine.
Located on the ground level of Main Building.

Open Daily

Breakfast:	07.00 – 10.30 (Buffet)
Late Breakfast:	10.30 – 11.00 (continental breakfast -Buffet)
Lunch:	12.30 – 14.30 (Buffet)
Dinner:	19.00 – 21.30 (Buffet)
Midnight Snack:	00.00 – 01.00 (Buffet)

Magic Snack : Snack Station operating daily , for lunch from 12.30pm to 16.00pm.
12.00-17.00 Sandwich station is operating at the same place.

Pizza Station: Operating daily 11.30-17.30 and located at the main pool, near the towel counter.

Taverna Speciality Restaurant *: Greek specialities, served in “Meze” style, at a restaurant located near by the sea. Reservations required.

Open according to the weekly programme

Dinner:	19.00 – 21.30
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The Flavour Speciality Restaurant *: Specialities from 5 different countries that Magic Life has club's. The best specialities of Magic Chefs , served with set menu at the restaurant with balcony overlooking the sea, located near Wunderbar. Reservations required

Open according to the weekly programme

Dinner:	19.00 – 21.30
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Note:

- Restaurants marked with asterisk (*) operate upon reservation.
- During meals (lunch and dinner) guests can enjoy unlimited Cretan Wine, Beer, Soft drinks, Water.
- Dress code applies in all restaurants for dinner.
- The Hotel reserves the right to change the schedule of facilities' operation according to weather and occupancy conditions.
- Lunch baskets can be requested either through the Reception desk one day in advance or directly at the Restaurant on the same day by making your own choices from our buffet



Online Table Reservations

Each guest has the possibility of dining at each speciality restaurant once per week. A table reservation can be materialized either online, by smart phone, i-phone, laptop, tablet, or at the internet corner of the resort, or at the Guest Service Desk daily 09.00-10.00 if assistance is needed. Table reservation should be made one day in advance or at the same day until 14.00 o'clock.

Please follow the below easy steps to make an online table reservation:

- Step 1: connect to the internet
- Step 2: visit the Link, only valid when you are connected to the Club's Network "table.candiamaris.gr"
- Step 3: Insert your room number, check in and check out date

Note:

In case a guest would like to proceed with a multiple room table reservation (dine with friends staying in another room), please repeat the process using "invite another room" option to invite more rooms. If you have any allergies or special dietary needs, please inform Guest service or insert these information at the FOOD NOTES Box, found at the Link.





Bars

Wunderbar

Serving coffee, drinks, cocktails, beer 24 hours per day.
The club's main bar is located at the Main Building

Operating Hours
24 hours per day

Pool Bar

Located at the Main pool of the club and offers, drinks, beers, cocktails and refreshments by the pool area.

Operating Hours
Daily 10.00 – 18.00

Platia Bar

Serving coffee, drinks, cocktails. Located at the Maris Building.

Operating Hours
21.30 – 00.00, weather permitting and always accordingly to the weekly entertainment programme and operational hours.

DISCO

Operates 3 times per week according to the weather conditions, and accordingly to the weekly entertainment programme

Operating Hours
00.00-02.00 (3 times per week)

Note:

- In Bars guests can enjoy a rich variety of international and local drinks, cocktails, beer, soft drinks, water. Some special drinks are not included in the All-Inclusive program and are offered against extra charge. These Premium drinks, are only served in Wunderbar
- The Hotel reserves the right to change the schedule of facilities' operation according to weather and occupancy conditions.