Health and Safety Protocol
Your Safety at a glance

**ARRIVAL**
Fast and safe **outdoor** check-in.

**GUEST ROOMS**
**Rigorous** cleaning protocols with **hospital grade** sanitizing products.

**DINING & WINING**
Strict serving procedures. **Al fresco** dining and wining options.

**LEISURE**
Deeper and more frequent cleaning on high traffic areas. **Social distancing** with floor markings.

**ACTIVITIES**
**Adapted** daily activities, kids club program and evening entertainment.

**DEPARTURE**
Advanced safety measures. **Fast-pass** check-out.
**OUR PARTNERSHIPS**

**Diversey** is a leading global provider of cleaning and hygiene solutions in different sectors including health care, hospitality, etc.

**TÜV HELLAS** is a certification and inspection body, 100% subsidiary of the German TÜV NORD Group. The company has become a leader in the field of Inspection-Certification, offering services with prestige, reliability, visibility and added value.

**Kosmos Safety Consulting Ltd** offers risk management, training and consulting services.

**Cretan Medicare** is a dedicated group of clinical professionals who are actively involved in the health services on the island and tourism sector of Crete.
### ARRIVAL

Health and Safety Protocol

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<td><strong>HOTEL HEALTH &amp; SAFETY MANAGER.</strong></td>
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<td><strong>TRAINED PERSONNEL WITH PPE.</strong></td>
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<td><strong>HAND SANITIZER STATION.</strong></td>
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<td><strong>DISINFECTED KEY CARD.</strong></td>
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<td><strong>LUGGAGE DISINFECTION.</strong></td>
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<td><strong>POS MACHINES SANITISED AT EVERY USE.</strong></td>
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<td><strong>AIRPORT TRANSFER AVAILABLE WITH DISINFECTED VEHICLES.</strong></td>
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<td><strong>ADAPTED RESORT CAPACITY.</strong></td>
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**Check in:** 15.00hrs  
**Check out:** 11.00hrs

**ARRIVAL**

**SOCIAL DISTANCING WITH FLOOR MARKINGS.**

**ARRIVAL**

**DISINFECTED KEY CARD.**
GUEST ROOMS
Health and Safety Protocol

- Rigorous cleaning protocols
- A/C cleaning & disinfection on arrival
- Hospital grade sanitizing products
- Knock to go room-service
- Cleaning on request
- In-room shopping service (pharmacy, etc.)
- Clinically proven laundry protocols
- Mobile guest services (F&B mobile ordering, etc.)
- In-room travel size hand sanitizer
- In-room unnecessary items removal
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|-----------------------------------|------------------------------------------|-------------------------------|-----------------------------------------|
Buffet-Restaurants are adapted to the new protocols:

- our chefs directly serving customers a wide range of different dishes.
- plexiglass protection
LEISURE
Health and Safety Protocol

SWIMMING POOLS
Enhanced cleaning and disinfection frequency.
Increased water quality checks.
Safe distance among sunbeds.

SPA
50% operating capacity.
Wet area not in operation
(thalassotherapy area, sauna, steam bath).
**ACTIVITIES**

Health and Safety Protocol

**ANIMATION**
Daily activities / outdoor workout options.
Adapted evening entertainment.

**KIDS CLUB**
Adapted outdoor kids club program.
Internal facilities not in operation.
Reduced number of participants.
Reservations are required.
ACTIVITIES
Health and Safety Protocol

GYM
Pre-booking required.
Hand sanitizing stations and signs.
Disinfection of equipment after each use.
A/C not in use.

TENNIS COURT
Max capacity 4 players per session.
Pre-booking required.
Tennis equipment cleaned and sanitized after each use.
DEPARTURE
Health and Safety Protocol

CHECK OUT IN ADVANCE.
DESIGNATED CHECK OUT AREA.
FAST PASS CHECK OUT.
SAFE DISTANCING MEASURES.
SANITATION STATION.
# ADDITIONAL HEALTH & HYGIENE MEASURES

**Health and Safety Protocol**

- Hotel Health & Safety Manager.
- Certified Hygiene Protocols & Emergency Response Plan.
- Advanced Safety Measures.
- Hotel Capacity Reduction.
- Staff Thoroughly Trained in All Hygiene + Safety Measures.
- Management & Staff On-Going Training.
- Daily Well-Being Checks on Employees.
- Periodically Molecular Diagnostic Testing on Employees.
GUESTS REQUIREMENTS
Health and Safety Protocol

GUESTS ARE REQUIRED TO:

- FOLLOW SAFE DISTANCING RULES.
- TO WEAR A FACE MASK IN CASE OF COUGHING AND/OR SNEEZING IN ALL INDOOR PUBLIC AREAS OF THE HOTEL.
- PRACTICE REGULAR HAND HYGIENE.
- INFORM US IMMEDIATELY IF THEY HAVE ANY SYMPTOMS OR FEEL UNWELL.

GUESTS ARE NOT REQUIRED TO WEAR A FACE MASK OR GLOVES AT THE HOTEL.
GUESTS ARE STRONGLY ADVISED TO UNDERGO A PRE-ARRIVAL TEST.

SANITATION STATIONS AVAILABLE.

DOCTOR + AMBULANCE 24/7

TEMPERATURE CHECKS AVAILABLE
Ready to welcome you back

Health and Safety Protocol