



# Guest Welcome Protocol post Covid-19

C E L E B R A T E   L I F E

[www.aldemar-resorts.gr](http://www.aldemar-resorts.gr)

# OUR CEO WELCOMES YOU



Faced with a unique situation, we respond with a professional and yet deeply personal care to all our guests and employees. Covid-19 has been with us for the last three months and if nothing else it has enforced in us, now more than ever, humility, attention to detail and extra sanitary measures. These have been communicated throughout the chain of command in the group, up until the last one of us.

Following the government's example and exceptional work on the health crisis, we maintain our high quality standards, while ensuring that all of our guests, employees and stakeholders remain safe and carefree.

Let's CELEBRATE LIFE once more. We all deserve it.

Alexandros Angelopoulos, CEO Aldemar Resorts

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# 01 WE CARE FOR OUR PEOPLE

## → DELIVERING SAFETY AND EXCELLENCE



**STAFF TRAINING**  
on hygiene protocols  
for all our staff members



**PROTECTION**  
Use of personal  
protection equipment  
by all staff members



**STAFF HYGIENE**  
Every staff member complies with the  
National's Public Health Organization hand hygiene  
& safety protocols and physical distancing



**SCREENINGS**  
Staff is screened for symptoms  
prior to starting work

02

# BE WELCOMED, WORRY NOT



→ WE WARMLY WELCOME OUR GUESTS, WHILE KEEPING THEM INFORMED AND AWARE OF THE HEALTH & SAFETY INSTRUCTIONS



**DIGITAL**  
check in for  
a contactless  
service



**EXTENDED**  
duration between  
Check-Out/  
Check-In  
11.00 – 15.00



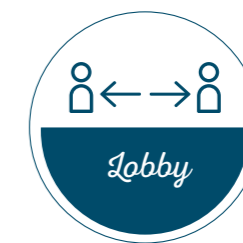
**SANITIZERS**  
stations available  
at the Reception



**KEY CARDS**  
cleaned  
with disinfectant



**RECEPTION**  
area is  
disinfected  
frequently



**LOBBY**  
area complies  
with social  
distancing  
measures

03

## STAY WITH CONFIDENCE



In-room cleaning & linen changing follow all procedures for cleaning and disinfecting points of contact according to The National Public Health Organization (NPHO) using certified products

→ GIVING THE HIGHEST ATTENTION TO IN-ROOM CLEANING IS A TOP PRIORITY. FEEL SAFE, FEEL AT HOME.



Room cleaning upon request for minimal contact between guests and staff



Remove paper and stationary items  
Remove decorative objects and accessories

# 04 GASTRONOMY REMAINS A PLEASURE



Compulsory use of hand sanitizer at the entrance



Restaurants & bar seating areas comply with the social distancing measures

→ ALL RESTAURANTS PROVIDE LARGE OUTDOOR SITTING AREAS AND TABLES & CHAIRS ARE DISINFECTED AFTER USE.




Digital menus & online bookings



Seating arrangement by hostess



Operation of more dining areas for the best service



Buffet with service and more proportioned options

05

# WATER IS LIFE



→ EITHER BY THE SEA OR BY THE POOL PEOPLE RELAX.  
WE DO EVERYTHING NEEDED FOR YOU TO FOCUS  
ONLY ON YOUR SERENITY.



Social distance  
is applied across  
all swimming pools  
and the beach



Frequent  
disinfection  
of beach chairs,  
sunbeds &  
all equipment



Frequent  
pool water control  
based on the  
protocols



Maximum number  
of swimmers  
per pool

## 06 SAFE PUBLIC AREAS



Frequent airing of all indoor areas

*\* Note: According to current information, the operation of indoor recreational areas (mini clubs, indoor gyms & pools and spa areas) will be temporary suspended, until further notice from the Greek state.*

→ ALL PUBLIC SPACES AND HIGH TOUCH POINTS ARE CLEANED IN AN INCREASED FREQUENCY AND HAND SANITIZER STATIONS ARE AVAILABLE IN ALL AREAS.



Shops & 3rd party suppliers in the Resort are following all protocol's measures



07

## PROACTIVE & COMMITTED



→ ALDEMAR RESORTS HAS INVESTED THESE PAST MONTHS IN RESEARCH, KNOWLEDGE AND PEOPLE IN ORDER TO ACT PROACTIVELY AND COMPLY WITH ALL PROTOCOLS THAT WILL PROVIDE GUESTS THEIR VALUABLE WORRY-FREE HOLIDAYS.



Action Plan  
&  
Monitoring



Appointed doctor  
& Official  
representative

*\* Disclaimer: The present will be amended upon receipt of further updates by the Greek State.*