Celebrate life, with Safety & Confidence

HEALTH & SAFETY PROTOCOLS
SUMMER 2021

#saferunderthegreeksun
#aldemar_resorts
OUR CEO WELCOMES YOU

Faced with a unique situation, we continue to respond with a professional and deep personal care to all our guests and employees. Covid-19 has been with us for a year and if nothing else it has enforced in us, now more than ever, humility, attention to detail and extra sanitary measures. Since last year, these extra measures have been monitored and communicated from management to all departments and staff and this has resulted in zero cases in our resorts. Having this as a base, we continue in 2021 to maintain our high quality standards, while ensuring that all our guests, employees and stakeholders remain safe and carefree.

Let’s CELEBRATE LIFE once more -wearing our masks-! We all deserve it.

Alexandros Angelopoulos, CEO Aldemar Resorts
WE CARE FOR OUR PEOPLE
WE DELIVER SAFETY AND EXCELLENCE FOR EVERYONE

STAFF HYGIENE
Staff complies with hygiene protocols and physical distancing

STAFF TRAINING
Special training of staff on safety and sanitation protocols according to the national public health organization

PROTECTION
Use of personal protective equipment by all staff members

TESTINGS
Regular testing for our staff
Guests are kindly asked to wear face masks in all public areas and at all times. Guests are allowed not to wear a mask only at the beach, the swimming pools and their table while dining.
BE WELCOMED, WORRY NOT

PRE-ARRIVAL CHECK-IN for contactless service & possibility for digital invoice at the check out

EXTENDED DURATION between check out / check in 11:00 - 15:00

SANITIZATION of key cards prior to handover to guests

MOLECULAR & RAPID TESTS available for guests at extra cost

USE OF ELEVATORS according to the protocol

Sanitizer dispensers available at the Reception

Lobby adjusted to social distancing

Reception touchpoints are disinfected frequently

Physical plexiglas barriers for less contact between staff and guests
1. Deeper in-room cleaning and disinfection following all protocols and using certified products
2. Disinfecting gel provided in each room
3. Turn down service upon request (where available)
4. Deeper cleaning of high touch items and spots
5. Removal of non-essential items (decorative objects, magazines, brochures)
6. Reduced housekeeping contact during guests’ stay
USE OF BUFFETS following necessary hygiene measures & more proportioned options

COMPULSORY USE of hand sanitizer at the entrance

SEATING AREAS comply with social distances, tables and chairs are disinfected after use

SEATING ARRANGEMENT by hostess

Laminated menus disinfected after each use

Use of technology, digital menus & payments

A la carte dining only by reservation

Staff are equipped with appropriate PPE

GASTRONOMY REMAINS A PLEASURE

ALL RESTAURANTS AND BARS PROVIDE LARGE OUTDOOR SITTING AREAS; TABLES AND CHAIRS ARE DISINFECTED AFTER USE
WATER IS LIFE
FOCUS ON YOUR SERENITY WHILE
BY THE POOL OR BY THE SEA

1. Increased physical distances across all swimming pools and the beach
2. Max. number of swimmers per pool based on the protocols
3. Frequent disinfection of all equipment used
4. Two sunbeds per umbrella, except for families
5. Frequent pool water controls based on the protocols
SANITIZATION of equipment and high touch surfaces

HAND SANITIZERS available

OUTDOOR GROUP fitness classes & activities for kids and adults

SANITIZATION of equipment and high touch surfaces

Indoor recreational areas (ex. mini clubs etc) not available

Indoor pools not available

Indoor gym’s operation according to the protocol

Spa & Thalasso centers operating partially according to the protocol
1. Hand sanitizers available in all areas
2. Shops & third party suppliers in the Resorts following the protocol
3. Information about the use of elevator based on protocols
4. Guests are kindly asked to wear face masks in all public areas, with the exception when dining in the restaurants, or by the pools and the beach
5. Signage at common areas to remind and inform guests of hygiene practices
6. Frequent airing of all indoor areas
ALDEMAR RESORTS HAVE INVESTED IN RESEARCH, KNOWLEDGE AND PEOPLE IN ORDER TO PROACTIVELY COMPLY WITH ALL THE PROTOCOLS THAT WILL PROVIDE GUESTS WITH VALUABLE WORRY-FREE HOLIDAYS

ACTION PLAN & MONITORING
to ensure the highest level of safety within the Resorts for both employees and guests.

APPOINTED DOCTOR
& Official Representative for Covid-19 related incidents and health & safety procedures

DISCLAIMER
The contents of this document will be amended on the receipt of further, official updates by the Greek State.
Feel Safe, Feel at home

HEALTH & SAFETY PROTOCOLS
SUMMER 2021

www.aldemar-resorts.gr