

# **CANDIA MARIS FACT SHEET 2007**



# **Contents**

## **1. Candia Maris hotel - Heraklion**

## **2. Thalasso**

## **3. Accommodation**

- 3.1. Totals
- 3.2 Room Types
- 3.3. Suites
- 3.4. Room Surface (m<sup>2</sup>)

## **4. Amenities**

- 4.1. In-Room Amenities
- 4.2. In-Hotel Amenities
- 4.3. In-Room Specifications for the Disabled
- 4.4. In-Hotel Facilities for the Disabled

## **5. Swimming Pools**

- 5.1. Swimming Pools' Specifications

## **6.1. In-Hotel Recreation & Sport Facilities**

- 6.1. Beach
- 6.2. Water Sports
- 6.3. Tennis
- 6.4. Other Sport Facilities

## **7. Thalasso Centre**

- 7.1. Body Treatments
- 7.2. Beauty Treatments
- 7.3. Spa Facilities
- 7.4. Thalasso Packages
  - 7.4.1. Thalasso Packages
- 7.5. Spine Rehabilitation Institute

## **8. Children**

## **9. Animation Team Activities**

## **10. Special Offers**

## **11. Pioneer Achievements & Distinctions**

## **12. Meetings & Functions**

- 12.1. Candia Maris Conference Facilities
  - 12.1.1. Conference Centre Level 0 – Electra
  - 12.1.2. Conference Centre Level 1 – Minos, Ariadne, Phaedra, Pasiphae
  - 12.1.3. Conference Centre Level 2 – Apollo
- 12.2. Banqueting Capacities
- 12.3. Technical Facilities
- 12.4. Additional Facilities
- 12.5. Theme Parties

## **13. Sales & Reservations Offices**

## 1. Candia Maris hotel – Heraklion



Greece-Crete  
Heraklion 714 14 Gazi, P.O. Box 28  
TEL: +30 2810 377 000 FAX: +30 2810 250 669 E-Mail: [candia@maris.gr](mailto:candia@maris.gr)

RESERVATIONS  
TEL: +30 2810 343 110 FAX: +30 2810 346 088 E-mail: [reserv@maris.gr](mailto:reserv@maris.gr)



Just 6,2 km from the city of Heraklion and 11 km from the International Airport, Candia Maris Hotel dominates the area with its exquisite architecture. The harmonious combination of traditional materials, such as brick and marble, the view of the sea from all areas of the hotel without exception and the friendliness of the experienced staff make up a unique recipe for idyllic and restful holidays.

**Candia Maris fully renovated in 2006 now boasts within its 252 luxury rooms, an executive floor, executive lounge and executive rooms which in combination with its fully equipped “Thalasso” Centre and state-of-the-art Conference Centre is a unit offering all the amenities of a deluxe holiday resort, combined with the facilities and the social life of a city hotel.**

## 2. Thalasso



Greece- Crete

IN HOTELS CANDIA MARIS, CRETA MARIS & TERRA MARIS

Candia Maris TEL: +30 2810 319 800, 377 041 FAX: +30 2810 377 030

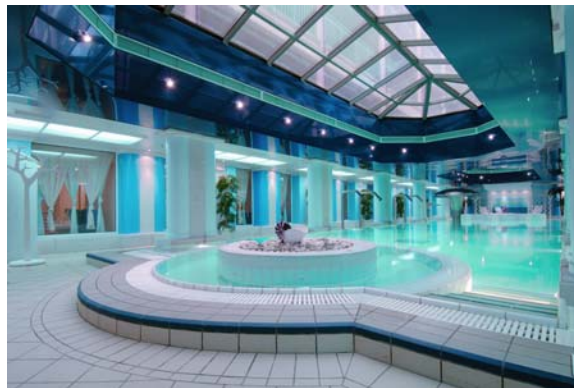
Creta Maris TEL: +30 28970 27000 FAX: +30 28970 22130

Terra Maris TEL: +30 28970 27100 FAX: +30 28970 27088

E-Mail: [thalasso@maris.gr](mailto:thalasso@maris.gr)

### RESERVATIONS

TEL: +30 2810 343 110 FAX: +30 2810 346 088 E-mail: [reserv@maris.gr](mailto:reserv@maris.gr)



**Welcome to the wonderful world of Thalasso.** A unique sea-water environment awaits you **in the ideal spaces of Creta Maris, Terra Maris and Candia Maris Hotels**, where you will enjoy absolute relaxation, well-being, exercise and also prevention and cure of specific health problems. At Thalasso you will be introduced to services and practices which will make you feel better than ever before. The **Spinal Rehabilitation Institute** is the latest department added to Thalasso in Candia Maris Hotel. Thalasso having promised a state of well-being for all of its clients also features a state-of-the-art **fitness centre** in both Creta Maris and Candia Maris Hotels. Whether you choose a personal or group program, our aim is to make you feel stronger, healthier and more energetic. At the **Beauty Department** of Thalasso you will find all the essentials necessary to obtain the look you deserve. If you intend to combine your holidays with Thalassotherapy, in Thalasso you will have a unique opportunity to benefit from the rich elements of the sea, relax naturally, feel your body and soul restored and have fun!

### 3. Accommodation

#### 3.1. Totals

##### **Totals**

Total Number of Rooms & Suites: 252

Total Number of Beds: 575

##### **Room Type Totals**

Main Building Rooms & Suites: 224

Bungalow Rooms & Suites: 28

Suites: 9

Connecting Rooms & Suites: 54

Rooms for the Disabled: 3

Executive Rooms: 13

#### 3.2. Room Types

##### **Standard Room Types**

Bungalows: 28

Sea-View Main-Building Rooms: 215

##### **Rooms For The Disabled**

Main-Building Rooms: 3

#### 3.3. Suites

##### **Main Building Suites**

Sea-View Main-Build. TOP VIP Suites: 1

**Total Main Building Suites: 9**

Sea-View Main-Build. Junior Suites: 8

##### **Connecting Rooms & Suites**

Bungalow: 4

**Total Connecting Rooms & Suites: 54**

Main-Building: 50

#### 3.4. Room Surface (m<sup>2</sup>)

Bungalows: 27

Main-Building Rooms: 25

Junior Suites: 50

Top VIP Suites: 103

## 4. Amenities

### 4.1. In-Room Amenities

WC / Bath or Shower  
Satellite TV Radio or Music TV Channel  
Coffee Tray (Kettle)  
Room Service: 07.00-24.00  
Non-Smoking Rooms  
Ironing Board and Iron  
Computer Hook-up for Internet Access

Air-Conditioning: Heating-Cool  
Hairdryer  
Mini Fridge  
Balcony or Terrace  
Safety Deposit Boxes  
Laundry / Dry-Cleaning Service  
Direct-Dial Telephone

#### In Top VIP suites

Aerobath

### 4.2. In-Hotel Amenities

Lobby Lounges  
Executive Lounge  
3 Floors (maximum)  
American Breakfast Buffet  
Dietary Menus (Regular & Special Diets)  
Mailbox  
Medical Room  
First Aid Team  
Parking  
Gardens: 40.000 m<sup>2</sup>  
Wireless Internet  
Foreign Exchange  
Disco  
Church (Greek Orthodox)  
Late Departure Room  
Photographer - Florist

TV Corner  
Executive Floor  
8 Elevators  
Lunch Buffet  
3 Restaurants  
2 Bars  
Doctor in Attendance  
Hairdresser (unisex)  
Car Rental  
Quick Check-in Service  
Internet Access  
All Major Credit Cards  
ATM (VISA, AMEXCO, MASTERCARD etc.)  
Art Gallery  
Open-Air Theatre  
Mini Market

### 4.3. In-Room Specifications for the Disabled

Room Access  
Corridor Entrance Width: 1.20 m  
Basin Height: 0.73 m  
Bed Height: 0.50 m

Total Main Building Rooms: 3  
Entrance Door Width: 0.90 m  
Bathroom Door Width: 0.90 m  
Toilet Height: 0.41 m

### 4.4. In-Hotel Facilities for the Disabled

Public Toilets  
Easy Access to Hotel Restaurant, Bars, etc.  
Ramps in Outdoor Areas  
*Elevators' Dimensions (LxWxH):*  
Lobby:1.38X0.80X2.00

Elevators  
Easy Access to the Beach  
1 Available Wheelchair  
  
Main Building:1.23X0.77X1.98

## 5. Swimming Pools

2 Outdoor Swimming Pools  
 4 Indoor Swimming Pools  
 2 Indoor Thalasso Pools  
 1 Children's Pool  
 Water Slides (May-Oct.)

### 5.1. Swimming Pools' Specifications

	Metres Length X Width	Depth (Metres) Min.- Max.	Water
Main Outdoor Swimming Pool	Diameter 27.00	0.70 – 2.10	Fresh Water
“Polo” Outdoor Swimming Pool	500 m <sup>2</sup>	1.20 – 1.40	Fresh Water
Main Indoor Swimming Pool	90 m <sup>2</sup>	1.25 – 1.40	Fresh Water
“Relax” Indoor Swimming Pool	11.00X7.50	0.90 – 1.70	Fresh Water
“Candia” Thalasso Aquastream Pool	22.00X5.65	0.90 – 1.30	Warm Seawater
“Maris” Thalasso Aquastream Pool	125 m <sup>2</sup>	0.95 – 1.40	Warm Seawater
Children’s Pool	Diameter 4.50	0.30 – 0.30	Fresh Water

## 6. In-Hotel Recreation & Sport Facilities

### 6.1. Beach

Sandy: 300 m Free Sun Chairs Free Towels	Free Umbrellas Lifeguard
--	-----------------------------

### 6.2. Water Sports

Pedaloos	Canoes
----------	--------

### 6.3. Tennis

1 Floodlit Tennis courts with Artificial Grass Tennis Lessons Advanced Strokes	Club House Racquet Rental Tournaments
--	---

### 6.4. Other Sport Facilities

Mini Golf Table Tennis Beach Volley Mini Football 8x8	Squash Courts Billiards Jogging and Race Track 400 m Mini Football 7x7
--	---

## 7. Thalasso Centre

### 7.1. Body Treatments

#### **Relax/ Detoxification Treatments**

Body Massage & Face Treatment  
Lymph Massage  
Hot Stone Massage  
Chocolate Massage  
Bamboo Massage  
Celestial Spheres Massage  
Body Hydration  
Mud Therapy for Arms  
Seaweed Envelopment  
Colour Therapy

Essential Oils Massage  
Back Massage  
4 Hands Massage  
Aromatherapy Massage  
Wood Stones Massage  
Body Peeling  
Oxygen Therapy  
Seaweed Massage  
Heavy Legs Treatment

#### **Weight Loss/ Firming Treatments**

Anti-Cellulite Massage  
Mud Envelopment  
Café Thalasso Therapy  
Skin Stripes - Connecting Mast  
Thalasso Slim

Sea Mud Fango  
Thalasso Minceur  
Parafango  
Breast Tightening

#### **Electrotherapies**

Ultratone  
Pressotherapy

Slim-Up  
Magnetic Fields

#### **Hydrotherapies**

Private Bath Tubs  
Sea Rain Shower - Affusion  
Golden Spa  
Jet Massage

Hydrojet  
2 Warm Seawater & Aquastream Pools  
Red Grape Thalasso  
Thalatherm - Spa Jet

### 7.2. Beauty Treatments

#### **Face Treatments**

Hydration  
Eye Therapy  
Face Peeling  
Face Thalasso Treatment & Cytokines  
Phytogenic Peeling  
Beaute Aromatique  
Thalasso Caviar Propolis  
Thalasso Caviar Spiruline

Deep Cleansing with Peeling  
Face Massage  
Face Treatment "Caci"  
After Sun Thalasso Repair  
Thalasso Collagen  
Thalasso Caviar Cyclo Repair  
Ultrasound Vitamin

#### **Epilations**

Thighs/Shanks Epilation  
Upper Lip Epilation  
Underarm Epilation  
Root Epilation

Arms Epilation  
Back Epilation  
Leg-Bikini Wax/Biological Epilation



### **Cosmetic Treatments**

Make-Up

Manicure/Pedicure

Eyebrows Line

Manicure/Pedicure with Paraffin

Eye Lashes Dying

### **7.3. Spa Facilities**

Medical Care /Medical Consultation

Fitness Hall (CYBEX equipped)

Cleopatra's Bath

Sports Shop

Jacuzzi

Dietary Guide Line /Fat Test

Solarium

Sea Ionisation Hall

Sanarium / Sauna / Turkish Bath

### **7.4. Thalasso Packages**

Sports Injuries

Rejuvenation

Weight Loss

Anti-Stress

Vertebral Arthritis

Bad Blood Circulation

Strengthening

Beauty

Osteoporosis

Premature Ageing of the Cells

Rheumatic Diseases

### 7.4.1. Thalasso Packages

PACKAGES DAY	ONE DAY	TWO DAYS	THREE DAYS	FOUR DAYS	FIVE DAYS	SIX DAYS	TWELVE DAYS
--------------	---------	----------	------------	-----------	-----------	----------	-------------

#### RELAX/ DETOXIFICATION For:

Beauty, Anti-stress, Sports Injuries, Osteoporosis, Vertebra Arthritis, Rheumatic Diseases

SESSIONS	DAY 1	DAY 2	DAY 3	DAY 4	DAY 5	DAY 6	DAY 6
For a 1-day programme, 2nd day's programme is performed.	Thalasso Pool	Thalasso Pool	Personal Bath	Cleopatra's bath	Thalasso Pool	Thalasso Pool	For more than 6 days, programme of 1st week is repeated.
	Personal Bath	Personal Bath	Cleopatra's bath	Rep Grape	Hydrojet	Spa Jet	
	Cleopatra's bath	Essential Oil Massage	Seaweed Massage	Hydrojet	Oil Massage	Hydrojet	
	Hydrojet	Oxygen Therapy	Oxygen Therapy	Oxygen Therapy	Oxygen Therapy	Oxygen Therapy	

#### TONIC For:

Rejuvenation, Strengthening, Weight Loss, Bad Blood Circulation

SESSIONS	DAY 1	DAY 2	DAY 3	DAY 4	DAY 5	DAY 6	DAY 6
For a 1-day programme, 2 <sup>nd</sup> day's programme is performed.	Thalasso Pool	Bath Tonic	Bath Tonic	Bath Tonic	Bath Tonic	Bath Tonic	For more than 6 days, programme of 1st week is repeated.
	Bath Tonic	Jet Massage	Jet Massage	Jet Massage	Jet Massage	Spa Jet	
	Cleopatra's bath	Cleopatra's bath	Cleopatra's bath	Hydrojet	Hydrojet	Jet Massage	
	Hydrojet	Oil Massage	Seaweed Mass.	Oxygen therapy	Chocolate Mas.	Hydrojet	

#### ANTI-CELLULITE, WEIGHT LOSS For:

Rejuvenation, Strengthening, Beauty, Anti-Stress, Weight Loss, Premature ageing of the cells, Vertebra Arthritis

SESSIONS	DAY 1	DAY 2	DAY 3	DAY 4	DAY 5	DAY 6	DAY 6
For a 1-day programme, 2nd day's programme is performed.	Thalasso Pool	Red Grape	Thalasso Pool	Red Grape	Thalasso Pool	Red Grape	For more than 6 days, programme of 1st week is repeated.
	Personal Bath	Cellulite Mass.	Golden Spa	Seaweed Mass.	Golden Spa	Café Thalasso	
	Cleopatra's bath	Jet Massage	Jet Massage	Jet Massage	Jet Massage	Jet Massage	
	Hydrojet	Oxygen therapy	Oxygen therapy	Oxygen therapy	Hydrojet	Oxygen therapy	

#### INCLUDED:

Medical care, use of towel, bathrobe and slippers, GYM-RELAX area, Jacuzzi, Solarium, Sea Ionisation Hall, Indoor Heated Pool.

## 7.5. Spine Rehabilitation Institute

### Treatments for Musculoskeletal Disorders

Medx	Stabilisation Ex's
McKenzie	Strengthening Ex's
Relaxation Techniques	Personal Training

### Back School

Rehabilitation Training	Manual Therapy
-------------------------	----------------

### Treatments for Neurological Disorders

Hydro-Kinesitherapy	PNF Therapy
---------------------	-------------

## 8. Children

1 Children's Pool	Kindergarten / Mini Club / Playground
Baby Care Station	Children's Menus
Baby Chairs	Children Toilet-seats
Toilet Pots	Baby Alarm
Electricity Plug-cover	Microwaves (upon request)
Tennis Lessons	Children's Football Academy
Animation, Kids Disco	Cots
Babysitting Available	

## 9. Animation Team Activities

Gymnastics	Water Gymnastics
Quiz	Chess
Darts	Boccia
Games	Bingo
Dance Contests	Greek Dancing Lessons
Cretan Cooking Lessons	Beach Volleyball
Tournaments	Greek Language Lessons
Sixties	Folklore Nights
Theme Parties	Shows

## 10. Special Offers

Weekly Cocktail to Meet the Management	Weekly Gala Dinner
Weekly Cretan Food Buffet	Weekly International Buffet
<u>In Room Upon Arrival:</u>	
Bottle of Wine, Mineral Water	& Welcome Goodies

## 11. Pioneer Achievements & Distinctions

HACCP (Hazard Analysis Critical Control Points) (Management System to Assure Security & Hygiene of Food & Beverage offered)

Fine Arts School Graduates Competition

Alternative Gardening (System to Restore Ground, Gardens, Trees, Plants, etc. from Microbe Pollution.)

Blood Donor Bank

MGT Maris Green Team (Environmental Support Team)

Crystal Clear Water Award (Blue Flag)

Solar Field

Sea Water Reverse Osmosis Plant

## 12. Meetings & Functions

Conference Halls: 8

Syndicate Rooms: 5

Conference Capacity (Delegates): 1.425

Meeting Space: 1.193m<sup>2</sup>/12.841f<sup>2</sup>

Function Space: 3.411m<sup>2</sup>/36.720f<sup>2</sup>

Exhibition Space: 2.021m<sup>2</sup>/21.753f<sup>2</sup>

### 12.1. Candia Maris Conference Facilities

#### 12.1.1. Conference Centre Level 0

##### Electra Hall

#### CONFERENCE CAPACITIES

	Theatre	Class Room	U Shape	Day Light	Floor	Floor Cover
ELECTRA	45	36	18		0	carpet

#### CONFERENCE ROOMS' DIMENSIONS

	Length X Width (m/f)	Ceiling Height (m/f)	Sq M/Sq F	Main Door (m)
ELECTRA	6.28X6.46m / 20.60X21.19f	2.96m / 437f	41m <sup>2</sup> / 9.7 f <sup>2</sup>	1.70X2.17m

#### 12.1.2. Conference Centre Level 1

##### Minos, Ariadne, Phaedra, Pasiphae Halls

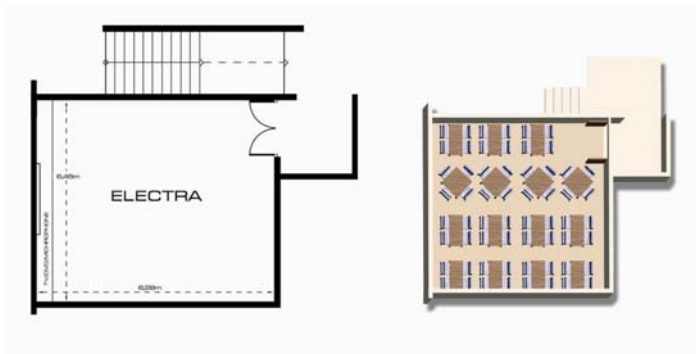
#### CONFERENCE CAPACITIES

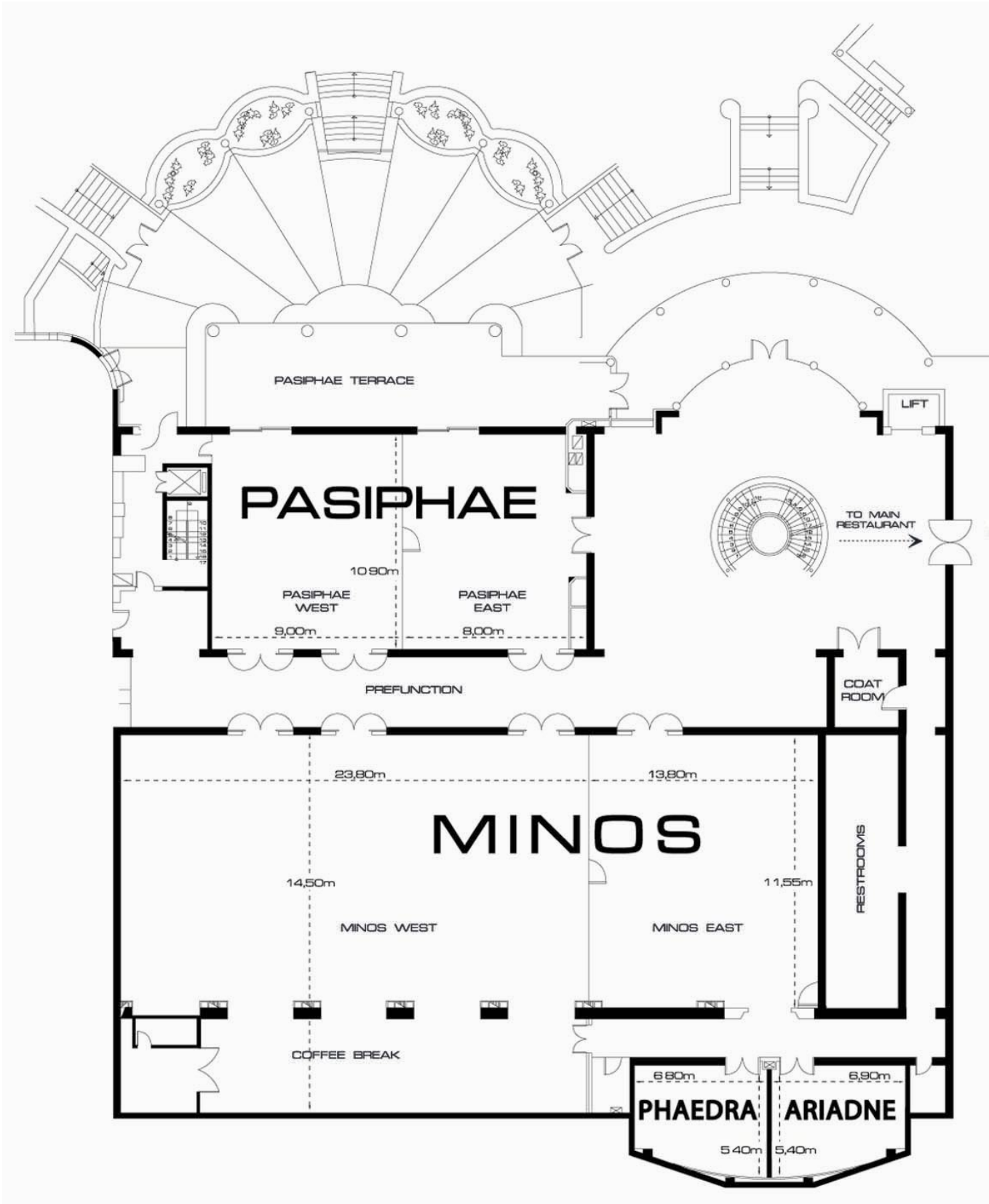
	Theatre	Class Room	U Shape	Day Light	Floor	Floor Cover
MINOS+Coffee Area	850	400	130		+1	carpet
MINOS West	420	240	80		+1	carpet
MINOS East	200	120	40		+1	carpet
ARIADNE	35	20	15		+1	carpet
PHAEDRA	35	20	15		+1	carpet
PASIPHAE	180	150	50	Yes	+1	wood
PASIPHAE West	70	50	30	Yes	+1	wood
PASIPHAE East	70	50	30	Yes	+1	wood

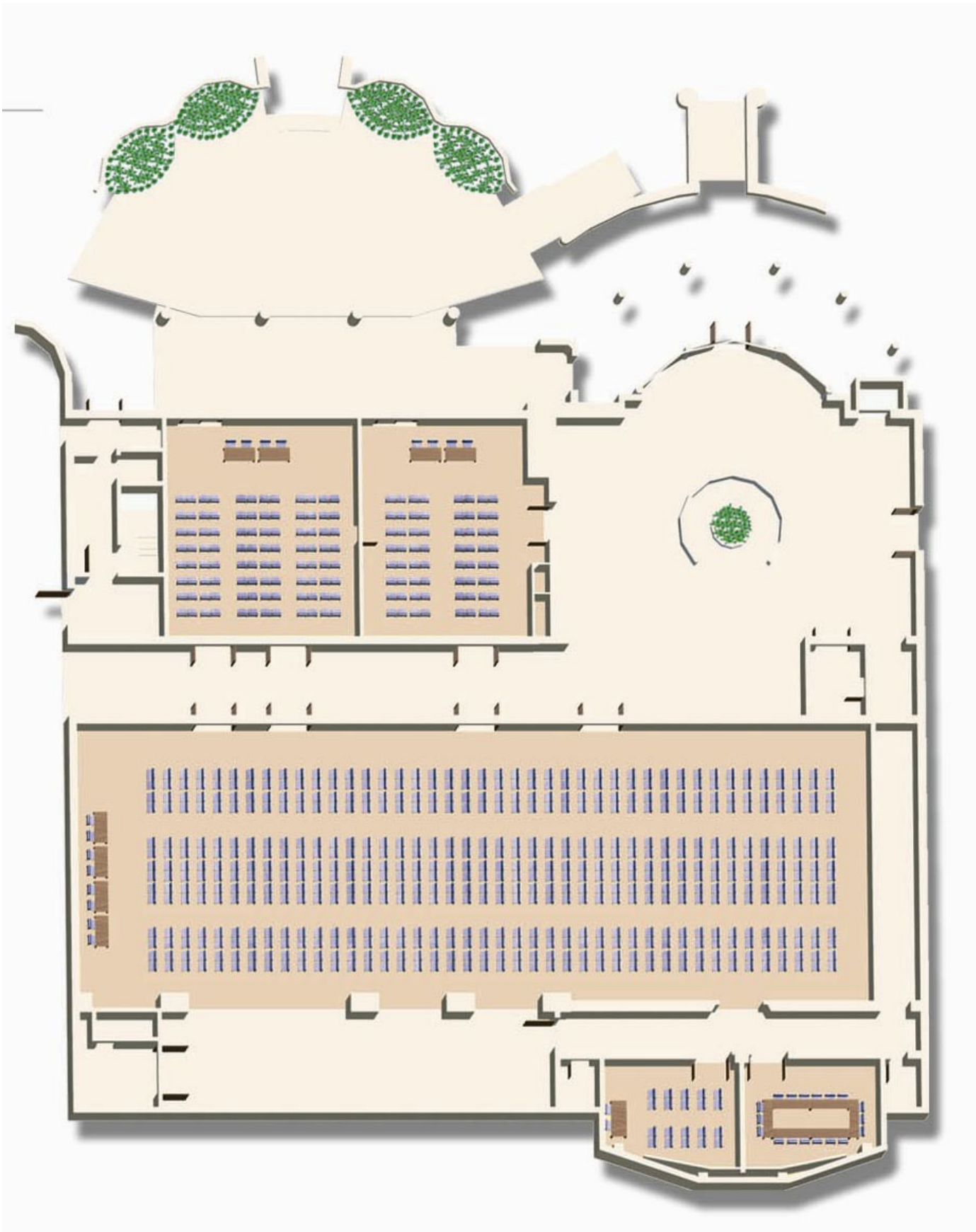
## CONFERENCE ROOMS' DIMENSIONS

	<b>Metres Length X Width</b>	<b>Metres Ceiling Height</b>	<b>Sq M/Sq F</b>	<b>Main Door (m)</b>
MINOS	35.35X14.50m/ 116X47.57f	3.35m / 10.99f	513m <sup>2</sup> / 5.518 f <sup>2</sup>	2.00X2.70m
Coffee Area	24X5m/ 78.74X16.4f	2.45m / 8.04f	120 m <sup>2</sup> / 1.292 f <sup>2</sup>	1.82X2.08m
MINOS West	23.80X14.50m/ 78.08X47.57f	3.35m / 10.99f	348 m <sup>2</sup> / 3.714 f <sup>2</sup>	1.60X2.70m
MINOS East	13.80X11.55m/ 45.28X37.90f	3.35m / 10.99f	162 m <sup>2</sup> / 1.746 f <sup>2</sup>	2.00X2.70m
ARIADNE	6.90X5.40m/ 22.64X17.72f	3.00m / 9.84f	37 m <sup>2</sup> / 401 f <sup>2</sup>	1.60X2.05m
PHAEDRA	6.80X5.40m/ 22.31X17.72f	3.00m / 9.84f	37 m <sup>2</sup> / 395 f <sup>2</sup>	1.60X2.05m
PASIPHAE	17.00X10.90m/ 55.77X35.76f	3.20m / 10.50f	185 m <sup>2</sup> / 1.995 f <sup>2</sup>	2.00X2.70m
PASIPHAE West	9.00X10.90m/ 29.53X35.76f	3.20m / 10.50f	98 m <sup>2</sup> / 1.056 f <sup>2</sup>	1.60X2.70m
PASIPHAE East	8.00X10.90m/ 26.25X35.76f	3.20m / 10.50f	87 m <sup>2</sup> / 939 f <sup>2</sup>	2.00X2.70m

## FLOOR PLANS









**12.1.3. Conference Centre Level 2  
Apollo Hall**

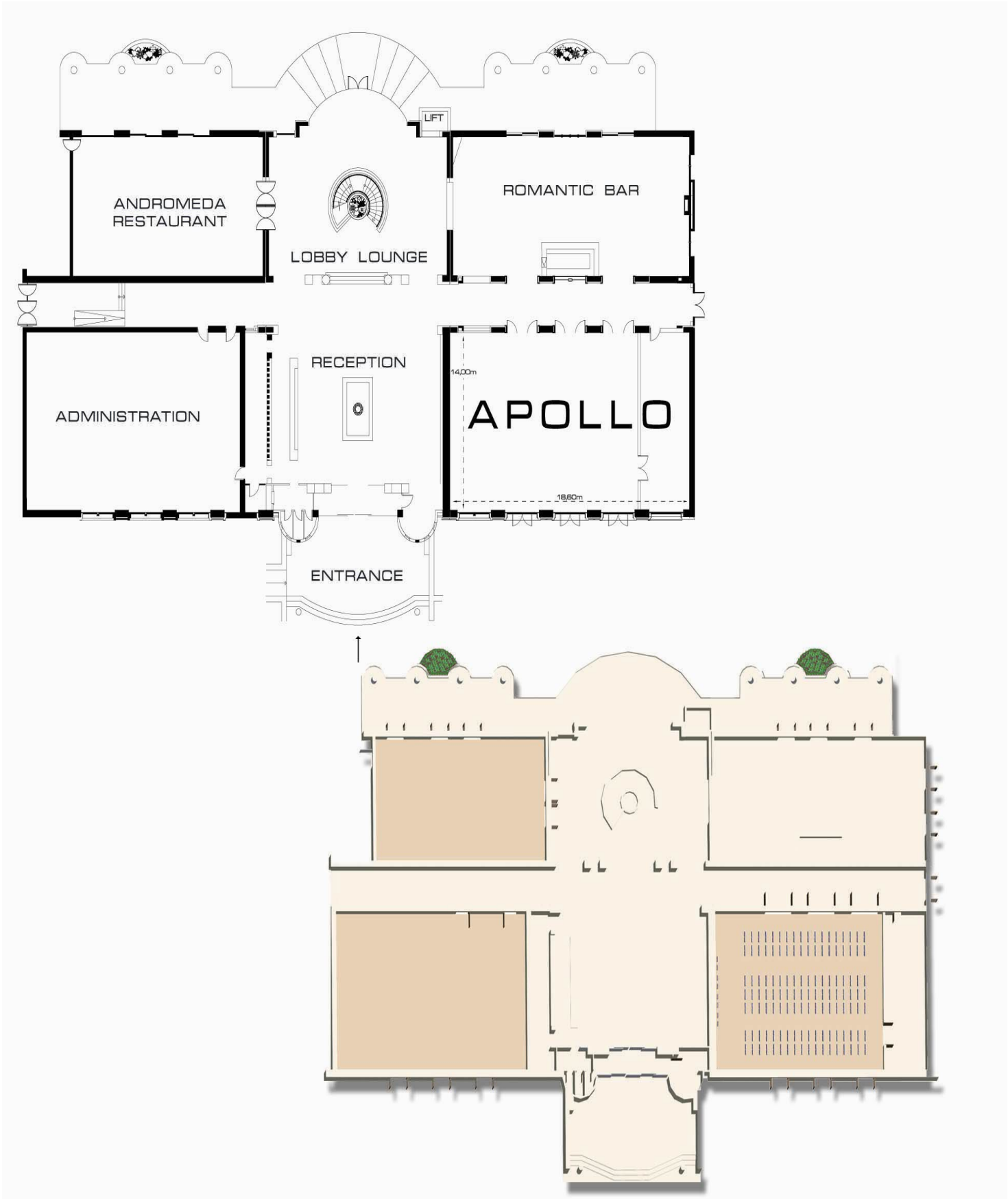
CONFERENCE CAPACITIES

	<b>Theatre</b>	<b>Class Room</b>	<b>U Shape</b>	<b>Day Light</b>	<b>Floor</b>	<b>Floor Cover</b>
APOLLO	280	180	60	Yes	+2	carpet

CONFERENCE ROOMS' DIMENSIONS

	<b>Metres Length X Width</b>	<b>Metres Ceiling Height</b>	<b>Sq M/Sq F</b>	<b>Main Door</b>
APOLLO	18.60X14m/61.02X45.93f	3.40m / 11.15f	260 m <sup>2</sup> / 2.803 f <sup>2</sup>	2.70X2.60m

FLOOR PLANS



## 12.2. Banqueting Capacities

	Reception	Buffet Rectangular Table	Buffet Round Table	Seated Rectangular Table	Seated Round Table	Day Light	Floor
Minos + Coffee Area	1000	600	420	700	480		+1
Minos West	600	350	270	400	320		+1
Minos East	200	100	80	150	120		+1
Ariadne							+1
Phaedra							+1
Pasiphae	250	200	180	210	180	Yes	+1
Pasiphae West	130	80	70	85	70	Yes	+1
Pasiphae East	130	80	70	85	70	Yes	+1
Pasiphae Terrace	500	300	250	300	250	Yes	0
Apollo	300	230	200	260	200	Yes	+2
Restaurant	1000	600		600		Yes	+1
Theater Alley	300	200	150	260	200	Yes	0
Church Alley	500					Yes	0
Art Gallery	150						-1
Andromeda	150	70	60	90	80	Yes	+1
Greek Rest. Arhanes	120	50	40	70	60	Yes	0

IMPORTANT: If dancing floor & orchestra required, 60 pax should be deducted from the above figures. Capacities may change according to the needs of each function.

## 12.3. Technical Facilities

Podium / Lectern	Teleconference
Isdn & Internet Access	Simultaneous Interpretation Systems
Wired/Wireless Voting System	Personal Computers – Printers
Monitors 14” - 60”	Stage Scenery Designing
Stage Lighting	Special Effect Lighting
Videowalls 2°2 - 5°5	Video Projectors
Large Screen Projectors 1,8°1,8 - 5°7	Video Cameras
Video Editing & Production	Overhead Projectors
Slide Projectors Kodak Ektapro	Infrared Remote Control
Lenses 36-253 mm	Laser Pointers
Paging System (10 Receivers)	Microphones (Cordless)
Microphones (Normal)	Flip Charts

## 12.4. Additional Facilities

Full Banqueting Services	Orchestra Available
Piano Players	Private Terraces For Gatherings
Syrtaki / Folklore Dancers Available	Outdoor Garden Venues
Many Open-Air Meeting Areas	Bouzouki & Accordion Players
Outside Catering Available	

## 12.5. Theme Parties

Fisherman's Night Beach Party * Greek Night	Bar-B-Q Night Full Moon Party * Tropical Night
---	--

\* High Season only

## 13. Sales & Reservations Offices

### Central Sales & Reservation Office

Postal Address: 15, Dimokratias Ave. 713 06 Heraklion, Crete, Greece  
Telephone: +30 2810 343 110  
Fax: +30 2810 346088  
E-Mail Address: maris@maris.gr  
Website: <http://www.maris.gr>

Sales & Contracting Director: Mr. Nikos Kontakis, e-mail address: nikon@maris.gr  
Reservations Manager: Ms. Kiki Strilinga, e-mail address: kstrili@maris.gr

### Conferences & Groups Sales Office

Postal Address: Terra Maris Hotel, 700 14, Limin Hersnissos, Crete, Greece  
Telephone: +30 28970 27110  
Fax: +30 28970 27119  
E-Mail Address: imessa@maris.gr  
Website: <http://www.maris.gr>

Conferences & Groups Sales Manager: Mr. Ippocrates Messaritakis

### Athens Sales Office

Postal Address: 2, Proteos & Litous str  
16671 Kavouri Vouliagmenis, Greece  
Telephone: +30 210 8963 664  
Fax: +30 210 8962 360  
E-Mail Address: marketing@maris.gr  
Website: <http://www.maris.gr>

*Maris Hotels Reserve the Right to Make Changes to all Facilities and Services Mentioned in this Description without Notice. For Further Information on Facilities and Services, Specific Policies, Rates, etc., Please Contact our Central Sales & Reservations Office.*