

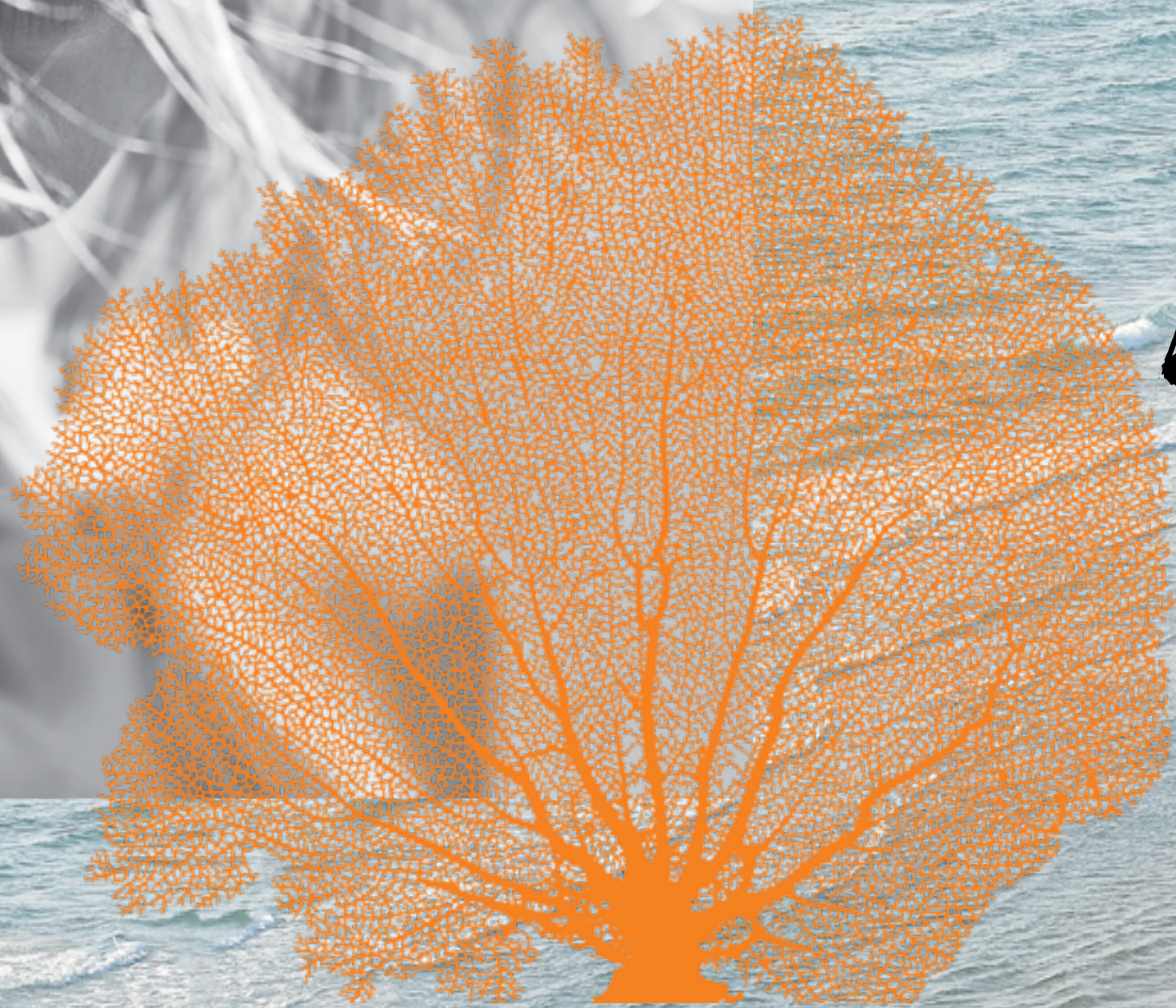


feel Safe  
feel Grecotel

#FEELSAFEBYTHEBEACH  
#FEELGRECOTEL



*Welcome  
back*





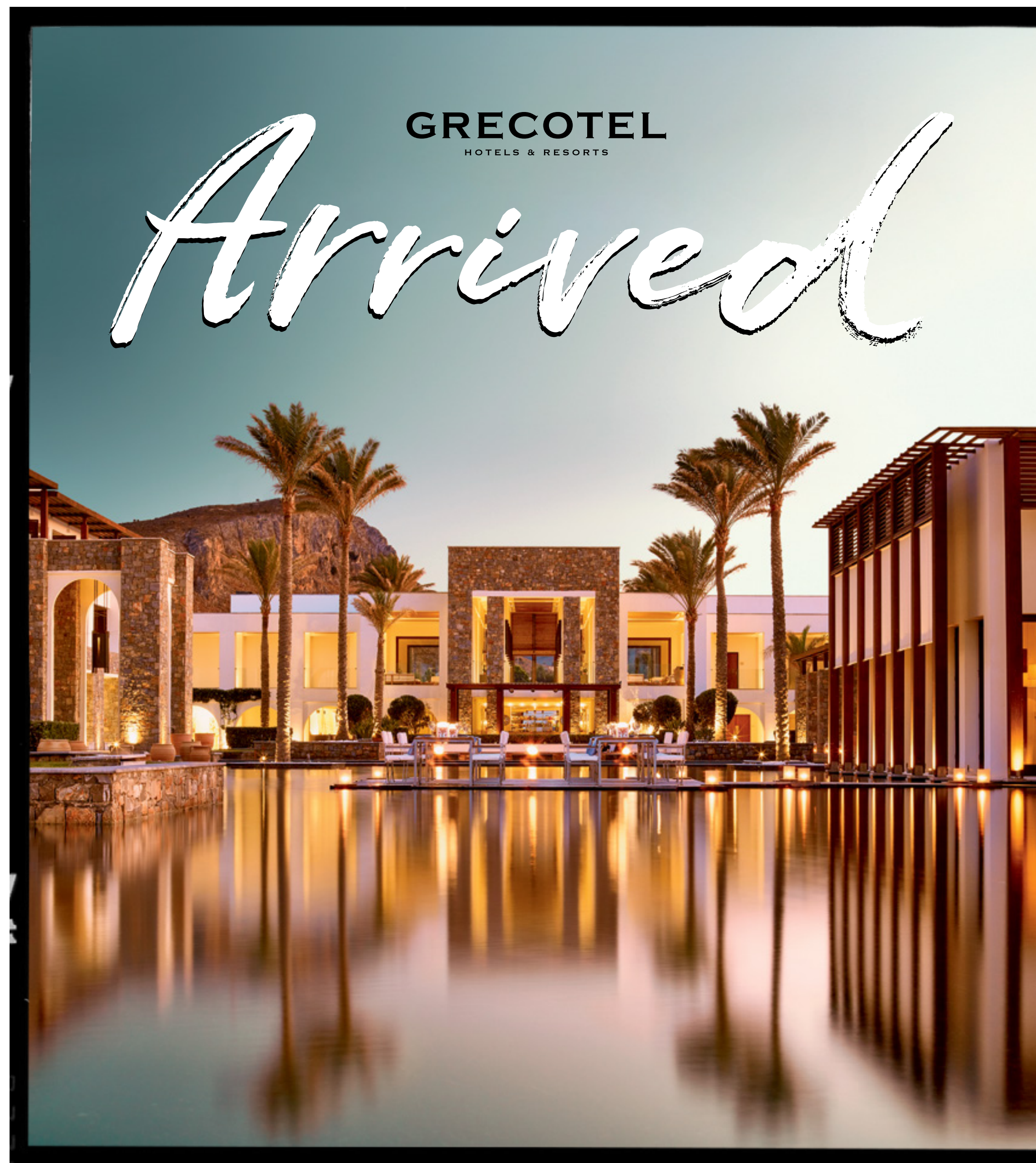


# THE STAY SAFE COMMITMENT

**AT GRECOTEL** HOTELS & RESORTS, OUR NUMBER ONE PRIORITY HAS ALWAYS BEEN, AND WILL ALWAYS BE, THE SAFETY & WELL-BEING OF OUR GUESTS AND OUR EMPLOYEES. DEVELOPING A COHESIVE PLAN, WHICH INCLUDES ENHANCED **HEALTH & SAFETY** GUIDELINES FOR ALL GUESTS AND EMPLOYEES, WITHOUT MAKING ANY COMPROMISES ON THE QUALITY OF OUR GUESTS' EXPERIENCE, WE ARE READY TO OFFER YOU A **SAFE SUMMER BY THE SEA!**







## 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 regarding guests' itinerary & route

## UPON ARRIVAL

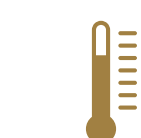
OUR GUESTS ARE ENCOURAGED TO DISCUSS PERSONAL PREFERENCES ON LEVEL OF SERVICE, AT THE TIME OF RESERVATION, TO MINIMIZE PHYSICAL INTERACTION AT THE RESORT



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



# 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.



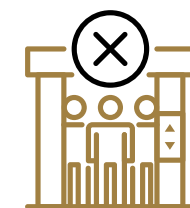
**Reinforced room cleaning protocols**, to include extra disinfection of high touch room & bathroom areas before guests' arrival



**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**



**No use of elevator required** to reach your accommodation.  
Bungalows are ground & 1st floor units.  
Rooms will be allocated up to 2nd floor.



## WELCOME SELF CARE BOX

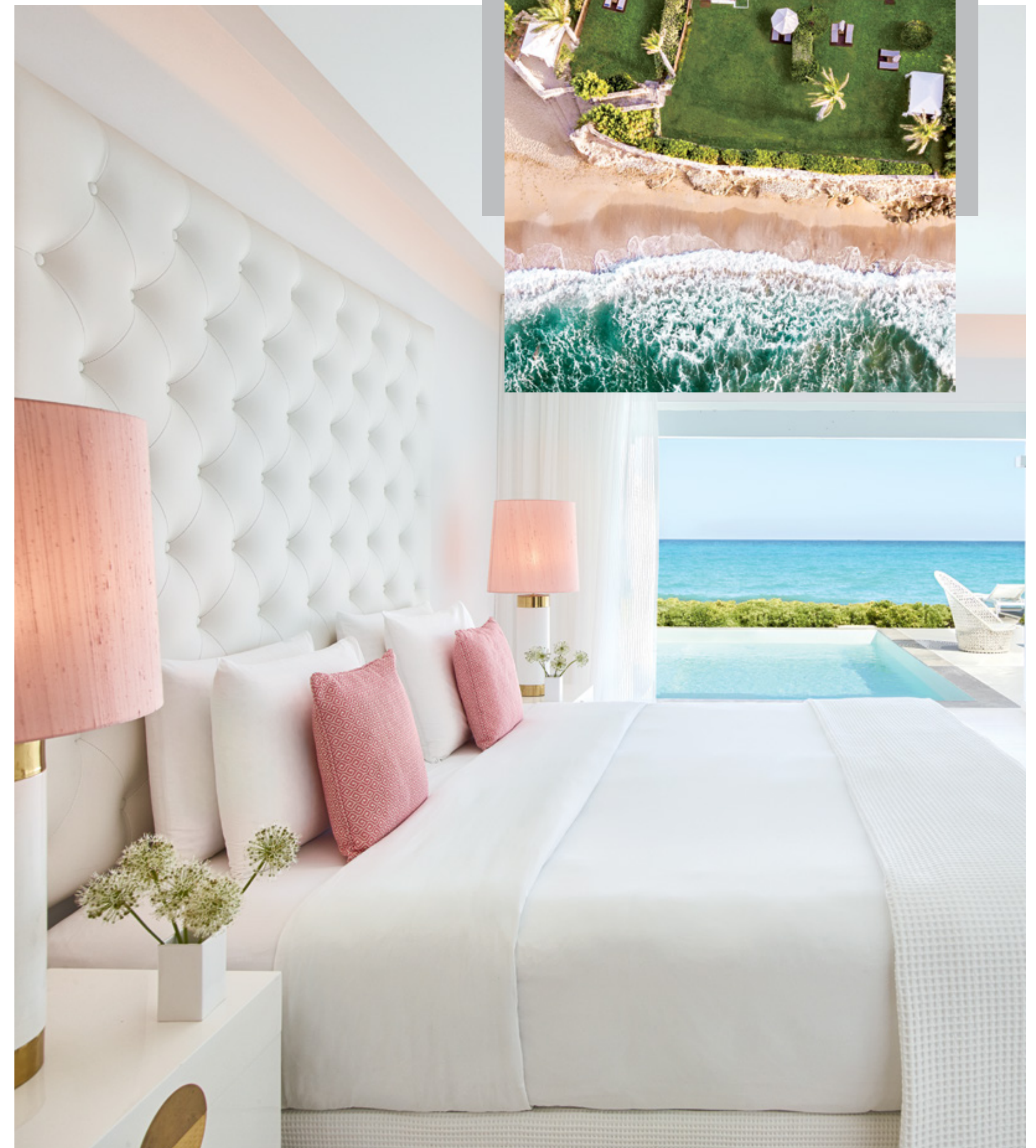
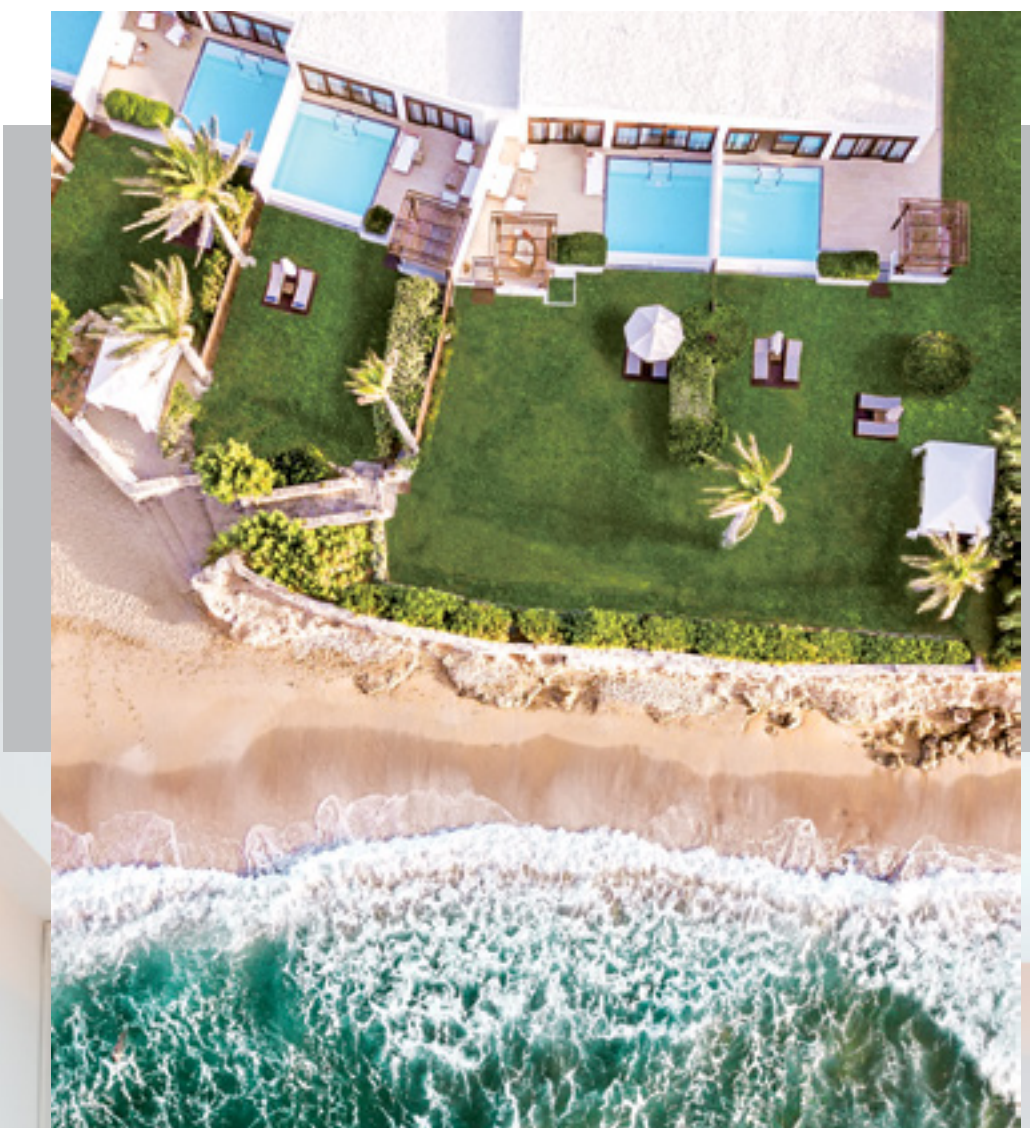
**Welcome self care box** with personal hygiene products & safety kit (includes antiseptic, disinfectant wipes, masks & gloves) provided in every room upon arrival.



## COMPLIMENTARY WELCOME GOODIES:

Upon arrival, a generous room offer of water, soft drinks, goodies & packaged delicacies, tea coffee and herbs to last you for your holiday

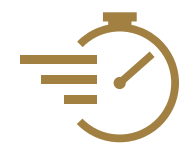
*All additional non-basic equipment like magazines, laundry bags, bathrobes, decorative pillows & covers will be removed from the room*





# 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



Single use or digital menus available through GUEST PORTAL app



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



Contactless payment options made available at all restaurant & bars

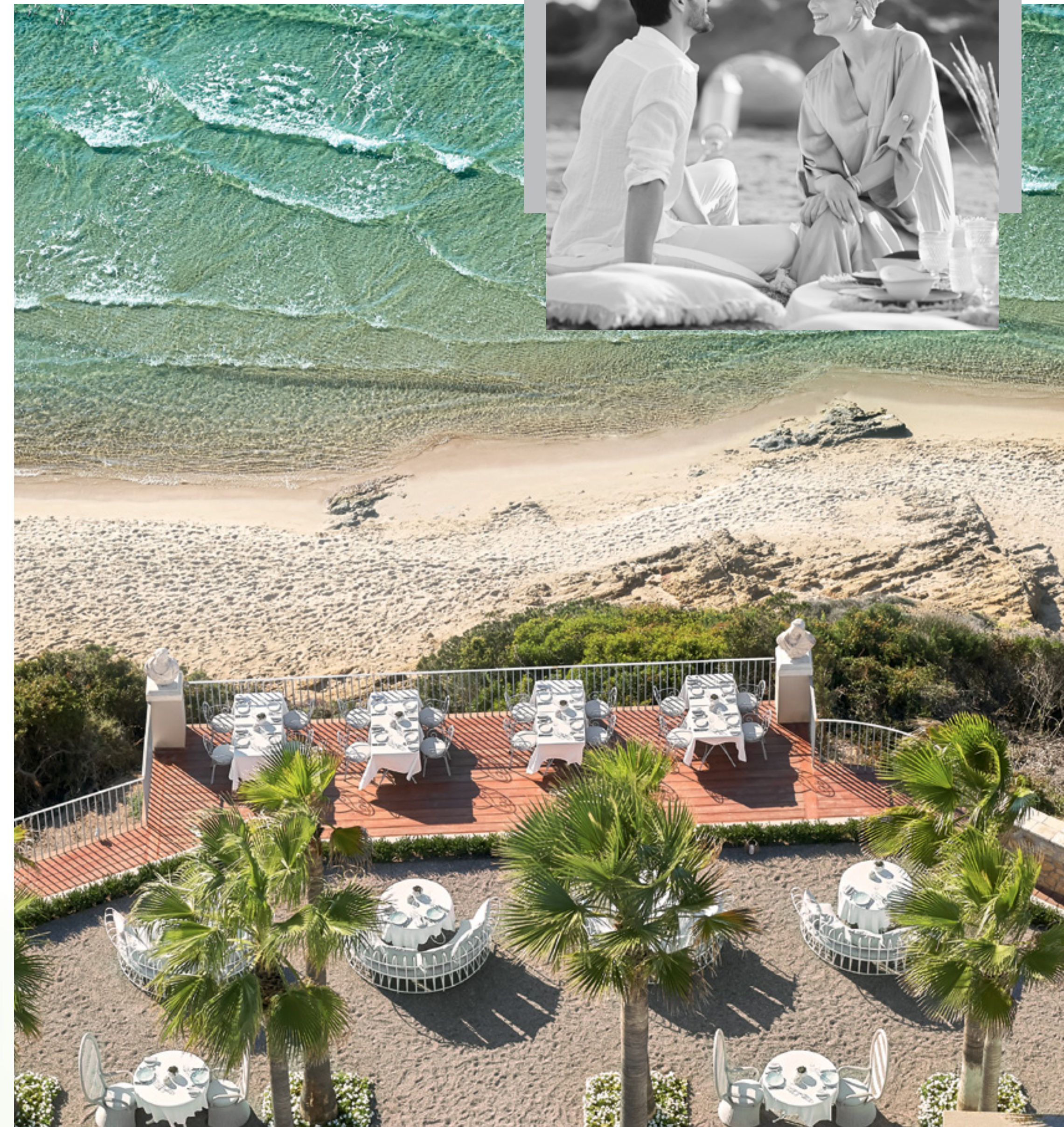


Employees wear PPE during the operation of the restaurants and bars



For breakfast & dinner options, food is offered in rich combination of open-air life grill stations and family style dining with large setting platters on the table, tailored-made for each resort.

Dining at al a carte restaurants is fully serviced





# *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.



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



**GRECOTEL**  
HOTELS & RESORTS



**GRECOTEL SPECIAL**  
EACH ROOM WILL HAVE ITS OWN UMBRELLA  
ON THE BEACH OR POOL THROUGHOUT THE STAY,  
IN MOST OF OUR RESORTS

*Yours to own!*





# 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



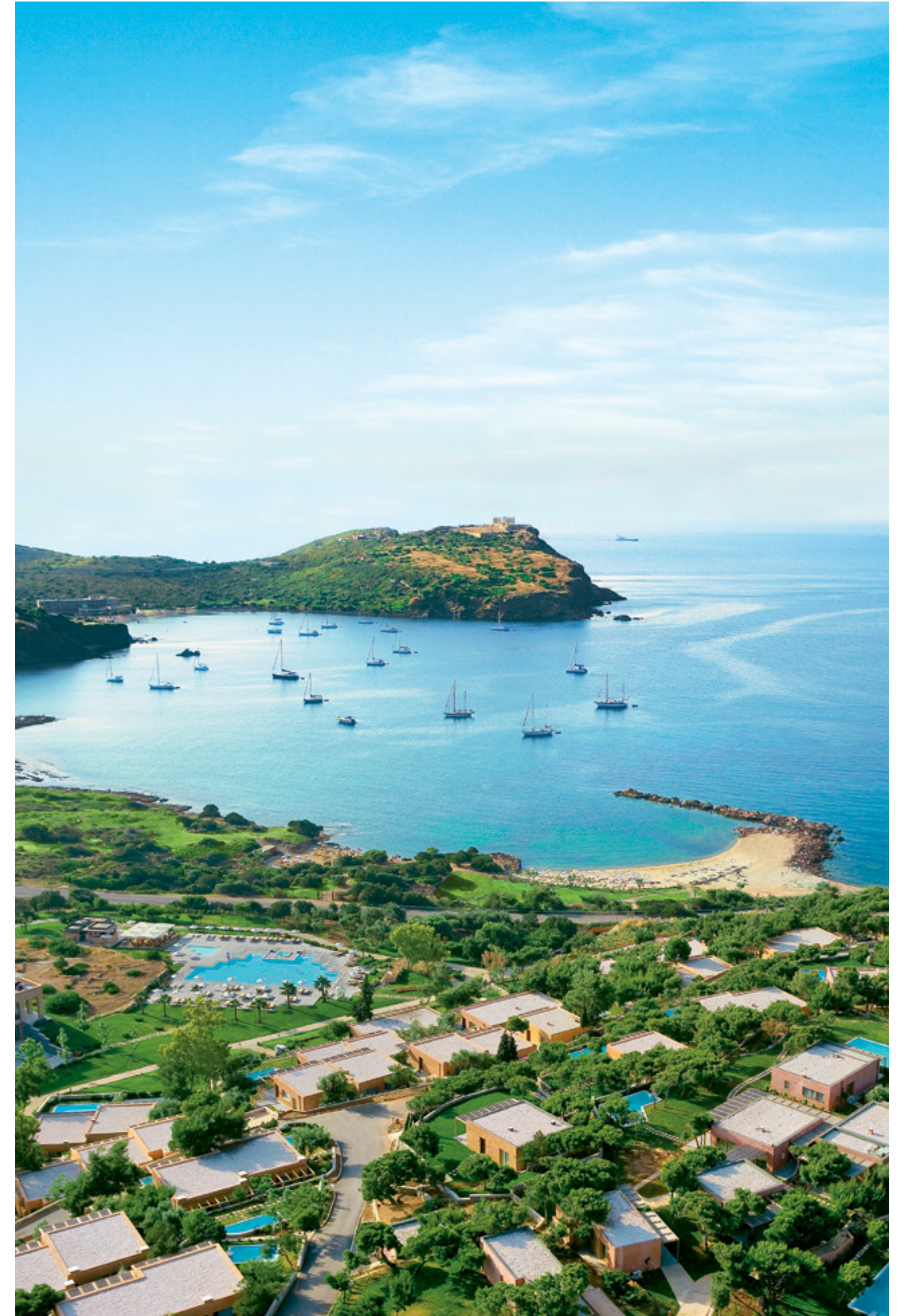
Clear signage of cleanliness procedures & routes demonstrated in all common areas



Guidance of elevator use by one person or a family



In most of our hotels, Mini Markets, Boutiques, Charisma Jewelry shops, Agreco Stores are operating in compliance with the new procedures







## KIDS

**THIS SUMMER BE WITH THEM, SWIM & EAT WITH THEM. IT IS THE SAFEST.**

Aqua Park & water slides will operate for free.

Grecoland currently not operational.



## 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.



## GYM & SPA

**WE ARE ADAPTING OUR FITNESS HABITS, WITH PRIMARY FOCUS ON THE BEAUTIFUL OUTDOORS.**

Personal trainers are provided upon request.

Our Spas & Gyms will not be operational this season.





# 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



Sanitization stations available to all children & employees





# GRECOTEL

HOTELS & RESORTS



**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**





**THE GRECOTEL FAMILY  
IS READY TO WELCOME YOU TO**

*a Safe Summer  
by the Sea*