

One & Only

KÉA ISLAND

Greece

GUEST DIRECTORY

A

ACTIVITIES

An array of signature island experiences is offered to our guests, from scuba diving, hiking, e-biking, archaeology site tours, guided visits to Ioulida Town, to cooking classes, vintage sailing experiences and signature wellness rituals. For inquiries and bookings please contact your Host.

AIRLINES

Please contact your Host for airline updates, reservations, and reconfirmations.

B

BABY EQUIPMENT

During your stay, we will ensure your child's comfort and safety. For children under the age of two years complimentary cots, changing tables, bottle warmers and sterilisers, baby bathtubs, potties, pushchairs, car seats and booster seats, changing mats, highchairs (for use in restaurants) are available upon request. Please contact your Host for assistance.

BABY-SITTING

We would be happy to take care of your little ones with advance notice. Service is upon request. There will be an additional charge for this service. The KidsOnly club team will be happy to assist you with babysitting services at an additional fee, subject to availability. Please note that babysitting spots are limited, so we urge you to book via your Host at least 48 hours in advance.

BABY SUPPLIES

If you run out of important supplies, we are here to help. We stock a range of baby products, such as: nappies/diapers, baby wipes and lotions, baby powder, baby soap and shampoo. For additional supplies, please contact your Host.

BARS

Our resort features 5 distinctive bars, each offering a unique experience.

- Kosmos Lobby Bar is perfect for morning coffee and sunset drinks.
- Épicora Wine Bar invites guests to savor a selection of international and local wines.
- Kaiki Pool Bar provides light snacks and signature cocktails by the pool.
- Incognito Speakeasy Bar offers an exclusive selection of rare rums, whiskies, and Cuban cigars.
- Bond Beach Club serves refreshing cocktails, elevated fusion cuisine, and features lively DJ sets.

BEACH SERVICES

Our resort offers an array of exceptional beach services to enhance your stay, including beachfront lounging, beachside dining at Bond Beach Club, and towel and refreshment services.

BREAKFAST HOURS

Daily breakfast is served at Atria Restaurant from 08:30 to 11:30. Early breakfast service available upon request.

BUGGIES

The resort has 4-seater and 6-seater buggies available. Buggies may only be driven by a staff member. We have a 24-hour buggy service available to guests. Please call from your villa or contact your Host to request a buggy.

BUSINESS SERVICES

For assistance with any office tasks, including typing, photocopying, faxing, courier, e-mail, and internet access, please contact your Host.

C

CHECK-IN AND CHECK-OUT

Check-in time is 15:00 and check-out is 12pm (noon). Late check-out is available at an additional charge. Express checkout is also available, upon request. We charge half day rate until 18:00 and full rate after 18:00. Please contact your Host for further information.

CLUB ONE

Guests can indulge an array of amenities and experiences, including a tennis court, which can also be converted into a football pitch, a padel court, e-bikes at the Bike Centre, retail, and refreshment centre, and finally group and private classes which are available upon request.

CREDIT CARDS

We accept all major credit cards, including Visa, Visa Electron, MasterCard, Maestro, American Express.

CURRENCY

The Euro is the official currency of Greece.

D

DIETARY REQUIREMENTS

We cater to the diverse dietary requirements and preferences of our guests. Personalized meal plans, allergen-free options, vegetarian and vegan cuisine, and special diets are all accommodated accordingly. For our younger guests, we offer a dedicated Children's Menu with many nutritious options.

DIVING

Our fully equipped PADI certified diving centre is located next to Bond Beach Club. Should you wish to arrange any diving or snorkeling trips, please contact your Host for assistance.

DRINKING WATER

The tap water is not considered safe to drink. We would recommend you considering the complimentary bottled water placed daily in your villa.

E

ELECTRICITY SUPPLY

Electricity is supplied at 230 volts. For further information, or if an adaptor is required, please contact your Host.

EMBASSIES AND CONSULATES

For contact details of the various embassies and consulates present in Athens, please contact your Host.

F

FITNESS STUDIO

Our indoor-outdoor fitness studio, equipped with state-of-the-art machinery, is open 24 hours a day. Additionally, we offer a dedicated Yoga Pavilion that hosts yoga activities.

FOOD PACKAGING

Whether you are on the go or prefer to enjoy your meal in comfort of your room, our team is ready to assist with customized packaging solutions, all available upon request.

H

HOUSEKEEPING

Our comprehensive housekeeping services include daily room cleaning, with towel and linen changes.

I

INTERNET ACCESS

Connect to our Wi-Fi network for internet access in villas and throughout the resort.

IN-VILLA DINING

Enjoy elevated dining in the comfort of your villa throughout the day, from breakfast to late-night bites.

K

KIDS ONLY

Inspired by the fabled underwater wrecks of the island, children are welcomed to use the club's facilities. They must be always supervised by a parent or a guardian. Culinary classes, inspired storytelling, treasure hunt games, and cultural activities are offered.

L

LAPTOPS / PCs

Laptops, PCs, or tablets are available upon request. Common PC for guests available for printing, fax, and scanning.

LATE NIGHT TRANSFERS

Please note that ferry services and private transfers between Athens and Kéa Island are currently unavailable at night. If your Athens flight arrives or departs in the evening or early morning, please contact our Reservations Team on reservations@oneandonlykeaisland.com to help plan a seamless journey and to enquire about special rates for an overnight stay at One&Only Aesthesis, our sister property in Southern Athens. For the safety and comfort of our guests, late-night transfers between Kéa and Athens can be arranged in case of emergency.

LAUNDRY SERVICES

We provide laundry, dry cleaning, ironing, and pressing services for our guests. Trouser press, iron and ironing board available upon request. Please contact your Host or check our Microsite for further information regarding our list.

LIBRARY AND BOARDROOM

A cozy living room-style area for relaxing afternoons, with a library featuring a curated collection of books is available at your convenience. The boardroom is available upon request for in-person meetings (max 12 people seated).

LOST AND FOUND

To enquire about lost or missing items, please contact your Host.

LUGGAGE TRANSFER SERVICE

Requests for luggage transfer service upon arrival and departure, or during your stay, are available at your convenience. In the resort, there is a designated luggage store area where guests can temporarily store their belongings.

M

MEDICAL ASSISTANCE

Our Resort nurse always is always on-call; please do not hesitate to contact your Host should you require any medical assistance.

N

NAOS

A chapel suitable for private, corporate events and weddings (symbolic - not religious), renewal of vows and other celebrations is available to our guests. It can also be used for product launches, other brand partnerships and collaborations. There is an outdoor space, with a small terrace.

NEWSPAPERS

A selection of your favorite titles is also available on demand for e-reading. When connected to the resort Wi-Fi, you can access Press Reader where a selection of international titles is available on your device.

O

ONE TRIBE

A dedicated teen's area with outdoor and indoor entertainment is available to our guests. One Tribe facilities include a half basketball court, table tennis, and foosball.

P

PARKING

We offer complimentary parking services for our guests to enhance their stay with us.

PET-FRIENDLY

Your four-legged friend (max 10kg) is welcome to join you at the resort, with specialised services such as pet-sitting, dog walking, and essential supplies. For further information please check our Microsite.

PILLOW MENU

Our guests' comfort is a priority. We are pleased to offer you a choice of pillows. Please check our microsite for further information or contact your Host.

POOLS

In addition to the in-villa private pools, there are additional pools at the resort, including the main outdoor Kaiki pool, a small outdoor pool for children, one small outdoor pool, one indoor/outdoor Spa pool and two cold plunge pools at the Spa.

R

RECEPTION DESK

Our reception desk is at your service 24-hours a day to ensure a seamless and enjoyable stay. If you need to contact the reception desk, please see the telephone instructions below.

REFRESHMENT CENTRE

Your refreshment centre contains complimentary teas, coffee, water, and milk. Should you require assistance with the coffee machine please contact your Host.

RESTAURANTS

Our resort boasts two exceptional restaurants.

- Atria Restaurant, our main restaurant, offers a sophisticated Greek Modern Cuisine.
- Bond Beach Club specializes in Mediterranean-Asian fusion cuisine.

RETAIL STORES

There are two available retail stores at our resort.

- Neo by the Beach is a multi-brand resort wear boutique featuring exclusive designs from Greek and International Designers.
- Our second retail store, Neo Boutique, hosts a curated collection of modern jewelry artists inspired by the nautical elements of the island.

S

SECURITY SERVICES

At our resort, we prioritize the safety and well-being of our guests, through a comprehensive range of top tier security services, such as 24/7 surveillance and emergency response.

SNORKELLING

The Mediterranean Sea surrounding the Resort is filled with an abundant marine life and ideal spots for snorkeling experiences, such as Ancient Karthea. Please contact your Host if you require any snorkeling equipment.

SPA & WELLNESS

Our spa, the largest One&Only Spa, (1,700 sqm) features 6 treatment rooms, including 4 single and 2 double rooms. The spa center offers a comprehensive range of amenities, including steam rooms, a Watsu pool, a seafront indoor-outdoor swimming pool, Jacuzzis, saunas, and two cold plunge pools. You can also visit our retail area, which offers Subtle Energies products. Additionally, our beauty salon includes a hair salon and a Pedi/Mani studio by Bastien Gonzalez, ensuring a complete and luxurious wellness experience. Please contact our Spa Team to schedule an appointment.

SUNBURN

To prevent sunburn, we always recommend avoiding the midday sun and covering up, as the island's cool breezes can be deceptive. A sun kit from Korres is available inside the villa, with sunscreen, lip balm and after-sun. If sunburn should occur, please contact the Host.

T

TELEVISION

A wide choice of satellite television channels is available in all villas. Please check the interactive TV menu.

TIME ZONE

Please note that Greece time is GMT/UTC + 2h during Standard Time, and GMT/UTC + 3h during Daylight Saving Time.

TOWEL CHANGING

In our commitment to sustainability and guest satisfaction, towel changes will be made upon request. Simply hang your towels if you wish to reuse them or place them on the floor if you would like fresh ones.

TRANSFERS

At our resort, we offer transportation options including both private and shared 45-minute speedboat transfers from Athens Lavrio Port to the resort's pier, and a 15-minute helicopter ride from Athens International Airport to the resort's helipad. Alternatively, guests can take a 60-minute ferry from Lavrio Port to Kéa's port (Korissia), followed by a 25-minute drive to the resort. All type of transfers is subject to weather conditions.

TURNDOWN SERVICE

Turndown services are available daily, in the early evening hours. Please contact your Host if you wish to make any amendments.

W

WAKE-UP CALLS

If you need a wake-up call, please press the "Guest Experience" button, and arrange it via your Host.

TELEPHONE INSTRUCTIONS

One&Only Kéa Island is connected by the touch of a button to the rest of the world. Telephones in the villas have a double line facility, and complimentary broadband connection for normal browsing and emailing is provided.

TO MAKE CALLS

Villa to Villa - Dial "TALK" + villa number.

TO MAKE OUTSIDE CALLS

Local - Dial 0+ the local number.

International - Dial 0+ 00 + country code followed by the number.

Should you require assistance with international dialing codes and time zones please contact the operator by speed dialing 'guest services'.

Charges will begin only when the telephone number being dialed is connected.

PERSONAL DIRECT NUMBER

Each villa is provided with a personal direct number. Should you wish to have family and friends call without having to go through the Operator, please call the Operator by speed dialing 'Guest Services'.

Receive calls from outside directly to your villa; caller dials local or international dialing codes followed by 6648+ the villa number. Example 6648 101.

VOICE MAIL FACILITY

The telephone in each villa is equipped with a voice mail facility. If a voice mail is waiting to be retrieved from the telephone, the RED message light will flash. Press the message button to retrieve the voice mail. For further assistance, please call the Operator by dialing '0'.

SAFETY AND SECURITY

Safety and Security is our priority here at One&Only Kéa Island. To ensure optimal security, we suggest you follow the points below:

SECURING YOUR VILLA - GUEST VILLA KEY CARD

Please ensure that your doors are closed and locked when leaving the villa. If your key does not work, please contact your Host; an intercom system is placed outside your villa, follow the instructions written on the intercom should you need to use it.

VILLA NUMBER

To ensure privacy, Resort personnel are instructed not to give out villa numbers to anyone; outside callers are not advised of your villa number, however they will be connected to your villa. If you wish not to receive calls during specific times or not at all, please contact the Operator by dialing '0'.

VALUABLES

Each villa is equipped with a safe in centre island in the bathroom for the safe keeping of valuables and travel documents. Should you require safe keeping of large amounts of money or highly valuable jewelry, we recommend that they be deposited in the main safe at Reception. The Resort cannot assume liability for valuables not placed in the villa safe or main safe.

PLEASE NOTE

The information and safety recommendations in this directory have been compiled from different sources believed to be reliable and to present the best current options on this matter. However, there is no guarantee as to the absolute correctness or sufficiency of any statement contained herein. It should not be assumed that all acceptable safety measures are contained in this publication, or that other additional measures may not be required or exceptional conditions or circumstances.