

Pambos Magic Hotel Ayia Napa testimonies



Pambos Magic is perfectly located in the center of Ayia Napa. It can be considered like party central. With its two swimming pools and lively bars serving drinks all through the day and through the night, this is place for 24 hour party people! The main bars and clubs are right on your doorstep and the sandy [Limanaki beach](#) is just 800 meters from the hotel. The rooms are suitable for one to four people and they are equipped with, bathroom with bath or shower, fully equipped kitchenette, fridge, cooker, air condition Wi-fi (payable locally), TV and terrace. Most rooms have single beds but double beds are available on request upon arrival. There is a chill-out swimming pool with pool bar, 24-hour reception, mini market, pool table and internet. There are two off-licence shops on-site, two large swimming pools with sun terraces, gym is located on the top floor of the building with steam bath, sauna, massage service. This hotel offers great value for money for its guest. Pambos magic is home of the famous Ayia Napa after party club Aqual The hotel is not recommended for families. It is suitable if you are looking for party hotel.

Attacked when I was sleeping in my bed

Serious safety incident

Please do not stay here. I'm writing this review a month on from my stay at this hotel and I'm scarred from my experience. I am a 18 year old girl who came to napa with 10 other girls visiting 2 of our friends who were out for the season because of this we wanted a hotel close to the strip and thus chose napa rocks. Worst decision of my life. On one of the nights when there was a party at the hotel I came back to the room early because I was feeling ill due to being sunburnt. Despite my room being less than 100m away from the party 2 of my friends escorted me back and took me to sleep in the room. I was completely sober. As I felt unwell I had a early night so got myself ready for bed, without going into details I was woken up to a man on top of me (who had broken into the room through the balcony door) he had flipped my over and had me pinned to the bed attempting to rape me. I managed to get away. As I was in shock my friends reported this to reception- they couldn't care less and was unbothered saying it had nothing to do with them and I'd had to do it on my own, they have no CCTV anywhere other than the reception. I sat in the reception wrapped in a towel sobbing and in hysterics, when I went up myself about a hour later they hushed me away and said they'd be 20 minutes as they were filing key reports. Completely uncaring and uncompassionate. When they did come over they gave me a number for a police station that only spoke in Greek so I couldn't understand (they didn't help translate either) and gave me an address that was a hours cab journey away, the last thing I wanted to do after this ordeal was get into a cab in the early hours of the morning. The hotel offered no compassion and didn't even offer a room exchange at the very least. I found out from my Cypriot friend that the police could've been called and that the hotel should've called them as it was not only a attempted rape but a break in. My parents booked me a flight home for the following day. Since I've been home and have been in contact with my travel agent and insurance company the hotel have denied any responsibility and have said no incident was ever reported or made aware to them a complete and utter lie. Please please avoid

Dangerous

Unsafe

Unhelpful and rude staff

BEWARE

Worse than a prison

Do not under any circumstances stay at this place !!

Where do I start 😞

We booked this in a panic after the Thomas Cook collapse, it was cheap so wasn't expecting a luxurious room, I knew it was gonna be basic!

We arrived at 11.30 Saturday night, when we got to the room! Well, shouldn't call it a room, it was more like a prison cell !!!

The door had been booted in that many times it was hanging on just !!!

We were self-catering, but there was only a fridge and kettle and no cooking facilities, not that I do a lot of cooking but come on, not even the basics !!

Bathroom was OK at first glance, but on closer look it was dirty, mouldy and the paint hanging off the ceiling !! The tiles were thrown up by the looks of it with a big gap all the way round the door frame !

The room you could hardly swing a cat in !!!

Hardly any wardrobe space, what little we had was a little cupboard that stunk of mould !! Disgusting !!!

Had a rickety old table that had been repaired that many times, the legs had finally given up on it !!

The sheets on the bed were stained 😞😞

We didn't even bother to unpack !! As it was late we had no choice but to sleep there, music from the clubs blaring till about 4 in the morning, as our room backed onto the strip !! Then the shouting and screaming and running about started, after finally getting to shut my eyes the monastery bells were chiming at 7.30 in the morning !

In the dark the pool area didn't look that bad, but in the cold light of day when we were leaving and looked properly it was filthy !!

The water in the pool didn't look like it had been cleaned for a while, it was generally dirty and unkempt !!

We couldn't wait to escape the place and left that next morning !!!

It was only cheap I understand that but you would expect at least a safe, clean room no matter how much you have paid .

Don't get me wrong, I am not used to staying in 5 star hotels, we stay in pretty cheap basic accommodation every year, so am not being snobby or expecting luxury for the price, but even I have my limits !!

We managed to find another place in Protaras that next day Thank God !!

We went back to hand the keys in and the girl on reception asked why we were leaving and what was wrong with the room 😞 I couldn't believe she was actually asking that !!

So I reeled off the long list and at the end of it I said would you honestly stay here !! She didn't answer me !!

If you're young and all you want to do is get drunk, take drugs and party all night, and are not bothered about where you stay, then this place is ideal for you, but if not stay away at all costs !!!!

Only stayed 1 night, that was more than enough

Had already booked and paid for this room but was told by the hotel staff that the booking had been cancelled? (Not by me). Had to pay 25 Euros for 1 night, hotel not offering to make me a deal, that was the price! Couldn't pay with a card, machine 'not working' when I offered cash they had no change and had to go to a supermarket to change money, whole booking in procedure took about 45 mins!

Room was dirty fullstop. 4 single beds crammed into the floor space, sheets did not look at all clean, good job it was hot, didn't need them. Showerhead was broken water everywhere except where you wanted it, fixed overhead shower was disconnected hence the broken handheld? Cable trunking hanging all over the place, only one light worked. Balcony door would not lock and was difficult to open. On the plus side, if there was one, it was reasonably quiet, and the hotel? was well situated in the heart of Napa. Stayed for one night in Napa fairly often, this was by far the worst of the places I've stayed.

NEEDLE FOUND IN ROOM

Few lads I know just been for a week and stayed in this place, they found a used needle and a burned spoon under the desk and when asked cleaner to take care of it she said "it's too old for me to deal with".

DO NOT STAY HERE !!!

Worst hotel ever !!! Rooms are like shown in the photos !!! You sleep maybe 4 hours a night and get to sleep when the fun begins (08:00 - 15:00) that is because of the fights and the drunk idiots.

Management is zero.

Idiots coming every day.

Joint balcony is the worst ... full of rubbish.

If you want to fight russians ,germans and bulgarians all night ...please go there it is the MMA top 1 place (you don't win any money).

JUST PLEASE LISTEN I WORKED HARD TO GO THERE FOR THIS... DO NOT Go THERE (copy and paste the text for other review sites I have to go to work I do not have time)

THIS PLACE IS A FRAUD

Me and a few of my boys decided we wanted to go to napa and saw this was cheap , it is good for €20 a night but when we went to our rooms there was poo stains on our beds. Lights falling out of the ceiling and there was cockroaches everywhere. The staff were rude and quite frankly disgusting. You had to pay €50 upfront and they pick holes and take it off you however clean your room was. My advice if u visit , take pictures of all the problems in the hotel and stay there as little as possible. It seemed apparent that they spent all there money on the reception and pool but decided to not maintain the high standards in the bedrooms. I think a cardboard would be a better night sleep than the beds provided. Finally the maids bang on your door at 8-10 in the morning and let themselves in , they do not change the beds they litterly only change the bins and put a toilet roll in the room for you. In conclusion I believe that this hotel is the worst place I've ever stayed and would rather sleep on the floor of the aiya napa strip than in that room.

Worst hotel ever

We stayed only for one night but still had the worst experience ever at this hotel. We came back from a party around 3:40 in the morning and I told the girl at the reception that the aircondition wasn't working, she came to check and she said that she will go check if she has another control or something. 20 minutes later I called the reception and I asked her if she was coming because we wanted to sleep. Her answer was ' i have some things to handle an I will come later' We were waiting about 1 hour and she never came. We had to leave the balcony door open which was very risky since there was an after party going on and there was a lot of noise and a lot of drunk people. Imagine sleeping in full humidity and 30+ degrees outside with the balcony door open! Basically the...

[Read more](#)

Vile ,dangerous ,horrible

My friends and I (5 ,18 yrs old girls) arrived at hotel in August. rooms are small and dirty we asked for better room they were not interested . On our arrival We pointed out to rep that air conditioning unit was hanging of wall which he noted After a few days manager said we had done it I brought rep up to room to point out that this was all ready done prior to our arrival he flatly denied he had seen this (complete liar)and they wanted us to pay €500 Euro for new one. We lost our €50 deposit for no reason had to pay €5 for someone to open door because lock would not work It's. A total rip off please don't stay here.

DO NOT STAY HERE FOR YOUR OWN SAFETY!

DO NOT STAY AT PAMBOS OR GO TO CLUB AT HOTEL.

Me and my friend went to it, just to see what it was like, it was not busy at all, maybe 30 people max inside. We was inside for only about 20 minutes, when my friend went to the bar to get a drink. Suddenly, for no reason what so ever, a man decides to put him into a headlock and throw him out the exit door. I thought that was the end of it. 5 men then followed him outside, and started to punch my friend continuously for about 30 seconds, for no reason. They eventually stopped, and we walked away back to our room, which was directly above the club. My friend who got attacked, thought it would be safer for him to go off-site the hotel for 30 minutes or so, so he went (Our third friend was in our room sleeping, and wouldn't wake up to let us in). I was not attacked initially by them, nor did I fight them, so I believed I would be fine. I went back to the room door, and began to knock. However, I looked at the end of the corridor, and the men who were previously attacking my friend were standing there. They all then ran at me, threw me to the floor and all 5 of them began to punch me in the face, and kick and stamp all over my body whilst squeezing my neck. All I could do was protect my head, and hope they would stop soon.

They eventually stopped, grabbed me and took me to the hotel reception, demanding the reception staff they give us our passports and we are being kicked out. The hotel reception began to grab our passports and tell us we had no choice but to leave! When we was the ones who just got randomly attacked. This is when I found out, that the attackers are actually bouncers/security at the club at the hotel! I couldn't believe it. The hotel reception took me back to my room and after 20-30 minutes, demanded we paid a 100 euro fine, or we will have to leave the hotel. So not only did we get brutally attacked by their staff, they are also now making us pay 100 euro fine. We paid the fine, as we had no where else to go, and it was about 5am. I believe this may be a stunt they do to new comers to the hotel to get extra money from them, as this was only our 2nd night at the hotel.

DO NOT STAY AT PAMBOS OR GO TO CLUB AT HOTEL.

Look at the other reviews for the club at this hotel. People have been put into comas, been in hospital for over 8 months, been knocked out unconscious and continued to be punched. The club and hotel are together, and are pure scum. Do NOT stay here. Many other nice hotels around this area.

https://www.tripadvisor.co.uk/ShowUserReviews-g262055-d6680573-r585061379-Aqua_Club-Ayia_Napa_Famagusta_District.html

Disgusting

Currently covered in bites from bed bugs. The place is absolutely filthy. No fresh towels or bed sheets and when you ask you are told you'll get them tomorrow. When you do get "clean towels" they're all stained. No pillowcases, You get one roll of toilet paper and you have to ask for it. Doors aren't stable they don't close properly. Our balcony door didn't lock. The shower floor was filthy and the air conditioning was leaking down the walls. The pools closed everyday at 3pm for private parties so you had to use a small pool with no sunbeds if you wanted to cool down. Only good thing is how close to the strip you are.

NO SPACE FOR US IN HOTEL?! RUDE STAFF

We arrived in Napa Rocks hotel late at night, 5 young girls. We went to reception and were told that the hotel was full and they had no room for us. I have never in my life experienced such rude staff. They were not at all bothered and continued to laugh when we asked what an earth we were going to do?! We had paid for this room and we now had no where to stay. They proceeded to offer us a room in another place after we were almost in tears. A rude lady led us to some dodgy backstreet and left us saying she would be back in 5 minutes to give us the key. We waited over 45 minutes and no one returned. I have never seen such a dodgy place in my life. It had no name, no proper reception or any staff. There was weird man crowding the hotel it was awful. We had no choice but to leave...

WARNING: PLEASE DO NOT VISIT

Review of [Aqua Club](#)

Reviewed 4 June 2018 via mobile

The doorman/security are people who I wish to be fired and delt with accordingly. They sent my partner to hospital a few nights ago for 2 days regarding what they did to him. My partner and a guy was in the middle of an argument then this large Greek doorman came over grabbed my partner by the throat and slammed him to the ground. He continued to choke him for 5-6 mins with me screaming at him saying stop he can't breath. This was known as my partner was starting to turn a funny colour whilst he was trying to say I can't breath but he carried on to do so. Then a big black security guard came over lifted him up by his shirt and slammed him to the ground (not needed as my partner could move or anything due to being weezy from just being choked). Black security guard then dragged him up the stairs by his arms slamming his head on every flight of stairs by picking him up and slamming him down by his head. He then got him outside where my partner was unresponsive. He then grabbed my partners neck a threw him head into the ground. As another security person decides to punch myself in the side of the head by my ear for me running up to my partner to help him, the black security man kicks my partner, that is on the ground, in the jaw and chest repeatitly. They they laughed at him as I hold my partner and they walk away. An ambulance finally arrived were he was taken to hospital and was there for 2 days due to injuries. As of this coming Tuesday it is to be reported to the BRITISH HIGH COMMISSION for the "security guards" to be proccecuted for common assault and gbh as told by the hospital. Please I warn anyone not to go but if you do end up going please watch out the these two men. I do not wish this on anyone.

LADS HOLIDAY NIGHTMARE

!!!!!!!!!!!!!!

Anyone going to Napa DO NOT STAY AT PAMBOS NAPA ROCKS

Wednesday one of the lads gold bangle mysteriously went missing at the hotel which reception couldn't care about & then yesterday one of the lads pouch got TAKEN which had his passport money cards the lot in which he is now 1hr away at the embassy getting an emergency passport which the hotel have offered no help to even though the pouch went on their grounds.

This hotel has 3 different blocks and the blocks are separated in NATIONALITY order 😊😊 so Brits in one block and every other nationality in different blocks. You have to walk through each block to get through to your block so as you can imagine it is pave central with massive groups of lads everywhere

We tried to check out today & I went down and asked for late checkout to which they said yes to for €80, come 12pm we go down and they refuse it but then give it to the next people in line !

We tried to get our €50 deposit back which they said they give us a little deposit slip which they never give it and then after we kept digging we found out they didn't give us no slip but the two creatures behind the desk was calling us all liars but luckily we caught them out

I'm currently sitting in a boiling hot lobby with 8 hanging lads and suitcases for another 8 HOURS with one more lad on route from the embassy because his pouch got taken from this hotel. As you can imagine tensions are high

Anyone looking to go Napa avoid this hotel bigtime absolute mess with jobsworth's working for them.

Rooms are filthy and i wouldn't let my worst enemy sleep here

!!!!!!!!!!!!!!

SUMMER TAKEOVER - DO NOT STAY HERE NO MATTER HOW DESPERATE YOU ARE

Serious safety incident

worst place you could stay in napa. girls getting raped in a daily basis! things getting stolen on a daily basis because there is NO CAMERAS in the whole damn hotel. all the staff are so rude and unprofessional! they beat up people and kick them out the hotel when they please. me and my girl went with summer takeover and it was part of the package to stay in this hotel and it was the worst thing ever, our stuff got stolen, the staff did nothingggg about it (most probably coz the were all involved as well) and you can't look at anything for proof or answers coz there is no cameras! WHAT KIND OF HOTEL DOESNT HAVE CAMERAS?? even in reception! i am sure that is illegal! they copy everyone's passports and keep them at reception - so messed up! We had one key between for room mates which we kept at reception and the reception staff would always give it out to random people that are not in our room! it was the worst experience of my life! ruined my vacation! and on top of it all - we had paid for a whole month to stay in there and on the 3rd week they started kicking us all out our rooms into the basement. don't even get me started on the basement! the pipes down there are connected to the toilets and they always flood and cover all the floor and rooms - literal poo in your rooms! and over 60 people down there who have to share TWO BLOODY SHOWERS! do you know how nasty that is - my friend and i REFUSED to stay down there and demanded a refund! what an awful and unlawful place! SOMEONE NEEDS TO SHUT THIS PLACE DOWN IMMEDIATELY!

DO NOT STAY HERE

Dangerous and seriously unsafe.

Many people attacked daily - staff do nothing to support victims

Staff unresponsive and irresponsible.

Rooms insecure and get broken into via the balcony regularly!

For your own safety do not stay here!

I don't even know why people choose to stay here. HORRIBLE

This hotel is an absolute JOKE, I would never recommend this hotel to anyone. I cannot stress this enough, the receptionists have no manners/skills at all, they are so unhelpful, they are very rude, one of the lady receptionists chucked our passports at us and said "I never want to see you again" when we left the hotel, they sit behind their desks on their phones ignoring people at the desk, me and my friends were accused of breaking into our own room and was being demanded to pay €1,000 but then they said €400 because we didn't have €1,000 or we had to leave the hotel??? Actual joke. You feel so unsafe it's ridiculous. You get knobheads banging and shouting at your door when coming back in from nights out at 7 in morning. The staff just walk into your room, no knocking on the door or anything.

My friends had seen one of the staff members beating up a lad in his room, when my friends said stop it, the staff member told the girls to leave quickly. The rooms are disgusting, I don't know what the cleaners do but they don't clean the rooms, they leave 1 toilet roll for 2 days and when asked if we can have another one, the receptionist said 1 is enough, now go.

This hotel is the main party hotel in napa, you expect to have the events free/have some discounts because you are staying there, but you still have to pay full price of it all, the hotel just wants money from guests left, right and centre. They don't care for your stay at all. This ruined our girls holiday.

Needs to be shut down this place, it's an absolute disgrace or at least get some actual proper staff that know what they're doing and know how to run the place.

Staff have no respect! Dangerous hotel

Stayed here end of June with my mates only to find that it was the worst hotel we could have stayed at. My friend was asleep in her room when a boy broke into the room and tried to attack her! The staff at the hotel did nothing to help and have now even denied that the attack was ever reported! For your own safety do not stay here.

Ik it was a cheap lads party holiday buy jheez

Room was tiny, staff aren't friendly, we had no water the first day and the second day we had no power. Even when the water was working, most of the time the shower came out in drips. Also u get kicked out of the pool at 7:00. What's worse, when we were sitting in the lobby after checking out, these girls came to reception saying one of their staff was nearing up a boy in the alley way and he was bleeing from the head screaming please stop. Lastly there's no room cleaning or new towels or anything, they just take you're rubbish and might do a quick mop, even if you're still asleep. Good location.

Worse than a concentration camp

My friends and I booked to go to Ayia Napa for 10 days. As soon as we entered the hotel it was demanded we pay a 50 euro deposit which we happily did as we were expected to get it back. On our second night our balcony was trashed by another group in the hotel, we were forced to pay another 50 euros or else we would be thrown out even though this was no fault of our own, the manager even advised us that the other group in the hotel had admitted to doing it.

The female receptionist is the most ghastly rude cretin I have ever had to deal with. The cleaners seem reluctant to leave toilet roll and fresh towels so you are forced to ask for these at reception, where you are rudely snarled at.

The showers have no hot water which is also poor.

I strongly advise never to stay at this hellhole.

Dirty and unsafe

I went with my two mates expecting a basic hotel judging by the amount we paid and its closeness to the strip. There are many more hotels located by the strip that are far more luxurious and less dirty for a little amount more. The basics in Napa rocks weren't even provided. Once we received our key and went to our room we found the room door unlocked and wide open only to find a drunk girl who had been able to walk straight in and was peeing on the floor. The door handle had been snapped off and the lock was dodgy so anyone could walk in. As the safe was broken and didn't lock we had to hide our valuables in the room's roof panels. There were no towels, wash stuff, toilet paper or bed sheets in the room. For the week we were there our room was not cleaned once. The food tasted stale and left me feeling sick and unsatisfied. When complaining to the staff in particularly the main receptionist at night he continually said he was getting it sorted but no actions were even taken to the problems mentioned. Nothing good to say about the hotel apart from it being near the strip. DON'T STAY HERE!

Catfish hotel!

My first girls holiday with my friend and as we got into our room the door wouldn't lock and was hanging on by nails, we asked to change rooms as being 2 young girls we didn't feel safe and they refused...instead they sent up a technician to 'fix' the door so I didn't argue I waited for them to see for themselves that this was unfixable. My friend and I got upset whilst talking to this technician as we were gutted as to where we were staying for the next week because we were scared for our safety (not even an exaggeration). Once they FINALLY changed our room, the room was better but still an absolute mess, the shower flooded every time we used it. The toilet flooded the bathroom every time we flushed the toilet, maids didn't once change the bed sheets or clean the room they would only give new toilet paper. The rooms look NOTHING like they do on the pictures on the website. We didn't get any sleep as the doors were paper thin and there was people partying in their rooms with music on full volume at 6am in the morning and this happened EVERY NIGHT. We spent 3 days overall in the hotels pool but the other days we found another pool as we felt we were judged and stared at when at the hotels one. The location is right next door to the strip which is ideal but there are so many more hotels close to the strip that I could guarantee would be so much better than this place! DO NOT STAY HERE

Recent stay 25/06 to 29/06, shocking

My daughter and her friend recently went to this hotel for a five day break. When they arrived at their room the lock on the door was damaged , safety deposit box was hanging off the wall and the room was filthy. They asked at reception to be moved as they did not feel safe due to the door not locking properly and were told tough. Three days into the holiday there were several break ins and when they asked at reception about the security of their door and what they were doing to protect guest, they were told that the hotel was not responsible for anything that is stolen so tough , get on with it. The hotel has no regard for the safety of its guests. For the last two days they spent in another hotel where they actually felt safe.

I don't recommend and wouldn't stay again

My best friends and I (two girls) stayed in the Pambos Napa Rocks hotel for a week's girls holiday. When we arrived check in was easy and all seemed well. As the week continued we realised that our TV did not turn on, the kettle was not working and our shower only worked sometimes and only ran cold. House keeping only swept the floor, changed a bin and gave us a new toilet roll. The hotel is very close to the strip which is ideal for going out, however the music from pool parties, the strip and Aqua club (beneath the hotel) is amplified somehow and sounds much louder in the hotel, YOU WILL NOT SLEEP UNLESS VERY DRUNK!!! At the end of our trip our door key was not working and was jamming and we were locked out, we had to resort to asking our neighbours to allow us to jump the balcony and enter our bedroom through the balcony door which did not lock. Reception staff were incredibly rude, when complaining about our shower not working the lady at reception called us outside so she could have a fag, rolled her eyes and blew smoke in our faces, telling us that she was not maintenance so it wasn't her problem. At checkout the man was also rude, our set of keys had a tag without a room number written on, which is how we received it,(literally the tiny bit of paper that you write on and slide it into a plastic key ring) and was incredibly sarcastic towards us, indicating that we would not receive our €50 deposit back because of it! I sarcastically replied saying that I would literally tear off a thumbnail sized piece of paper and write the room number on myself to put in the key ring he eventually realised how ridiculous he was and gave us back our passports and money. I would definitely not recommend to a friend because everyone I met at the hotel had their own horror story regarding it.

the worst experience ever, terrible hotel

i wasn't going into this hotel expecting the best, considering the type of holiday that i was going on and the location,however, i did expect some standards of customer service, cleanliness and safety, but simply this hotel does not hold any of these key factors. i will start with when we first arrived, we were welcomed with a miserable receptionist who didn't even say hello, and simply pointed towards the direction of our room after checking in. we then arrived at the room, the rooms were basic as i expected, however the room was so unclean i could not stay there. there were blood stains on the wall and toilet door, there were dirty towels in the bathroom, and the toilet was not flushed. on top of the uncleanliness of the room was the safety of the room, we noticed after settling that the room door would not fully shut and was constantly left ajar unless we slammed it shut with force, and there was a part of the door that had fallen off. not only for the room door to be unstable, but for there to be no working safety box, i felt completely unsafe in staying in the room. me and my fiends immediately went to the reception to report the state of the room,to be told that they could do nothing. we then questioned what would happen if anything was to be taken from our room, because they could not provide us with safety box, to get the response ' we will see when it comes to it', we then spoke to another member of staff who simply replied 'love its not the hotel its aria napa'. as much as i appreciated it wasn't going to be a fancy hotel i would never expect to feel stupid when reporting that there was blood on the walls and our door wouldn't close properly???

after a while the staff adv that they would see what they could do in regards to moving our room. they eventually moved us the afternoon after we arrived to a slighty better room, however still no safety box!! although we appreciated that they moved our rooms we simply didn't feel safe, or want to stay there, so we stayed with friends in a nearby hotel which was far better. i would never recommend this hotel, only bad things to say

Do not stay here!! Theives!!!

Me and my bestfriend (19 years old) booked this thinking it seemed like a good place to be. The rooms were disgustingly unhygienic & the pool was shut everyday as it was hired out by other hotel pool parties. We asked for a safe key on the first night. The response we got was "it is 90 Euro and doesn't work". Two nights later our room got burgled & everything was taken. after we had 100% locked the balcony and main entrance door. This was 1000% a inside job as staff we're unhelpful And did not seem shocked. after speaking to the police we were informed it happens all the time at this hotel! We came home from the strip to find 20 rooms had also been burgled with all of our possessions taken and had also been told the same about the "broken safe" This hotel is not safe & has...

Good Location, shame about the hotel

Stayed here in early July in a group of 6, we had two rooms on the top floor that were situated next to each other which is what we wanted, however there is no lift or no one to help. Room is very very basic, uncomfortable beds and 1 pillow. The shower barley gives out any water and the toilet never flushed. Our room looked out on to the pool which we enjoyed as we got to watch the pool parties and music that was on for free while we got ready. The maids would change the bins and give us loo roll and we only got clean towels about twice through out our stay, don't expect much! Our groups biggest fear was getting burgled as we heard so many other groups at the hotel getting robbed, we was one of the lucky ones but every time we left our room we were always worried what we was going to come back to. I didn't feel very safe at all, anyone can walk into the room. On checkout about 4 groups of people in front of us 1 person from each group had their passports missing. They are not locked away when you give them in anyone can reach round and get them and they let anyone behind reception to find there passport. Personally I felt the reception staff were helpful and kind towards us. We really enjoyed using the pool when it was actually open which was 2 out of 7 days of our holiday it was clean and well maintained. Expect to pay to get into your own pool on the other days. Food at the hotel was also okay and nice however service is poor. Location is perfect 3 mins from the strip. Defiantly not for families as there is noise 24/7 at this hotel. We did enjoy our stay overall however would never return or recommend this hotel, would read reviews before.

No, the bad reviews aren't an exaggeration

If your wondering if the bad reviews are just propoganda, I'm here to tell you, they are not. Every terrible review I have direct experience of. Extremely rude unhelpful receptionists. Violent staff who are normally bouncers for their boring club but double up as hit men, broken showers and hidden fees. 70 Euro a week extra cost for air con, and 30 Euro for two people for wifi and that's only two devices exclusively at a time. We paid 50 euro deposit and as a rule they only give you 40, some only got 30 back (they claim it's for maid fees which should be part of the cost). It's unsafe, dirty, you can get beaten up by staff at any time for anything, even something as simple as asking a question. In summary they are money grabbing fraudsters and I urge everyone, please do not attend this hotel, you will only be dissapointed and end up falling ill or worse, battered and bruised by staff if you are a boy and sometimes a girl. P.S IF YOU HAVE BOOKED, CANCEL ASAP LIKE ROCKY.

Worst hotel ever!!!

I was there in June, with my boyfriend and another couple. We hated it so much that we don't recommend it. Don't be fooled by their photos, it's nothing like that. It's very noisy (during the day and especially at night) and dirty (the bedsheets, towels, the hallways were disgusting). Horrible!!! The worst period was between 2:00a.m-7:00a.m when the other hotel guests (teenagers) were returning from party's and they didn't remember they're room number, or they didn't have their room key and they're knocking at all doors and yelling.

It's a hotel for teenagers (14-20 years) that party a lot and don't care about the hygiene conditions.

I would rather stay in a prison

I arrived to my room, they were so dirty, the springs were poking through the mattress and a dip in, which I've taken photos off and attached. When I told reception there were springs coming through I got told to turn the mattress over and the over side had this too. The bathroom overflowed every time we had a shower which I've also taken a photo off. Everywhere had mold on, it was generally an awful room. Also the room was so unsafe a man tried getting into our window in the daytime. Therefore I was so scared and don't know why there isn't more security. Girls we made friends had people break there door in with scissors and they had to move rooms because of the violence.

The staff in the hotel were also so rude. A maid let a strange girl in our room one morning while I was in the room made me suspicious as who was being let into our room. I went to complain and the lady threaten to check me out. She shouted in my face and honestly I was disgusted by this women's behaviour. I was appalled by the way a maid let someone in our room and when the girl see we were in there closed it up again. As I am 19 I need to be safe and I explained this to the hotel and this clearly what they wanted to here. The security is very poor and anyone can walk in.

We put the keys in a box when one person goes out however the reception said it wasn't in the box. So we had to pay 20 euros for a new one. One week later the girl we was in a room with was given our old key however I got given the new one. I have attached this picture with the two keys, we paid for a key that was never lost. We never got our money back as the hotel staff were so rude and didn't help at all. THEY DO THIS TO SO MANY PEOPLE TO GET THERE MONEY! And I'm actually so horrified at how they treated people in the way they did.

ALL THEY DO IS TAKE YOUR MONEY!! 20 euros a week for WiFi! Everything they try and take your money it's disgusting!! The staff are so rude and the place is disgusting to live in its worst than a prison! You couldn't even relax

You can only go in the pool before 2 as shut for private events and pool parties! The hotel is all about taking your money!!

Never let your child stay in this hotel it's so unsafe! I left to go home early as my time here was so stressful.