GRECOTEL
HOTELS & RESORTS

feel Safe
feel Grecotel

#FEELSAFEBYTHEBEACH
#FEELGRECOTEL

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HOTELS & RESORTS

Welcome back

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WE'RE GOING TO
keep making a difference

HERE AT GRECOTEL, OUR NUMBER ONE PRIORITY HAS ALWAYS BEEN AND WILL ALWAYS BE THE SAFETY AND WELL BEING OF OUR GUESTS & EMPLOYEES WITHOUT MAKING ANY COMPROMISES TO THE QUALITY OF THE EXPERIENCE.

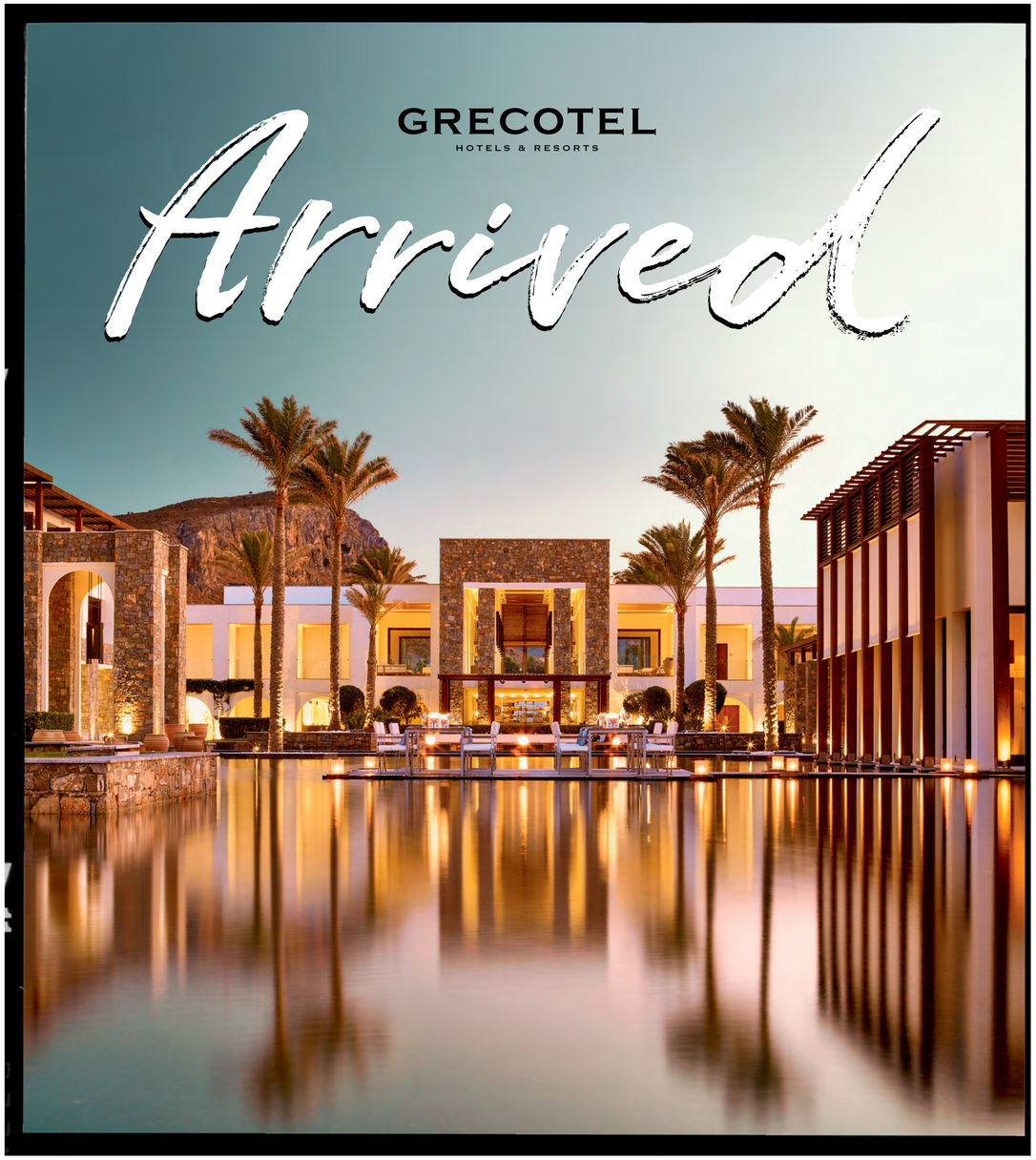
In 2020 we introduced **"The Stay Safe Commitment"**, establishing a safe environment for our beloved guests. We are proud to have **successfully operated 15 Hotels & Resorts** and hosted 50.000 guests to date. We are grateful to announce **NO Covid cases at** our properties!

We dedicate this achievement to our employees and our beloved guests who entrusted us with their holidays.

WE HAVE BEEN AND WILL CONTINUE WORKING SYSTEMATICALLY BEHIND THE SCENES TO PREPARE THE 2021 OPENING OF OUR HOTELS & RESORTS LOOKING FORWARD TO WELCOMING BACK OUR BELOVED GUESTS IN ABSOLUTE SAFETY. WE WILL KEEP UPDATING OUR "GRECOTEL STAY SAFE PROTOCOL", KEEP PUTTING IN PLACE HEALTH & SAFETY TRAINING PROGRAMS FOR OUR EMPLOYEES.

WE KEEP MONITORING THE SITUATION CHANGES AND, IN A COMMITMENT TO OFFER YOU A SAFE 2021 SUMMER BY THE SEA, WE WILL KEEP ENHANCING OUR OFFERINGS AND ADAPTING THE GUIDELINES GIVEN.

JOIN US WITH CONFIDENCE!



BEFORE GUESTS' ARRIVAL

OPEN AIR SETTING OF OUR RESORTS WITH GENEROUS OUTDOOR SPACES & GARDENS ENSURING SOCIAL DISTANCING

- **Specialized partnerships with TUV Austria, DQS Hellas & Sealed Air Diversey Care**
- Compliance to the National Health & Safety protocols
- Enhanced health & safety training programs for all our employees *(**Authorized Health First Certification** in all aspects of health, safety & hygiene)*
- 24/7 Doctor available
- Personal Protective Equipment to be worn by all employees throughout the hotels (PPE)
- Designated disinfection teams formed in each property

ON THE WAY TO THE HOTEL

FILLING OUT THE FORMALITIES PRIOR TO THE ARRIVAL IS RECOMMENDED

- Transfers to be arranged with partners who comply strictly with hygiene procedures
- Limited number of passengers per vehicle, in accordance with guidelines
- All contact surfaces including seats, door handles etc. are sterilized between each transfer
- Additional information may be requested (ie guests' itinerary & route and negative Covid test result subject to government's guidelines)

UPON ARRIVAL

OUR GUESTS ARE ENCOURAGED TO DISCUSS PERSONAL PREFERENCES ON LEVEL OF SERVICE, AT THE TIME OF RESERVATION, TO MINIMIZE PHYSICAL INTERACTION AT THE RESORT

- Guests are welcomed in our outdoor spaces & gardens with safe distances for a contactless check-in process
- Online completion of formalities is recommended prior to arrival
- Temperature measuring with touchless devices
- Disinfection of guests' luggage & handling with PPE and sanitization sticker is applied
- Guest portal app available with all hotel's features for enhancing a more contactless experience
- Capacity in our club cars will be limited to those staying in the same room

WITH SPECIALIZED PARTNERS. OUR STAY SAFE COMMITMENT

TUV Austria for Healthy & Safety Certification across our Hotel portfolio

Sealed Air Diversey Care, a global leader in providing smart, sustainable solutions for cleaning & hygiene

DQS Hellas, world's Premier Audit Company with provision of Quality assurance

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welcome to
YOUR ROOM

YOUR ROOM IS NOW YOUR PRIVATE SPACE. OUR GUESTS ARE ENCOURAGED TO DISCUSS PERSONAL PREFERENCES ON LEVEL OF SERVICE, AT THE TIME OF RESERVATION, TO MINIMIZE PHYSICAL INTERACTION AT THE RESORT

ROOM SANITIZED

Rooms are thoroughly sanitized with industry-leading cleaning & disinfecting products in cooperation with **Diversey.**

Sanitization sticker applied to each guestroom upon completion of cleaning process.

Reinforced room cleaning protocols, to include extra disinfection of high touch room & bathroom areas before guests' arrival

Guest Services team to escort guests to accommodation, whilst providing information about resort & room facilities, in full compliance with hygiene guidelines

Verified A/C Hygiene by DQS

Guests are required to follow **elevator guidelines** and not exceed the number of persons allowed

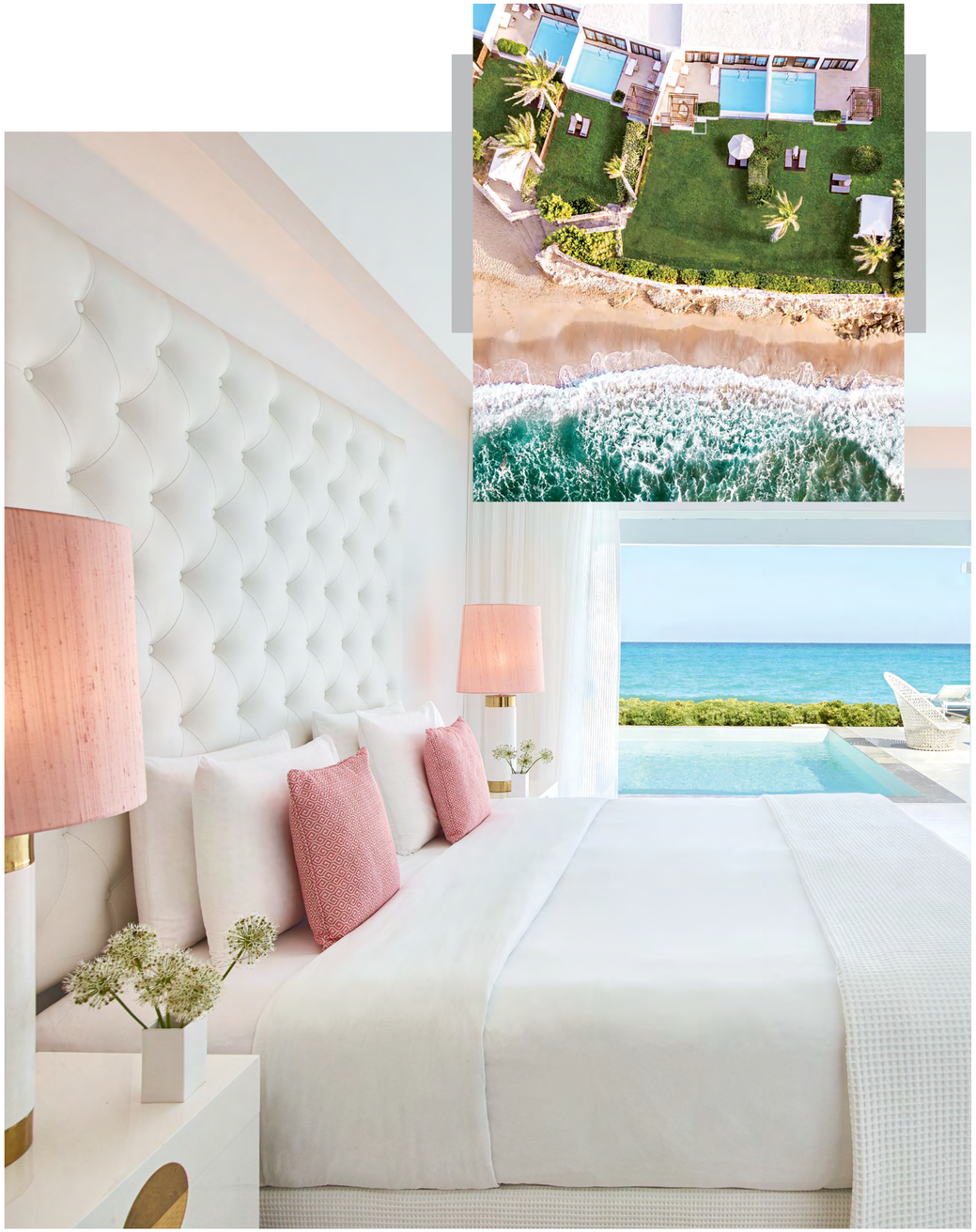
WELCOME SELF CARE BOX

Welcome self care box with personal hygiene products & safety kit (includes antiseptic, disinfectant wipes, masks) provided in every room upon arrival.

COMPLIMENTARY WELCOME GOODIES:

Upon arrival, a generous offer of water, soft drinks, goodies and packaged delicacies will be placed in the room

All additional non-basic equipment like magazines, bathrobes, decorative pillows & covers will be removed from the room



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GASTRONOMY

100% OPEN-AIR SETTING OF OUR RESTAURANTS, DISTANCING 1,5-METER SPACE BETWEEN TABLES

Breakfast & dinner operating hours
are extended.
At certain periods double seating
will take place.
Reservations required for all restaurants

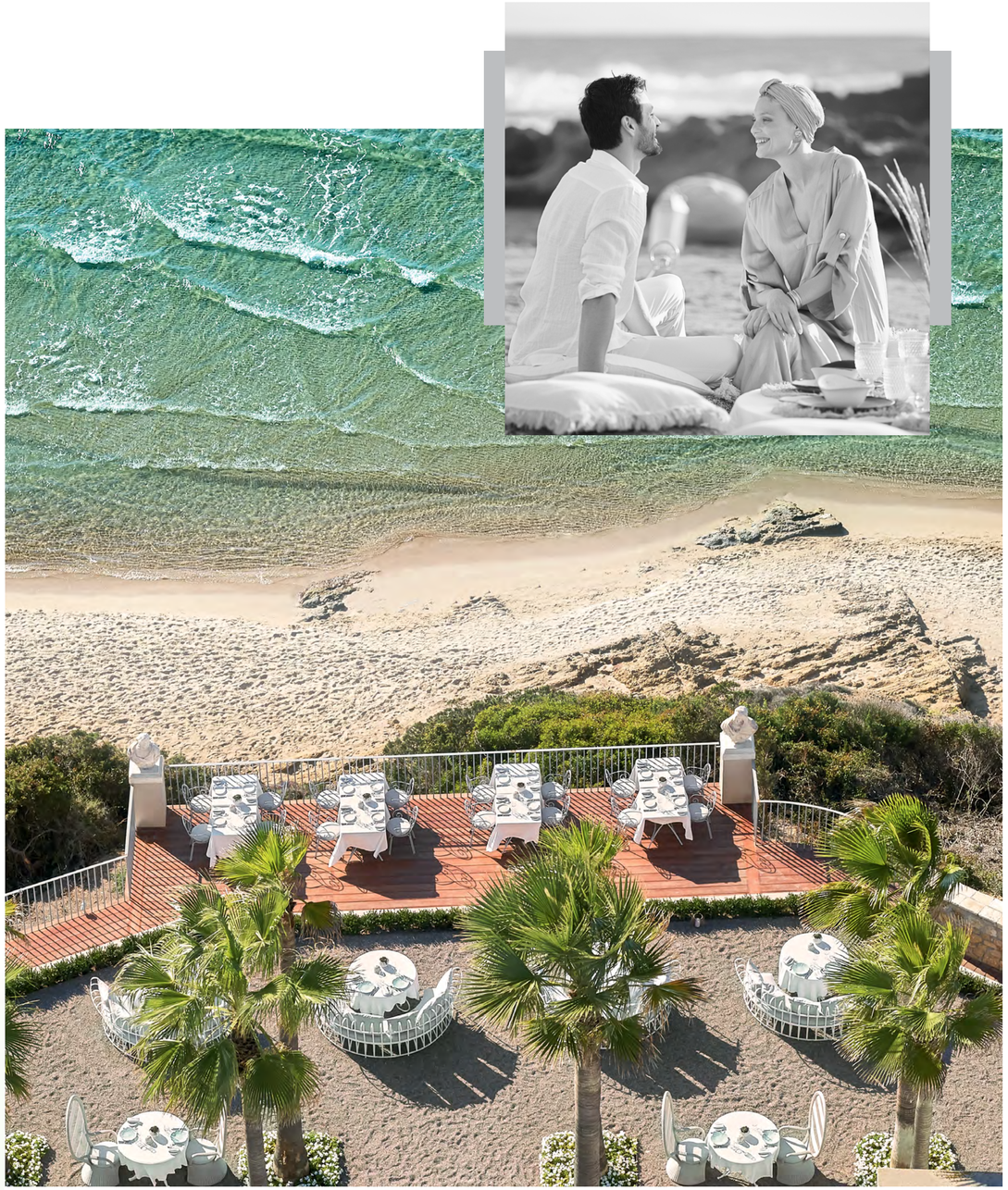
Adaptations to our food service styles are made.
For breakast & dinner options, food is offered in
rich combination of serviced style buffets,
open-air life grill stations, tailored-made for
each resort.

Single use or digital menus available
though Guest portal App or QR code

Extra sanitization practices in all food
production areas above and beyond their
HACCP Kitchen Protocols

Contactless payment options made
available at all restaurant & bars

Employees wear PPE during the
operation of the restaurants and bars



Sun kissed

BEACH & POOLS

THE GENEROUS AREAS OF GRECOTEL PROPERTIES AND THE PRIVATE BEACHES ALLOW FOR GREATER DISTANCES BETWEEN THE SUNBEDS, UMBRELLAS & GAZEBOS IN MOST OF OUR HOTELS.

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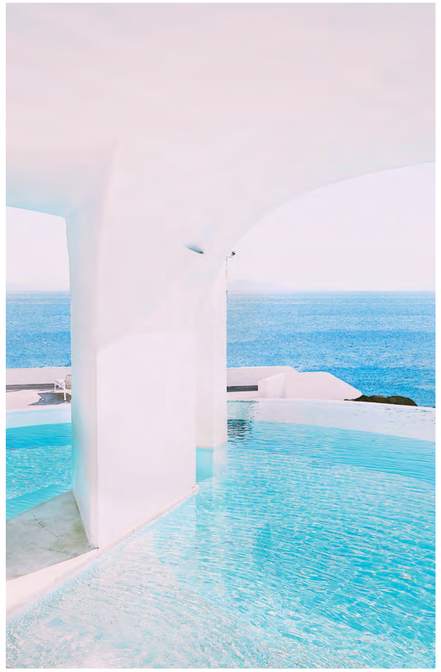
- Safe distances between sunbeds & umbrellas
- Reinforced cleaning & disinfection of all sunbeds after use
- Systematic chlorination of pools with disinfectant products as designated by our specialist partners
- Sanitization stations for guests & employees

Indoor pools will not operate this season



Open-Air

PUBLIC AREAS

UNIQUE DESIGN OF THE HOTELS WITH FRESH AIR CIRCULATION

- Multiple sanitization stations for guests & employees
- Rigorous cleaning schedule of all public areas, resort outlets, shops & elevators with frequent disinfection of all high contact surfaces
- Clear signage of cleanliness procedures & routes demonstrated in all common areas
- Guests are required to follow elevator guidelines and not exceed the number of persons allowed
- In most of our hotels, Mini Markets, Boutiques, Charisma Jewelry shops, Agreco Stores are operating in compliance with the new procedures

SPORTS & ACTIVITIES

SPORTS & RECREATIONAL ACTIVITIES THRIVE AT GRECOTEL RESORTS THIS SUMMER AND CONTINUE TO HOLD A SPECIAL PLACE IN OUR GUESTS' HOLIDAY EXPERIENCE!

- Emphasis on outdoor sport, sea activities & watersports, in most of our resorts. Smaller groups or families for physical distancing.
- Mini soccer & Tennis are available for families in most of our resorts.
- Nature nearby walks or near the sea.
- Disinfection of all equipment at regular intervals and between use. Sanitization stations for guests & employees

ENTERTAINMENT

At Grecotel this summer we will continue to enjoy entertainment including live music, DJ & other performances, mainly outdoors and with variations from Resort to Resort.

WELLNESS & GYM

WE ARE ADAPTING OUR WELLNESS & FITNESS ROUTINES, WITH PRIMARY FOCUS ON THE BEAUTIFUL OUTDOORS.

- Tretments & Gyms will operate at a reduced capacity and adjusted layout
- Treatments and gym use by appointment only
- Personal training sessions will be available upon request
- Cleaning and sanitisation between sessions
- Wet areas such as steam baths and saunas will not operate
- Indoor pools will not operate
- Guests must wear face masks during treatments

KIDS

AT GRECOTEL WE CHERISH FAMILY, FROM GRANDPARENTS TO NEW-BORNS. OUR RESORTS ARE THE IDEAL FAMILY-FRIENDLY HOLIDAY VENUES.

- Aqua parks, kids activities & Grecolands will be operating.
- All precautionary measures are taken keeping children's safety as our number one priority
- Programs and operation are being adjusted according to gov-ernments guidelines and reduced kids participation per activity

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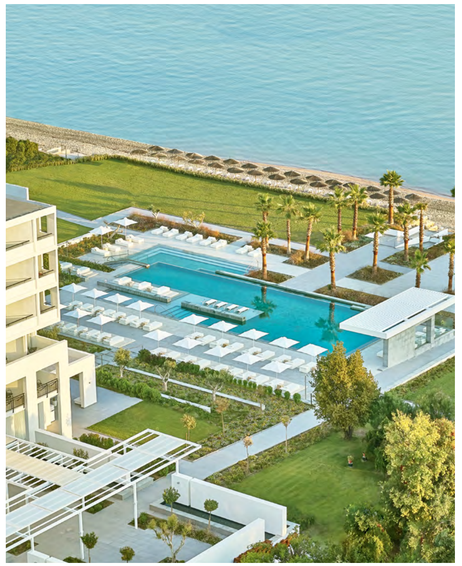
DEPARTURE

CONTACTLESS DEPARTURE & CHECK OUT PROCESSES ARE PUT IN PLACE FOR GUESTS WHO REQUIRE THEM



Advance checkout is available to guests - bills prepared without physical contact

Contactless payment options are encouraged & available

Credit card charge upon client's confirmation of the balance

Farewell letter & invoice to be sent by e-mail

Travelling home worry free!

AT GRECOTEL, WE ARE TAKING CARE EVERY DETAIL OF YOUR JOURNEY.

WITH THE CURRENT TRAVEL RESTRICTIONS IN PLACE REQUESTING A NEGATIVE COVID-19 TEST RESULT, IN AN EFFORT MAKE YOUR EXPERIENCE AS WORRY FREE AS POSSIBLE, WE ARE ABLE TO OFFER YOU APPROVED ONSITE PCR OR RAPID TESTS*.

*COST APPLIES

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Keeping the distances

All teams being trained and wearing PPE

Applying contactless procedures:
check-in/out, menus, Guest portal app

Checking guests & teams temperature

Adapting reinforced program of
disinfection & sanitization in all public
areas and rooms of all our properties

Daily auditing check lists of
compliance to measures

Available approved onsite PCR or rapid
tests upon request.

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THE GRECOTEL FAMILY IS READY TO WELCOME YOU TO

a Safe Summer by the Sea

JOIN US WITH CONFIDENCE IN 2021!