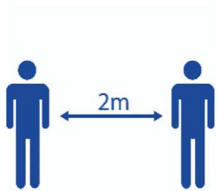


Health & Safety Protocols

Dear Valued Guest,

One of our highest priorities is the health, safety, and security of our guests and team members. The following health and safety guidelines represent best practices for our hotel in accordance with the Greek health authorities' guidelines and protocols. These protocols describe specific processes and measures that are designed to make all our guests feel confident when visit us. It is anticipated that these guidelines and protocols will evolve based on the recommendations of public health authorities and must be done in compliance with any law. To learn more read the outlined steps below:



Physical distancing

As recommended, guests will be advised to practice physical distancing by standing at least 2 meters away from other groups of people not traveling with them, including any area where guests or employees' queue. Such areas will be clearly marked for appropriate physical distancing. When applicable, public seating areas will be reconfigured to promote physical distancing.

Front Desk & Check-in



- Shield protectors added at the front desk
- Designated distances
- Hand sanitizer dispenser added at the entrance
- Mobile Check-in available*
- Check-out until 11:00 a.m., Check-in from 15:00 pm
- Electronic invoices and receipts available upon request
- Offer cash-free methods of payment
- UV-C disinfection box is used to sterilize all keys
- Temperature check for guests may be expected
- Disposable Face Coverings & Gloves are available upon request

***Note:** The Front Desk is available 24/7 as always to assist with any special request or for those who prefer a traditional check in process.

Guest Room and Housekeeping



- Increase cleaning and disinfecting frequency throughout the hotel, paying attention to high-touch items
- Steam appliance is used to clean all furniture and fabric surfaces
- Housekeeping services will only be provided upon request in stay-over rooms; additional towels and amenities are also available upon request
- Guest rooms will remain vacant a minimum of 4 to 24 hours (based on occupancy); before guest room becomes occupied
- Clean and disinfected TV and A/C remote in an individually sealed and protective bag
- Shared multi-purpose items such as stationary, menus, magazines, etc. have been removed from the rooms
- Wash all linens at a high temperature for optimal disinfection
- Improve air circulation processes to increase air quality

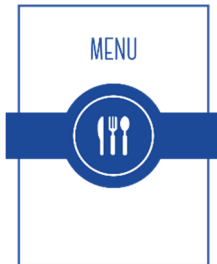
Do Not Enter My Room: At check-in, you will be offered the possibility of choosing the new “Do Not Enter My Room” option, which means that while all services remain available, our employees will not enter your room during your stay until you express a wish to have your room serviced. Room-service deliveries, luggage assistance, and other services will take place in front of your room.

Swimming Pool



- Sunbeds set-up in pool area rearranged to encourage social distancing protocols
- Available sanitizer in pool area
- Sanitation of the pool area
- Sanitized sunbeds
- Regular inspection of the swimming pool with maximum chlorine as instructed by N.P.H.O.

Food & Beverage



- Buffet breakfast will be provided by our serving staff
- Space tables apart in the bar restaurant to provide physical distancing
- Maximum 4 adults for each table. There is a limit of 6 persons in case of a family with minors
- All meals may be delivered to guest rooms for those who wish to minimize contact in our outlets
- All menus are available in our website and QR code are available in public areas of the hotel
- Compliance with safety procedures while serving all food and beverages
- Frequent sanitization of all restaurant facilities

Hotel Employees and Staff Requirements



- Hotel employees will follow strict guidelines, including utilizing Personal Protective Equipment, frequent and stringent hand-washing protocols.
- Employee workstations will be cleaned and disinfected after every shift.
- All employees will have temperatures taken daily.
- Employees will be empowered to stay home if unwell, communicate their potential exposure to COVID-19 with management, and will be fully educated on how to maintain a safe and clean home.
- Provide all employees with comprehensive hygiene and prevention training program.

The wellbeing of our guests and team members is of paramount importance.