



Hotel Description 2024

5* ultra all-inclusive 24h ● Beachfront family resort in Crete ●
Spread over one of the best beaches in Northern Crete ● 8 themed restaurants & 7 bars opened daily ●
Great food experience participating in "The European Food Masters" ● Amazing sunset over the Cretan Sea ●
Within the urban fabric of Kokkini Chani

Address & Contact Details

Kokkini Hani - Crete - Greece
Post Code 71500
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Latitude +25°15'48.33"
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Website www.mitsis.com

Accommodation

- 393 rooms in total, in main building and bungalows**
- 119 Superior Double Garden View
 - 82 Superior Double Sea View
 - 5 Superior Double Sea View (Customized for Mobility needs)
 - 24 Superior Double Sea View Sea Front
 - 13 Superior Double Swim Up Sharing Pool
 - 24 Superior Double Swim Up Sharing Pool Sea Front
 - 31 Superior Bungalow Private Courtyard
 - 9 Junior Suite Garden View
 - 4 Junior Suite Sea View
 - 5 Junior Suite Swim Up Sharing Pool
 - 19 Family Suite Private Courtyard
 - 27 Family Suite Swim Up Sharing Pool
 - 8 Family Two Bedroom Suite Swim Up Sharing Pool
 - 7 Suite Swim up Sharing Pool
 - 4 Suite Sea Front Sharing Pool



- 1 Suite Swim Up Private Pool
- 6 Villa Private Pool
- 5 Private Residence

Room Comfortable Facilities

Superior Double rooms

Air-conditioning with individual control / Heating
Bathroom with walk-in shower
Beach / Pool towels (free of charge)
Bedroom ceiling fan
Coffee & tea making facilities with instant coffee and tea variety refilled daily, complimentary.
Direct dial telephone
Docking station
Drying rack
Fire detector
Fresh "bar signature" lemon juice or Champagne service upon arrival at the reception lobby
Hair dryer, bathrobe, slippers, bath amenities
Individual balcony
Magnetic room card
Magnifying mirror
Mini bar (water, soft drinks, beer and wine) refilled daily, complimentary
Mini fridge
Nespresso coffee machine with daily restocked coffee capsules (free of charge)
New technology satellite TV 50"
Personal amenities (laundry bag, sewing kit, envelope, stationery, polish, shoehorn)
Room floor: marble
Room furniture: double bed, bedside table, boudoir with mirror, normal size sofa bed, coffee table, luggage rack, waste bin
Room service (tray charge €10 per order)
Safe deposit box (free of charge)
Scale
Telephone in bathroom
Turn down service
Wi-Fi dedicated internet access 2MBPs/user (free of charge)

Superior Double Swim Up Sharing Pool,

Same as Superior Double rooms +
Dedicated waiter service (10:00-18:00) by the pool

Bungalows & Junior Suites,

Same as Superior Double rooms + Bathroom with walk-in shower or bathtub



Junior Suites Swim Up Sharing Pool

Same as Bungalows & Junior Suites + Dedicated waiter service (10:00-18:00) by the pool

Family Suites

Same as Superior Double Swim Up Sharing Pool rooms +
2 new technology satellite TVs 50"

The family suites have a partition in the middle of the room so half can be a second bedroom or a comfortable lounge

Family Two Bedroom Suite Swim Up Sharing Pool

Same as Superior Double Swim Up Sharing Pool rooms +
Extra bathroom

These rooms feature 2 floors connecting with internal staircase where the ground floor can be a second bedroom or a comfortable lounge

Suites Swim Up Sharing Pool

Same as Family Suites +

Extra bathroom with an elegant extra-large bathtub
Individual veranda with furniture & sunbeds

Suite Sea Front Sharing Pool

Same as Family Suites +

Extra bathroom with an elegant extra-large bathtub
Individual balcony with furniture
Sunbeds at the sharing pool area

Suite Swim Up Private Pool

Same as Suites

Swim Up Sharing Pool

Individual veranda with sundeck and furniture for four persons

Villa rooms

Same as Family Suites except (The family suites have a partition in the middle of the room so half can be a second bedroom or a comfortable lounge) + Extra TV

2 Bathrooms with an elegant extra-large bathtub

Individual courtyard & veranda with lounge & dining furniture's for six persons

The villa rooms feature two bedrooms and a comfortable lounge

Private Residence

Same as Family Suites

Extra TV

The Private Residence feature two bedrooms and a comfortable lounge. The living room is equipped with a kitchenette.

Individual balcony with furniture



Luxurious Bathroom Amenities

Additional cosmetic items (head caps, cotton pads, single use razors, hand & body lotion, hair conditioner, nail file, hygienic bags, single use toothbrush & toothpaste, tissues)
Additional hygiene and bathroom amenities and toilet paper, soap, foam bath & shampoo provision
Bathrobe, towels and slippers per guest
Hair dryer
Hot water supply 24h
Scale

Food & Beverage Facilities

Main Restaurant

Serving Breakfast, Lunch and Dinner, specializing in Greek and international cuisine with show cooking
Eight (8) theme nights with show cooking and carving in main restaurant, offering selected specialties from Greek, Italian, Lebanese, Mexican, Mediterranean, Pacific Asia and Latin American cuisine, as well as a Fish night
À la carte Greek Taverna on the seaside for Breakfast, Lunch and Dinner
Italian Restaurant, for Dinner and Brunch, reservation required
Steak House Restaurant, for Dinner, reservation required
Pan-Asian Restaurant, show cooking kitchen for Dinner; reservation required
Italian pasta show-cooking in separate corner section in main restaurant
Creperie with warm toasts, hot dogs and sweet treats by the pool
Fine Italian pizza station show cooking near the beach (grab & go)
Beach BBQ daily 12:00 - 16:00 near the beach (grab & go)
Main bar with sea view veranda serving international alcoholic drinks.
Pool bar
Wine Bar
Beach bar among the umbrellas & the sun beds
Pool service to your sunbed with refreshments
All-day outdoor theatre bar / disco with local international alcoholic drinks and international spirits

Additional F&B offerings

24h All-inclusive service
Afternoon Tea-time (17:00 - 19:00)
Anniversary & Birthday Packages through online Concierge Platform
Brunch at Italian à la carte restaurant, daily 09:00 - 12:00 reservation required
Cotton candy cart (during the evening mini disco)
Daily theme corner at the main restaurant
Great variety of coffee served during breakfast
Freshly squeezed orange juice during breakfast
Vitamin bar during breakfast
Greek breakfast corner
Healthy bar



Hot dog cart
Ice cream cart at the pools & beach
International spirits
Popcorn cart (during the evening mini disco)
Room service 24h (tray charge €10 per order)
Slush at the Major Pool Bar and the Beach Bar
Upgraded bar service with new drinks list, signature cocktails and international spirits
Waiter service by the pools and beach

Candlelight dinner by the beach

With limited availability (at extra charge); table reservation required through online table reservation available at Concierge platform.

Recreation: Sports & Entertainment

Swimming

Outdoor swimming pools with fresh water, sun terrace from 08:00 to 20:00
Main pool area over 150m² from 08:00 to 20:00
Beach area
2 mini water slides for children (4-12 years old)
23 private or sharing swimming pools for particular room categories and types
Separate section in the beach for "adults only"
Sun beds and umbrellas free of charge on a real sandy beach with easy access

Other leisure activities

Beach volley
Fitness, functional & personal training centre in open space
Meeting room
Playroom with electronic games (at extra charge)
Table tennis (free of charge)
1 tennis court (free of charge)
Spa centre with indoor pool (at extra charge)
Water sport centre (at extra charge)

Entertainment

Entertainment day and night by recreation team, light bands, DJs and professional dancing, magician and acrobat artists, gymnastics, aerobics, games, shows in the theatre
Local community events support
Professional DJ on the decks
Special events organised regularly

Sports & leisure attractions near the hotel

Boat trips
Creta Aquarium, unique in Mediterranean Sea, available at 1.5 km from the hotel



Excursions all around Crete via Mitsis Online Concierge platform
Minoan Labyrinth
Water city for fun also available at 1.5 km from the hotel

For Our Little Ones

Children facilities

2 separate children pools with fresh water
1 pool with freshwater from 08:00 to 20:00
2 mini water slides for children from 4-12 years old
Mini Club (4-7 years), Maxi Club (8-11 years) and Tinnie Club (12-16 years) all season, and playground (10:00-18:00) available, with parents' check-in & check-out signature
Recreation programmes and children disco

Infant facilities

Baby cots free of charge
Highchairs in all restaurants
Infant package: bottle warmer, steriliser, baby monitor, potty

Other Hotel Facilities & Services (A-Z)

Facilities

ATM machine at the lobby
Blue Flag awarded beach area with smooth sandy access for the children & with free sunbeds and umbrellas
Hairdresser (at extra charge)
Library
Main bar
Main veranda
Outdoor open-air theatre
Outdoor parking area within the hotel premises
Parking area for tourist bus
Pool area
Shopping arcade with mini market, boutique, jewellery shop
Spa (at extra charge)

General services

Baby-sitting upon request (at extra charge)
Bicycle rental through our online Concierge Platform (at extra charge)
Bilingual staff
Car rental office
Concierge / Groom
Currency exchange service
Daily bath linen change, towel change upon request



Daily newspapers and magazines (at extra charge)
Fresh beach towels in the room upon arrival
Florist on call (at extra charge)
Hotel Directory available via QR code
Laundry & dry-cleaning service (at extra charge)
Lifeguard by the pools and beach
Luggage storage
Medical cover - Doctor on call 24h at extra charge
Money exchange
Online concierge to book hotel services, transfers & excursions
Online table reservation for theme restaurants
Outdoor guest parking
Reception services 24h
Room service 24h upon request (tray charge 10 euro per order)
Service around the pool & beach
Transfers (at extra charge)
Turndown service
Wake up service
Website & Blog with up-to-date information and photos, direct booking option and guest evaluation
Wi-Fi dedicated internet access 2MBPs/user in all hotel areas (free of charge)

Services upon request

Iron & ironing board
Pillow choice

Business services

Internet & mail services
Meeting room for 100 pax
Photocopy service
Telephone

With compliments for our guests

Gift to all guests one day before departure.
Gift to all kids according to age group upon arrival.
Special gifts according to tier for Storytellers by Mitsis guests in the room one day before departure.

Credit cards

Visa, MasterCard, Maestro, Amex, Diners

Languages

English, German, French, Russian

Additional climate crisis resilience fees of 10€ (March-October) and 4€ (November-February) per room will be collected upon arrival at the check-in (subject to government policy).



Day use available upon request one day in advance at extra charge upon availability through online system by the Front Desk

Other Information

Year of operation:	1990
Year of renovations:	2018 public areas 2020 86 superior rooms 2021 106 superior rooms, villas, suites and maisonettes, 2 new à la carte restaurants 2022 196 new rooms
Number of buildings:	33

Distances

Heraklion Town:	12 km
Airport:	10 km
Port:	11 km
Creta Aquarium:	2 km
Watercity:	1 km
Beach:	on the beach
Bus stop:	nearby the hotel
Pharmacy:	opposite of the hotel
Doctor:	inside the hotel
Private clinic:	4 km
General Hospital:	12 km
Anissaras:	15 km
ATM:	next to the Reception

Awards & certifications

Official rating: 5*

Bike Friendly Hotel '21 by NATTOUR in cooperation with the Hellenic Society for the Protection of Nature (EPPF)

Certification of Cretan Cuisine by Agronutritional Cooperation

Certification of Cretan Taste by Agronutritional Cooperation

Eco-label, Blue Flag by the Foundation for Environmental Education (FEE)

Eco-label, Green Key by the Foundation for Environmental Education (FEE)

Greek Breakfast, certified by TÜV Hellas and officially awarded by the Hellenic Chamber of Hotels

Health First Protocol by the Hellenic Chamber of Hotels

ISO 14001 by TÜV Hellas (TÜV Nord)

ISO 22000 by TÜV Hellas (TÜV Nord)

Safe Restart by TÜV Hellas (TÜV Nord)

Travelife Gold by the Association of British Travel Agents (ABTA)

Booking.com, Traveller Review Award '22

Booking.com, Traveller Review Award '21

Holiday Check Award '19

Holiday Check Recommended '22



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Holiday Check Recommended '21

Holiday Check Recommended '20

Hotels.com Loved by Guests Award Winner '21

Hotels.com Loved by Guests Award Winner '19

IDA Awards, Honourable Mention, Interior Design '20

Kayak, Best Resort '20

Kayak, Best Luxury Hotel 20

Trip Advisor Certificate of Excellence '19

Trip Advisor Travellers Choice '20

TUI Top Quality '20

TUI Family Champion '19

World Luxury Hotel Awards '22, Luxury All-Inclusive Hotel

World Luxury Restaurant Awards '22, Taverna à la carte Restaurant - Luxury Theme Restaurant