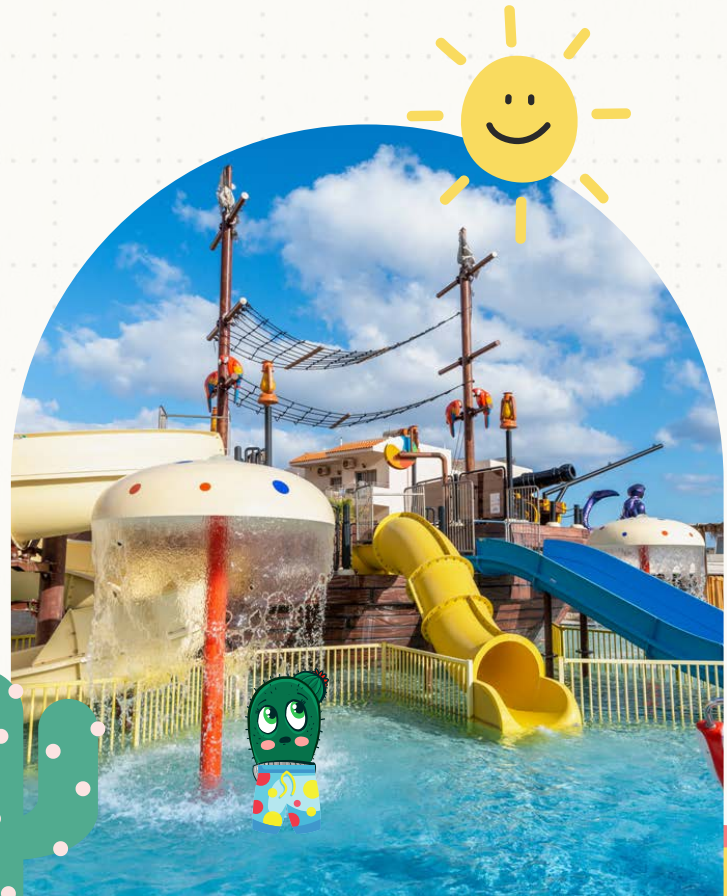


# Kaktoulis' holidays!!!

Carefree and Ecologically Sustainable Holidays



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Kaktoulis is very excited since it's the first time he's going on holiday with his family!!!

He will be travelling by plane to the island of Crete in Greece and he is sure to have a great time!!! His parents have described Crete as a sunny island with clean beaches, friendly people and delicious food!!! What better place for an unforgettable holiday!

The flight took about 3 hours and the trip to the hotel was lightning fast because the little one just couldn't wait to put his swimsuit on and dive into the deep blue sea!!!



# KAKTOULIS AT THE RECEPTION!

- Welcome to Crete! I am Sophia and I wish you a pleasant stay!

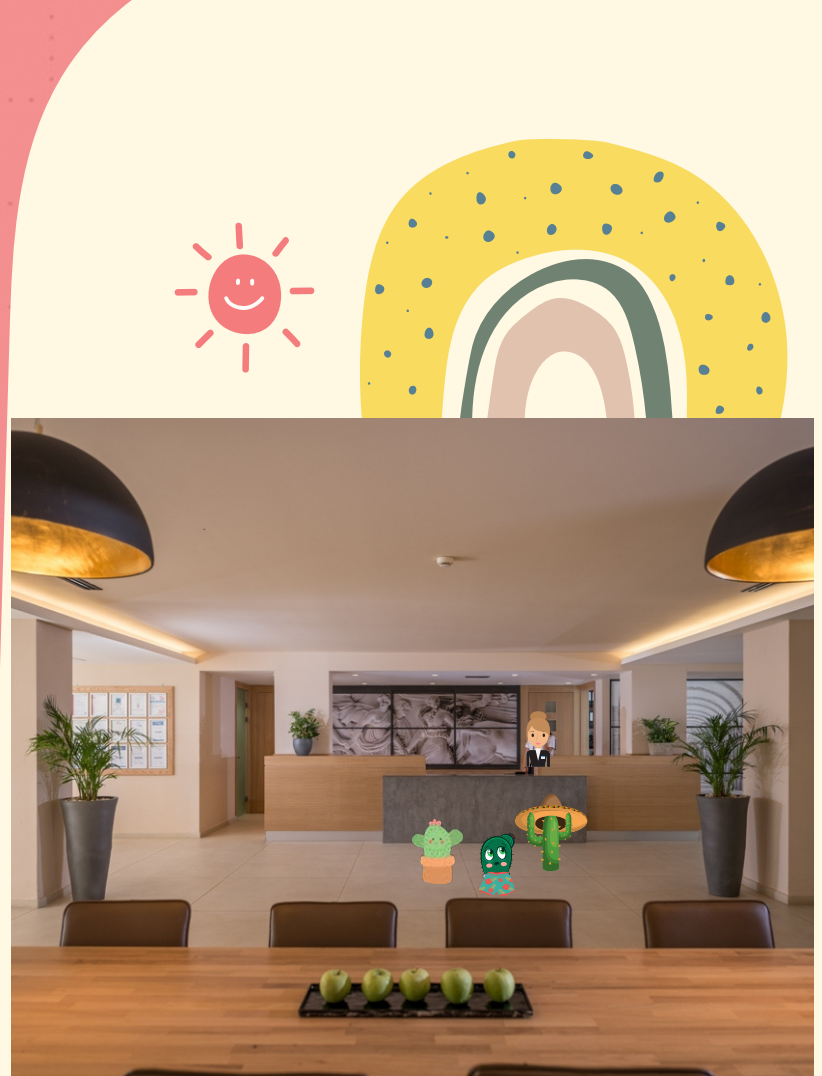
The receptionist welcomed Kaktoulis' family and gave them useful information for their stay at the hotel!

Kaktoulis observed the reception area with great attention. There were screens and bulletin boards everywhere!!!

- Excuse me madam, said Kaktoulis, who rose to stand on his tiptoes and could barely see Sophia behind the reception desk!

With a curious look he wondered:

- But why so many screens? My parents always told me not to stay in front of TV and computer screens for too long...





Sophia smiled and explained to Kaktoulis that they weren't just normal TVs but information TVs! Through the TVs in and outside the rooms and the information kiosks as well as the hotel's mobile app, you can get information about the hotel, our events, the weather, the opening hours of our facilities and a lot more! And guess what, kiddo? We're actually helping the environment a lot like this because we don't have to cut trees down to use paper!



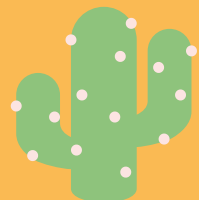
★ Kaktoulis got excited, opened his eyes wide and said:  
- Really? That's great! I love walking in the countryside!



Kaktoulis' family, accompanied by Peter, the hotel porter, were led to their room, with a spectacular view of the pool!!!

## INFOS

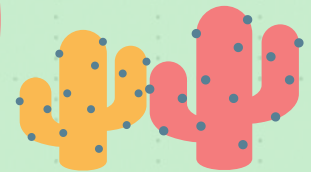
At Cactus Hotels, toilet paper, hand towels as well as all hygiene and floor care products are certified with the Sustainable Forest Management standard by the international organization FSC.

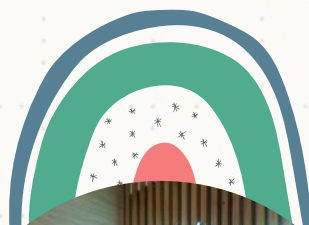




**INFOS** At Cactus Hotels, the wristband given to our All Inclusive guests is no longer plastic or vinyl but fabric and very creative! We say no to plastic no matter how it is used!

- will be applied after the end of stocks for part of the Cactus hotels





Joy

Delight

Fun





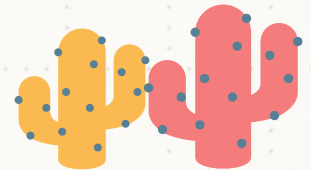
## KAKTOULIS IN THE ROOM!

The family arrived at the family room they had booked!

- Come on mom, let's put our bathing suits on and go to the sea... It's so hot!!!!
- Now now, Kaktoulis, be patient, first we have to get our things in order.
- But it's so hot, Mom!
- Wait until we put the card in the slot so we can turn the air conditioner on.

What's that, Kaktoulis wondered!

- Mom, we don't have anything like this to turn the air conditioner on at home ...



- Didn't you hear the girl at the reception desk? It's so we don't leave the air conditioner on. When we leave the room, we have to take the card with us, so the air conditioner turns itself off. The same will happen if we leave the balcony door open.

- But why? Let's keep our room cool!

- Kaktoulis, the high energy consumption and the uninterrupted use of air conditioners is very damaging to the environment since it pollutes the atmosphere with carbon dioxide, contributing to global warming.

- Mom, I think the people here are very environmentally friendly!

- We are very lucky to have chosen a hotel whose operation is environmentally friendly without depriving us of comfort and hospitality!









## INFOS

At Cactus Hotels, we have stopped supplying the rooms with plastic water bottles. Each room has glass bottles you can fill at easily accessible water stations located in all the hotel bars 24 hours a day! In this way, we make the glass bottles reusable. Then, on each departure, they end up in special bins for glass recycling!





- Let me show you something else... his mom said . 
- What, mom? he asked with great surprise! 
- Do you see the glass bottle? The reason it's there is so that we can fill the bottle whenever we want with water from the water stations at the hotel, reuse it and not use any plastic water bottles!
- And why is this so good???
- Because plastics are the main cause of environmental pollution. Plastics that are not recycled can take 500 years to decompose. So they stay in nature and in the sea and end up on our plates...
- Ha ha ha, mom, are you serious? Do you think we're eating plastic?
- Yes, little Kaktoulis, plastics become microplastics and are eaten by animals and fish and then end up in our bellies.
- Kaktoulis felt very troubled by this new information...





Thank you for helping us  
save the planet!!!!

# KAKTOULIS AT THE MINI MARKET!



It's time for bathing and playing carefree at the beach!

Just before that however, it was imperative to visit the hotel mini market for the essentials!

- Welcome and enjoy your stay, said a smiling Mrs. Venice who works at the hotel's mini market.

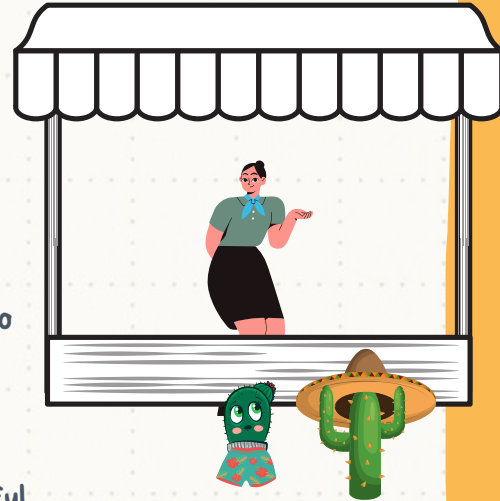
- Hello and thank you very much, said Kaktoulis!

The family bought exactly what they needed and headed to the checkout counter.

- Would you like me to put your things in a paper bag or would you like to purchase a reusable one that will be useful throughout your holiday and even when you return home, asked Mrs. Venice. Do you know that plastic...

- We know, we know! interrupted Kaktoulis. No more plastic! We'll take the reusable one, eh dad?

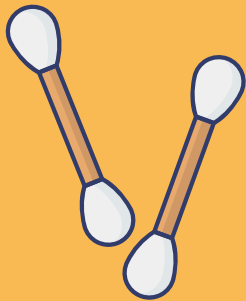
- Of course, Kaktoulis, his dad replied!





## INFOS

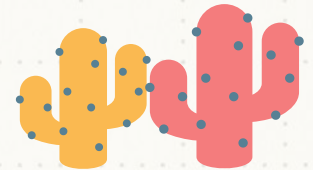
At Cactus Hotels, we no longer have any single-use plastic items such as straws, cutlery, cups and plates. Moreover, cotton swabs no longer have a plastic part and all items inside the rooms (shampoo, shower gel, soap) are in refillable containers. There has already been legislation banning the use of these.





Swimming in the sea and playing on the beach was really enjoyable!!! The sun was shining and happy voices filled the beach as all the little kids were playing with their buckets and diving into the Stalis sea!

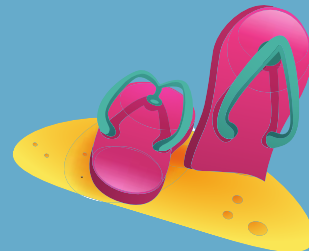
- Dad I'm hungry...!!!!!! said Kaktoulis
- I think it's time for lunch too! Besides, it's 13:00, the restaurant is waiting for us!!! Let's change out of our wet clothes and go straight to the restaurant to taste delicious Greek food!





## INFOS

Cactus Hotels is the first hotel chain with three Costa Nostrum Certified Sustainable Beaches!



# KAKTOULIS AT THE RESTAURANT!

At the entrance of the main restaurant, they were kindly greeted by Stefanos, the maitre d' of the restaurant!

- Welcome and bon appétit!

He accompanied the family to the table and politely showed them the buffet.

- Wow, there's so much, I want to put everything on my plate!!!! said Kaktoulis enthusiastically!

- Hey, no Kaktoulis, I don't think you'll be able to eat it all! His dad explained to the little guy that wasting food is not right because there are countries where children don't have food and water so these things should be respected.





- Don't be a bad boy. We'll first put food on our plate and we'll only add more food if we're still hungry. We'll do the same with dessert!



Stephen approached the family's table to ask if they were satisfied with the food so far and if they needed anything!

The family was very pleased with the quality of the food. Stephen then informed them that over 75% of our suppliers are local. So all kinds of fruits, vegetables, dairy and meat are fresh and of excellent quality!!!





# Sustainable Practices



## Local

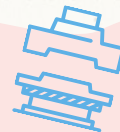
Choosing local suppliers is part of the Company's Corporate Social Responsibility. We choose and support local businesses! This means everything is fresher and therefore tastier. Also, it travels fewer miles to get to our kitchen, so our ecological footprint is small!

## 0% waste

We make sure that food preparation is done based on the amount of people in the hotel to avoid wasting food! Even what is left over on the buffet or guest plates is not wasted! It is collected daily from a special area of the hotel by Mr. George, a local shepherd, and given to the piglets and chickens he raises as food !

## Proper waste management

The paper packaging of the goods is collected, compressed and then taken for recycling. Used oils are collected in special containers and recycled by an external partner in accordance with legislation. Glass packaging is collected in special bins and sent to be recycled.





The Kaktoulis family had a carefree holiday and were happy twice over!!! Firstly because they had a wonderful time in a very beautiful place and secondly because they had chosen a hotel that loves the environment, just like the family itself!!!!



## INFOS

The administration of Cactus Hotels, wanting to raise awareness and thank his staff who is always companion in all actions of a social and environmental nature, donated to all Cactus Hotels employees a certified hot bottle, 100% recyclable, wanting to emphasize the importance of circular economy and reuse.



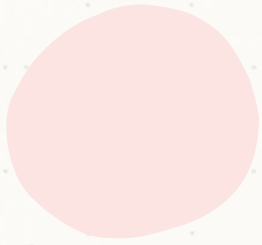
# Energy



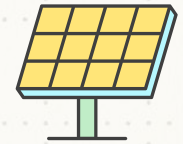
Our goal is to reduce energy consumption without depriving our guests of comfort, ultimately saving money and protecting the environment.

- Replacing all of our energy-efficient lamps with LED lamps.
- All A/C units use A+++ energy-efficient and eco-friendly refrigerants.
- All the energy consumed for DHW (Domestic Hot Water) is produced by a recovery pump.
- Signs to remind all staff about energy saving as well as additional training on the topic.
- In all rooms, opening the balcony or the main door will automatically turn the indoor air conditioning off.
- Magnetic card in all rooms, ensuring that all electrical appliances (except the fridge) are switched off when guests leave the room.
- An open-circuit heat exchanger system where hot water is no longer stored but is rapidly heated through the heat exchanger and transferred for use in all areas of the hotel.





- Electricity is used to power all the hotel's systems while the energy provided by the combustion of LPG is used for the kitchen ovens.
- BMS (Building Management System): the equipment monitoring and lighting system for performance and sustainability.
- Machines throughout the hotel have inverter generators. We use energy-saving technologies in the common areas such as motion sensors
- Policy of changing bed sheets and towels on customer demand
- Policy of checking electrical appliances in empty rooms
- Expert and regular maintenance of machinery
- Use of photovoltaic systems for energy generation.



# Water

To save water and manage water resources sustainably, above all, it is necessary to cultivate a new culture regarding water management.



- Installing flow control devices in bathtubs, showers and kitchen filters for sustainable water use.
- Training of staff on proper water management.
- Signs to remind kitchen staff about water conservation.
- Irrigation of the greenery using the drip method.
- Linen and towels from a certified external partner (Laundry).
- Installation of sanitary appliances with permissible water consumption (toilets, showers, low-flow faucets).
- Proper control and maintenance of swimming pools.
- Frequent control of water quality based on ISO.



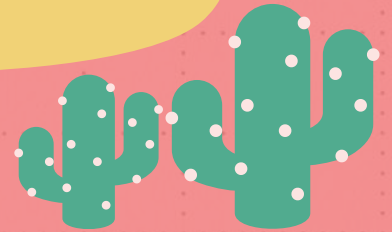


ISO 9001  
 ISO 22000  
 ISO 14001  
 Greek Breakfast  
 Green Key  
 We Do Local  
 HACCP  
 Travelife Gold  
 Creta Cuisine  
 Covid Shield

**INFOS**

Cactus Hotels operate on the basis of ecologically sustainable practices, providing quality services and facilities and this results in the hotels being recognized and rewarded by national, international and global institutions as well as in obtaining a number of certifications.

TUI UMWELT CHAMPION  
 TUI TOP QUALITY  
 HOLIDAY CHECK  
 TOP HOTEL  
 GREEK HOSPITALITY AWARDS  
 ENVIRONMENTAL AWARDS  
 WASTE & RECYCLING AWARDS  
 TREASURES OF GREEK TOURISM  
 THE BIZZ WINNER  
 BRAVO AWARDS  
 GREEK TRAVEL AWARDS  
 TOURISM AWARDS



# Waste

- Reduction of packaging materials by purchasing less packaged products.
- Press for compressing recyclables.
- Waste management - recycling (paper, glass, plastic, toner, burnt oil, etc.).
- Proper management of food preparation according to the number of customers.
- Use of electronic systems instead of paper for business purposes.
- Training staff on proper waste management and recycling.
- Implementation of the F.I.F.O. system in our restaurants and kitchens.
- Minimizing of disposable products.
- Elimination of the use of plastic bags.
- Informing guests about environmental issues and the recycling program implemented at the hotel through digital devices (mobile app, information kiosk, information channel).
- Universal use of paper certified by FSC (roll, toilet, hand towels) in all departments and hotel rooms.

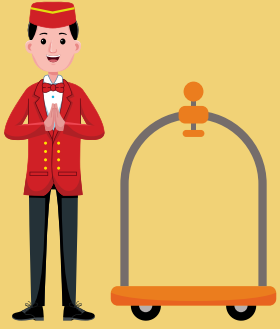


Care  
And  
Conserve  
The  
Ultimate  
Sustainability...

CACTUS  HOTELS  
Spa & Resorts Crete



Peter



Sophia



Kaktoulis family

Venice



Stephen



The purpose of this fairytale is to inform you about the sustainable practices applied by the company in its operation. We believe that the planet does not belong to anyone and we should make this destination sustainable for future generations.

Thank you for contributing to this effort too!!!  
Happy Holidays!!!



**THE GLOBAL GOALS**

# CACTUS HOTELS

Spa & Resorts Crete



This fairytale is printed in FSC paper,  
the mark of responsible forestry

