



Guest Welcome Protocol post Covid-19

C E L E B R A T E L I F E

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.

Building on the exceptional work done by our government in the health crisis and being secure in the knowledge that Greece is the closest to a Covid free country, we will 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

INDEX

- 01 **WE CARE FOR OUR PEOPLE**
- 02 **BE WELCOMED, WORRY NOT**
- 03 **STAY WITH CONFIDENCE**
- 04 **GASTRONOMY REMAINS A PLEASURE**
- 05 **WATER IS LIFE**
- 06 **SAFE PUBLIC AREAS**
- 07 **PROACTIVE & COMMITTED**

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



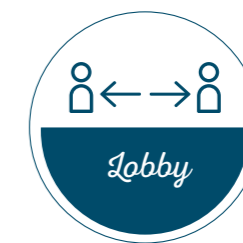
SANITIZERS
stations available
at the Reception



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.*