



elounda mare hotel



Elounda, Crete, Greece

ACCESSIBILITY STATEMENT

Document version: 1.0 | Date: April 2026

This document will be reviewed and updated annually.



1. Introduction

This Accessibility Statement aims to accurately describe the facilities, services, and physical environment of Elounda Mare Hotel so that guests with access needs can make informed decisions about the suitability of the property for their stay. It does not contain personal opinions as to our suitability, but rather presents factual information. We are committed to honesty: where accessibility features are available, we say so; where limitations exist, we state them clearly.

Elounda Mare Hotel is a five-star Relais & Châteaux property built on a sloping, 30,000-square-metre seaside plot on the coast of Elounda, Crete. The property comprises a main building with two wings (the old wing and the new wing) plus 40 bungalows and villas, offering a total of 87 guest units (75 single-bedroom units, 10 two-bedroom units, 1 three-bedroom unit, and 1 four-bedroom unit) with 208 beds. **The general terrain consists of stone walkways with stone staircases; while some ramps exist, they do not conform to strict accessibility standards in terms of gradient or guardrails.**

Please note: *Elounda Mare was not purpose-built with modern accessibility standards in mind. It is a historic, architecturally distinctive property set on naturally sloping coastal terrain. We are transparent about the limitations this creates, while highlighting the areas where we can and do accommodate guests with access needs. We strongly recommend that guests with disabilities contact us before booking so that we can discuss individual requirements and prepare a personalised service plan.*





1. **Main Entrance:** This is where vehicles drop guests off
2. **Side Entrance:** No steps, courtyard level with road
3. **Reception courtyard:** Main house entrance on same level
4. **Deck restaurant:** Main buffet and wine cellar
5. **Old Mill restaurant:** Next to the main pool
6. **Yacht Club restaurant:** Next to the beach
7. **Santa Marina chapel, Art gallery, and Shops**
8. **Minoan Palace Villa (unit 2045)**
9. **Beach and Water Sports**

(THE BLUE PATH INDICATES NO-STEP ROUTING)

2. Contact Information & Pre-Arrival

We welcome enquiries about accessibility by any of the following channels. We recommend that guests with access needs contact us as early as possible so that we may prepare a personalised service plan and, where applicable, a Personal Emergency Evacuation Plan (PEEP) tailored to their requirements.

Telephone	+30 2841 068000
Email	reservations@elounda-sa.com
Online booking	www.eloundamare.com
Languages	Greek, English, French, Russian; German speakers also available.
Accessibility contact	Guest Relations Department — please request when booking

On request, we can provide photographs of specific rooms, facilities, and access routes in advance so that you can assess suitability before booking. A personalised service plan will be prepared for every guest who informs us of a disability or access requirement, covering arrival arrangements, room allocation, dining, and emergency evacuation.

The nearest airport is Heraklion International Airport “Nikos Kazantzakis” (HER), approximately 65 km / 1 hour by car. The hotel can arrange private transfers, including vehicles that accommodate wheelchairs, with advance notice. There is no direct public transport to the hotel.

3. Arrival & Car Parking

The hotel is accessed from the municipal road running along the western boundary of the property. There is a covered parking area with a tarmac surface. Beyond the parking area, all surfaces on hotel grounds are stone paving.

Limitation: There are no formally designated accessible parking spaces. Staff will direct guests to the most convenient parking position upon arrival.

Available: Hotel staff meet arriving guests and assist with luggage. The team is trained to guide guests with access needs to the most appropriate entrance route.

The main entrance involves a step up from road level onto an arrival platform, passage through the main gate into a courtyard, and a small ramp down to the reception entrance. However, this route is not suitable for wheelchair users.

Available: An alternative flat (step-free) entrance exists on the side of the arrival area, providing level access into the reception courtyard. This entrance is not signposted; guests will be guided to it by staff. We recommend contacting the hotel in advance to ensure staff are prepared for your arrival.

4. Reception & Check-In

A wheelchair user entering via the flat side entrance can roll through the courtyard to the main automatic sliding glass doors, then through two swinging glass doors (normally kept closed as a windbreak), and onto the reception level. The floor surface is green slate — relatively flat but not polished smooth.

The main reception counter is at standing height. The concierge desk, however, is at seated height and suitable for guests in wheelchairs to conduct their check-in.

Limitation: The Karavia Bar is situated ten steps below the reception level, with no ramp or lift between them. The elevator in the Main House is located at the Karavia Bar level, meaning it is not directly accessible from reception without negotiating these steps. A wheelchair user who reaches reception cannot independently proceed to the bar, the elevator, or the main restaurant from this point.

Please note: In practice, guests with significant mobility limitations would not check in at reception. Prior arrangements would be made for a Guest Relations Officer to conduct a personalised in-room check-in at the guest’s accommodation.

5. Accommodation

Elounda Mare does not have any purpose-built accessible guest rooms. No accommodation on the property was designed to current accessibility standards for doorway widths, bathroom layouts, or mobility features. However, some areas of the property are significantly more accessible than others, and we direct guests with mobility needs to the most suitable options.

5.1 The Main House (Not Recommended for Mobility-Impaired Guests)

The Main House contains 6 levels of guest rooms. While there are elevators, the elevator landings are not on the same level as the reception entrance; steps must be negotiated to reach the elevators. We would discourage any mobility-challenged guest from staying in the Main House, as they would require physical assistance (being lifted up or down steps) at various points.

Limitation: The Main House is not suitable for guests who use wheelchairs or have significant mobility limitations.

5.2 The New Wing (Limited Accessibility)

The New Wing has 4 levels, of which the top three contain guest rooms. The elevator in the new wing has landings directly on the same level as the rooms, with no intervening steps.

Available: A back entrance to the new wing (a fire door) is both wide enough for wheelchair access and reachable at ground level via the service road from the staff entrance. This provides a step-free route from the exterior directly to the elevator and new wing corridors.

However, the guest rooms themselves were not designed for wheelchair users:

Limitation: Room entrance doors: approximately 80 cm wide. This may admit a standard manual wheelchair (typically 63–70 cm wide) but will not accommodate wider powered wheelchairs or scooters.

Limitation: Bathroom doors: approximately 70 cm wide. This is impassable for most wheelchairs.

Bathrooms contain bathtubs with separate shower enclosures. The showers are step-in type. There are no grab rails, lowered fixtures, or roll-in shower facilities. A guest with limited mobility who can walk short distances (using a cane or walker) may manage, but a full-time wheelchair user would face significant difficulty, particularly accessing the bathroom.

5.3 The Minoan Palace Villa (Most Accessible Option)

The Minoan Palace (unit 2045) is the property's most accessible accommodation. It is a large, premium, two-level villa situated in the southern part of the property near the Santa Marina chapel. It is accessed via the vehicle gate behind Santa Marina church, which opens directly from the road.

Available: Wide entrance: approximately 130 cm double-leaf door, fully accessible for any wheelchair.

Available: Internal elevator connecting the ground floor and upper floor.

Available: Ground floor includes: two bedrooms (master bedroom 12 and bedroom 9), two bathrooms (10 and 7), a living room, dining area, kitchen, guest WC, and direct access to a private garden, pergola, BBQ area, and a heatable private swimming pool.

Within the villa, bedroom 9 with bathroom 7 is the most accessible sleeping arrangement: bathroom 7 features a shower that is flush with the flooring (level-entry), making it usable for guests with limited mobility.

Limitation: The master bathroom (10) has two steps up into it and is not suitable for mobility-impaired guests.

Limitation: The Minoan Palace is a four-bedroom, two-level premium villa and is priced accordingly. It is not available at a standard room rate. Elounda Mare does not currently have an accessible room option at a standard or mid-range price point.

5.4 Other Bungalows and Villas

The remaining 39 bungalows and villas across the property have narrow entrance doors (similar to the 70–80 cm found in the main building), internal steps, and standard non-adapted bathrooms. They are accessed via stone walkways with staircases. They are not recommended for guests with significant mobility limitations.

6. Dining

6.1 The Deck Restaurant (Main Breakfast Buffet)

The Deck restaurant, which serves the breakfast buffet, is located one level below the Karavia Bar in the Main House. An elevator serves the buffet room level; however, the indoor dining hall and outdoor terrace are both two steps below the buffet level, with no ramp.

Limitation: There is no fully step-free route to the Deck restaurant dining areas from any accommodation type. Guests in the new wing must negotiate two steps on the Level-3 corridor to reach the Karavia Bar level before accessing the elevator. Even after using the elevator, two further steps remain to reach the dining areas.

6.2 The Yacht Club (Mediterranean Cuisine)

The Yacht Club restaurant is located in the lower part of the property near the Santa Marina chapel. It can be reached by vehicle via the large gate behind the chapel.

Available: The Yacht Club is accessible via ramps from the Santa Marina gate area. However, the ramps are steeper than standard accessibility guidelines require and a wheelchair user would need a companion's assistance to navigate them safely. The restaurant itself, including its terrace, is accessible once the ramps are negotiated.

Available: The only adapted accessible public WC on the property is located at the Yacht Club, with a separate entrance, wide door, and grab rails.

6.3 The Old Mill Restaurant (Fine dining)

The Old Mill is situated below the main hotel pool. It cannot be reached from the main building without steps. The closest accessible option is via the New Wing elevators, then ramps around the main pool towards the Yacht Club.

Available: The Old Mill can be reached via a paved stone walkway connecting it to the Yacht Club. This walkway arrives directly at the main dining terrace without any steps. The walkway has slopes but can be navigated by a wheelchair user with minimal assistance. This is the recommended route for mobility-impaired guests.

6.4 Room Service

Available: The hotel offers 24-hour food and beverage room service to all accommodation types. For guests unable to access the dining venues, room service provides a full alternative. The Minoan Palace villa additionally has its own kitchen and BBQ facilities.

7. Swimming Pool

The property has one main hotel pool, situated near the Deck restaurant and the Old Mill.

Available: The main pool is accessible without steps from the Minoan Palace area via the paved walkway network that branches from the Yacht Club area — one branch leads up toward the main pool, the other down toward the Old Mill.

Available: The pool has a wide ramp for water entry, although the gradient is steeper than standard accessibility guidelines recommend.

Limitation: There is no pool hoist. The pool ramp is the sole means of assisted water entry.

8. Beach Access

The hotel's private beach is a fine yellow sand beach located at the lowest point of the property, below the Minoan Palace villa and the marina.

Limitation: The beach is largely inaccessible. The direct exit from the Minoan Palace (exit 19) involves steps. The primary routes from other parts of the property also involve stone staircases.

An alternative route does exist from the Minoan Palace: exiting via the villa's main door, following the paved path around its southern side, passing between bungalows 2046 and 2047, and reaching the beach area via a steep ramp down to the sand. This route is not ideal and requires assistance, but it does provide a means of reaching the beach without steps.

Limitation: The hotel does not currently own a beach wheelchair (wide-tyred wheelchair for sand). We are willing to endeavour to source one for guests who provide sufficient advance notice; however, this equipment is not readily available locally and would require procurement lead time. Please discuss this with us as early as possible during the booking process.

9. Other Facilities & Grounds

The property includes a tennis court, a marina, water sports facilities, shops, a gallery, and the Santa Marina chapel. The general terrain between all areas consists of stone walkways with staircases. While some ramps exist at various points, they generally do not conform to standard accessibility gradients or guardrail requirements.

The Minoan Palace villa has its own private gym on the upper floor, accessible via the villa's internal elevator.

Limitation: The tennis court, marina, and water sports area are not wheelchair accessible.

Available: The shops and gallery near the Santa Marina chapel are reachable via the vehicle gate and the same walkway network that serves the Yacht Club.

10. Provisions for Guests Who Are Deaf or Hard of Hearing

The hotel provides the following for guests with hearing impairments:

Available: Fire alarm system includes strobe lights in public areas (corridors and common spaces).

Limitation: Guest rooms do not currently have visual fire alarm strobes. In the event of an emergency, staff physically attend each room as part of the evacuation protocol, which is documented in the guest's Personal Emergency Evacuation Plan (PEEP).

Available: Room telephones have flashing light indicators for incoming calls.

Available: All televisions are smart TVs with subtitle and teletext capabilities.

Available: The hotel is willing to source a vibrating pillow pad for fire alarm and wake-up alert notification, with advance notice. This equipment is not currently held in stock and would need to be procured.

Limitation: There is no hearing loop installed at reception, in the restaurants, or in any public area.

Limitation: Menus and printed materials are not currently available in alternative formats for hearing-impaired guests who may also have additional communication needs.

11. Provisions for Guests Who Are Blind or Have Low Vision

Available: The new wing elevator buttons have Braille markings.

Limitation: There is no other Braille or tactile signage anywhere on the property.

Limitation: The vast majority of steps and level changes do not have contrasting edge markings to assist partially sighted guests.

Available: Staff are trained to offer assistance to guests with visual impairments, including familiarisation tours of the property and relevant facilities upon arrival.

Available: Staff will read menus and other printed materials aloud on request.

Available: Guide dogs and other assistance animals are welcome throughout the property, including in all guest rooms, restaurants, and public areas.

12. Cognitive, Neurological & Hidden Disabilities

Available: All staff undergo comprehensive DEI (Diversity, Equity and Inclusion) training, which includes awareness and practical guidance on supporting guests with mobility, vision, hearing, cognitive, and other disabilities, whether visible or not.

Available: Staff are trained to recognise the Sunflower Lanyard (indicating a hidden disability) and the IDA Blue Card (International Disability Alliance).

Elounda Mare is, by nature, a tranquil, low-stimulus environment with minimal noise throughout the property. For guests who experience sensory overload or who benefit from a calm setting, the overall atmosphere is well-suited. The Blue Lounge, adjacent to the Karavia Bar, is a particularly quiet retreat.

Available: Staff training includes a section on increased awareness of guests who may become disoriented, ensuring sensitive and discreet support.

Limitation: Menus are not currently available in pictorial or simplified formats.

13. Emergency Evacuation

The fire alarm system uses a continuous siren with strobe lights in public areas. Guest rooms are not equipped with visual alarms; staff physically check all rooms during an evacuation.

Available: A Personal Emergency Evacuation Plan (PEEP) is prepared for every guest with a disability at the time of booking or upon arrival. The PEEP is discussed with the guest and agreed upon, covering the specific evacuation route and any assistance required.

Available: Guests with mobility limitations are always accommodated on ground-level floors, eliminating the need for stair evacuation.

During an emergency, staff go room by room to ensure all guests are accounted for and assisted, then proceed to a headcount at the designated assembly points.

13.1 Assembly Points

The property has four emergency assembly points, corresponding to the area of the property where the guest is located:

Zone	Assembly Point
Main House (north side)	Main entrance
Main House (south side) & New wing	Staff entrance
Bungalows (northern part)	Main pool area
Bungalows (southern part, incl. Minoan Palace)	Santa Marina square

14. Public WC Facilities

Limitation: There is only one adapted accessible public WC on the property. It is located at the Yacht Club restaurant and features a separate entrance, wide door, and grab rails.

Guests using the pool area or dining at the Old Mill can reach the Yacht Club accessible WC via the connecting paved walkway.

15. Staff Training & Service Commitment

Elounda Mare's approach to accessibility relies significantly on personalised service, given the structural limitations of the property. The following commitments underpin our service:

Available: All staff undergo annual DEI training covering the full spectrum of disabilities — mobility, vision, hearing, cognitive, neurological, and hidden disabilities.

Available: Staff are trained to recognise the Sunflower Lanyard and IDA Blue Card.

Available: A personalised service plan is prepared for every guest with a declared disability or access need, covering arrival, accommodation, dining, activities, and emergency evacuation.

Available: Guest Relations Officers conduct in-room check-in and check-out for guests who cannot easily access reception.

Available: Staff provide familiarisation tours, menu reading, wayfinding assistance, and physical assistance on steeper ramps where needed.

Available: 24-hour room service ensures that guests who cannot reach dining venues are never without food and drink.

16. Specialist Equipment

Elounda Mare does not currently hold a stock of specialist accessibility equipment on-site. However, we are committed to sourcing the following items on request with sufficient advance notice:

Equipment	Availability	Notice Required
Beach wheelchair (wide-tyre)	To be sourced externally	Significant advance notice
Vibrating pillow pad (fire/wake-up alert)	To be sourced externally	Advance notice required
Shower chair	To be confirmed	Advance notice required
Portable ramp (temporary)	To be confirmed	Advance notice required

Please discuss any equipment needs with us during the booking process so that we can make every effort to accommodate you.

17. Summary: What We Can and Cannot Offer

The following summary is intended to help prospective guests quickly assess whether Elounda Mare can meet their access needs.

17.1 For Guests with Mobility Limitations

What We Can Offer	Current Limitations
Step-free access to the new wing via back entrance and elevator	No purpose-built accessible rooms at any price point
Minoan Palace villa with 130 cm entrance, internal elevator, flush shower in bathroom 7	Minoan Palace is a premium four-bedroom villa; no accessible standard rooms available
Dining at Yacht Club (with assistance) and Old Mill (more independently) via walkway network	Main Deck restaurant not step-free from any route
Pool access via walkway network; pool ramp for water entry	No pool hoist; ramp is steeper than standard
Beach reachable via assisted route from Minoan Palace	Beach largely inaccessible; no beach wheelchair on-site (can be sourced with notice)
24-hour room service; personalised service plan	Old wing and most bungalows not suitable for wheelchair users
Accessible WC at the Yacht Club	Only one accessible public WC on the entire property
In-room check-in by Guest Relations	Main reception area is a dead end for wheelchair users (10 steps to elevator level)

17.2 For Guests Who Are Deaf or Hard of Hearing

What We Can Offer	Current Limitations
Strobe fire alarms in public areas	No visual fire alarms in guest rooms
Phones with flashing light indicators	No hearing loop at reception or restaurants
Smart TVs with subtitles/teletext	Vibrating pillow pad not on-site (can be sourced with notice)
DEI-trained staff; PEEP with room-check protocol	

17.3 For Guests Who Are Blind or Have Low Vision

What We Can Offer	Current Limitations
Braille on new wing elevator buttons	No other Braille or tactile signage on property
Staff-led familiarisation tours on arrival	Step edges mostly lack contrast markings
Staff will read menus and printed materials	
Guide dogs and assistance animals welcome	

18. Your Feedback

We have tried to include as much accurate detail as possible in this Access Statement. We welcome your feedback in order to continuously improve both the information we provide and the accessibility of our facilities and services. If you have stayed with us and have suggestions, or if you notice any inaccuracy in this document, please contact us at esg@elounda-sa.com or +302841068000.

This Access Statement was last reviewed on 27 April 2026 and will be updated annually or whenever significant changes are made to the property or its services.