

INFINITE CARE PROTOCOL



THE IKOS WORLD
OF SAFETY AND FREEDOM

The Ikos World of Safety & Freedom



Testing of guests and employees



Boundless space inside and out, with countless beach
and al fresco dining options



A touchless, safe, world-class *Ikos Infinite Care* guest journey

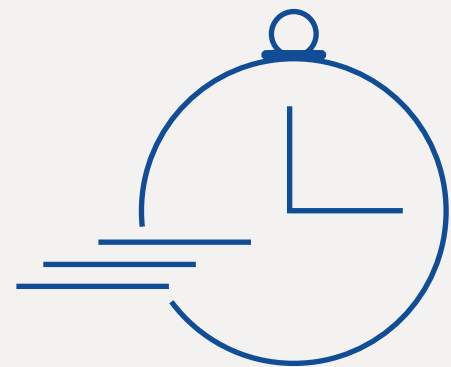


Foremost expert programme partnerships

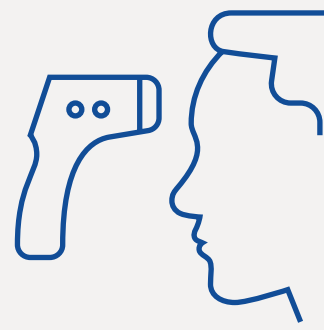


Testing Guests & Employees

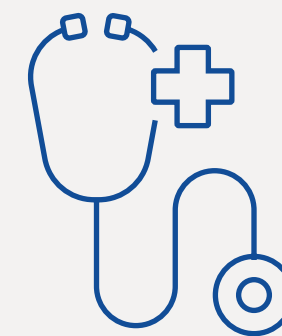
- Guests strongly advised to undergo a test 72 hours prior to arrival
- In case of no testing before travel, a complimentary rapid antibody test performed upon arrival
- Molecular diagnostic testing performed periodically for employees



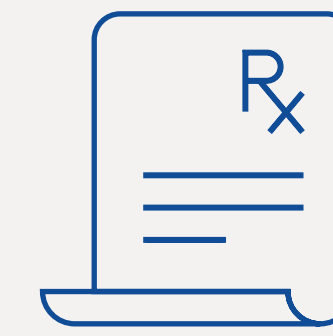
Quick and easy
procedure at
a designated
testing area



Non-invasive,
**touchless temperature
measuring devices at
all resort entry points**



**Doctor and
ambulance available
24/7** within resort
premises



Possibility to explore
insurance options at
time of booking

Space Inside & Out

A wealth of **à la carte dining** options at spacious restaurants or in your own garden

Spacious rooms & elegant suites with sizeable terraces and private gardens all to yourself

Service on the beach, with all-day snack menus, cocktails and drinks or al fresco in unspoilt nature

Secluded Blue Flag beaches, with a minimum of 4 metres between each umbrella

24-hour in-room dining

ikos[™]
RESORTS

A touchless & safe guest journey throughout your holiday experience

Arrival

Your journey begins with arrival at the hotel & your room

1



2

Guest rooms

Safety & sanitation measures for all rooms & suites



3

Food & beverage

Experience a vast choice of al fresco restaurants & bars



4

Leisure

Deep cleaning of beaches, pools, entertainment & shopping areas, gyms, spas and all public spaces



5

Sports & activities

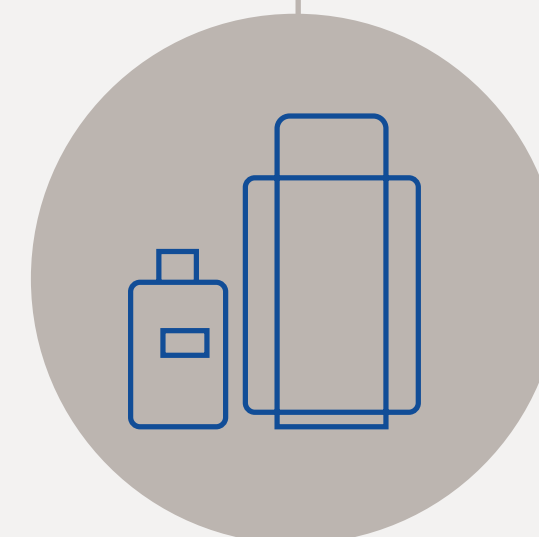
Measures at sports facilities & activities available at the resort



6

Departure

Advance checkout & safety measures during departure



Guest Arrival

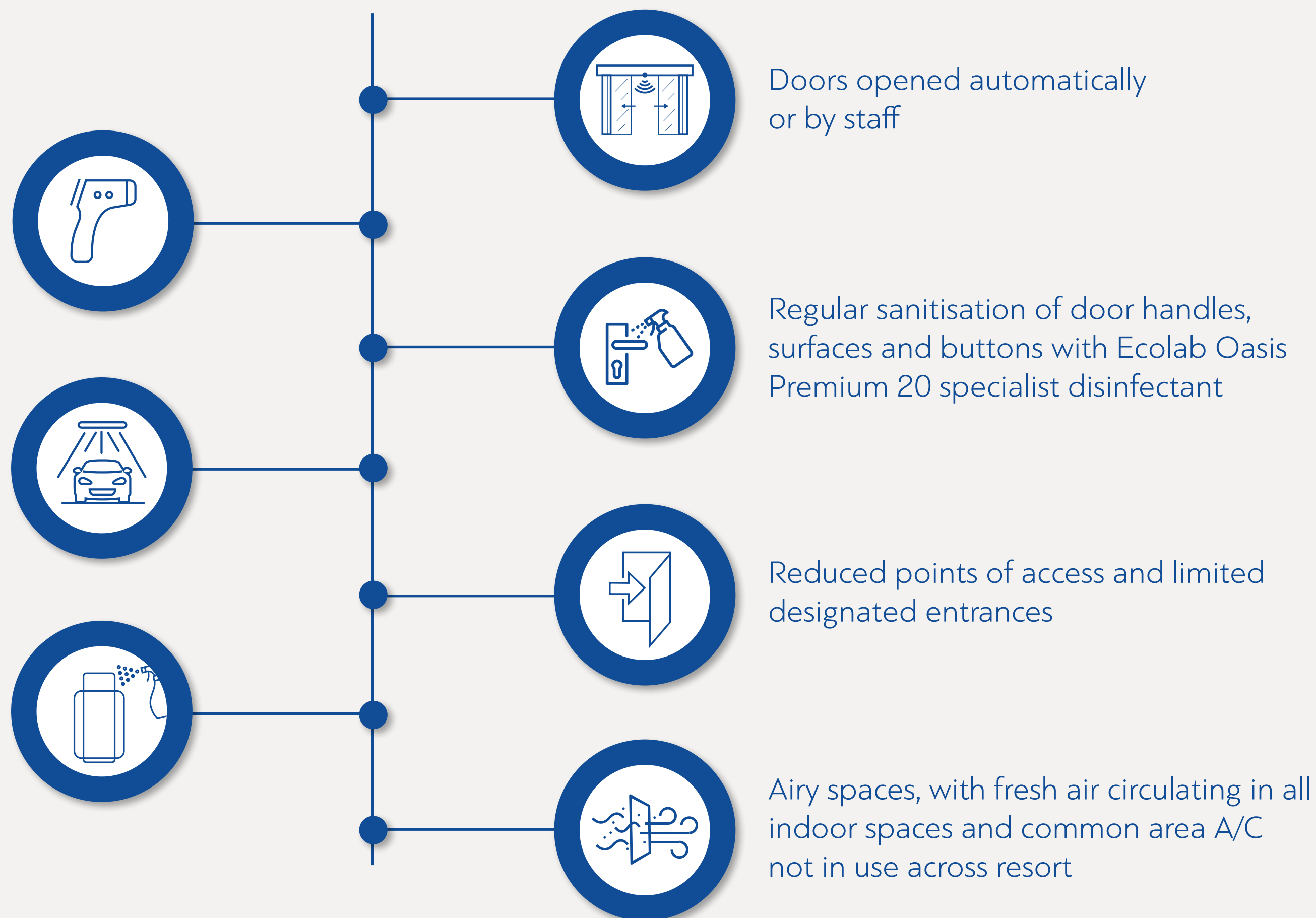
Resort Entrance

1

Antibody testing and temperature checks

Transfer from airport, only guests of the same room permitted per car or minibus, thoroughly disinfected after each use

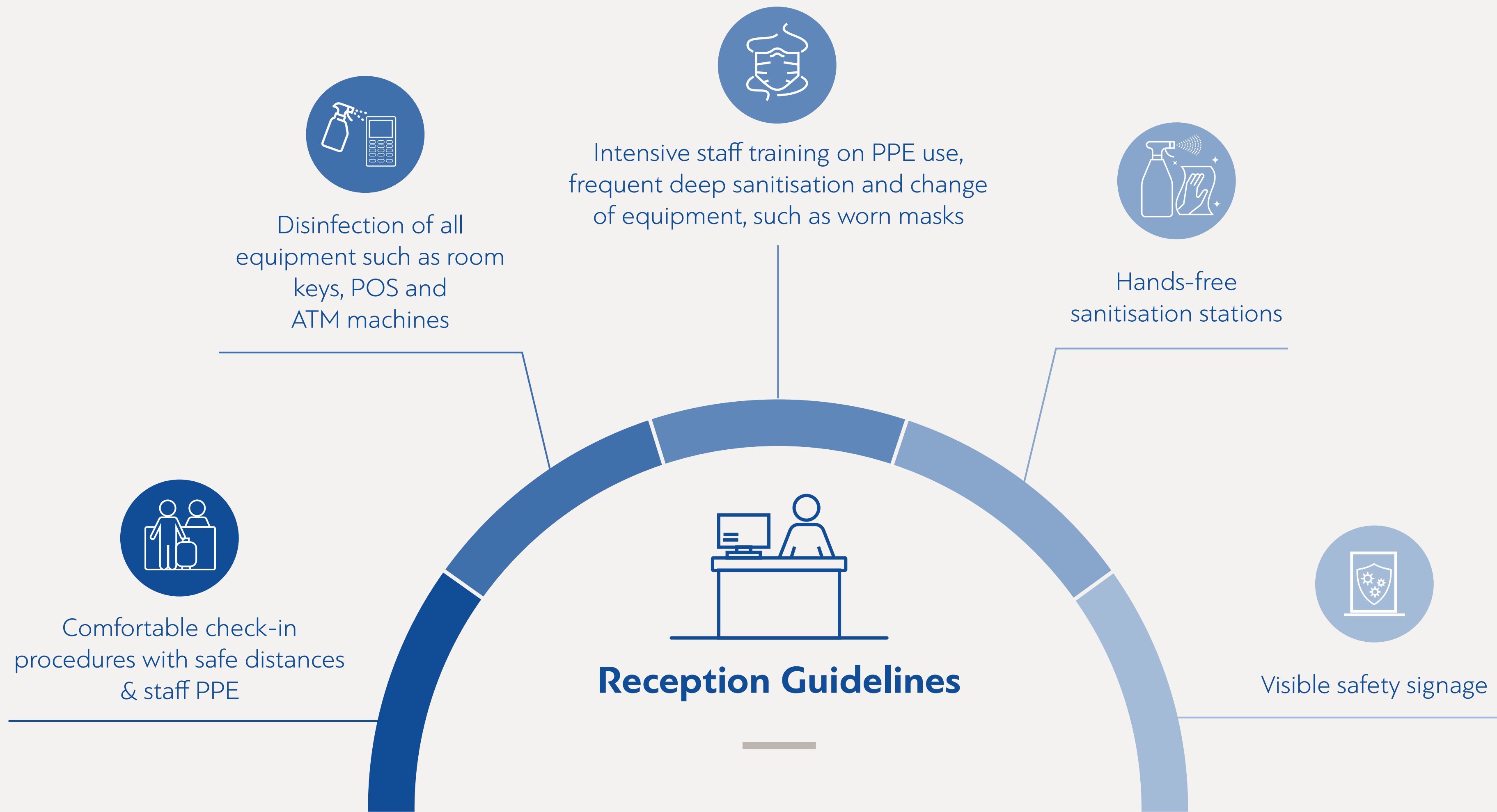
Guest luggage disinfected and handled with personal protective equipment (PPE)



Guest Arrival

Reception

1 ● ● ● ● ●



Guest Rooms

Safety & sanitisation measures for all rooms & suites



Guest Rooms

Safety & sanitation measures for all rooms & suites



Guest room disinfection



Use of industry-leading cleaning and disinfecting protocols to clean guest rooms.

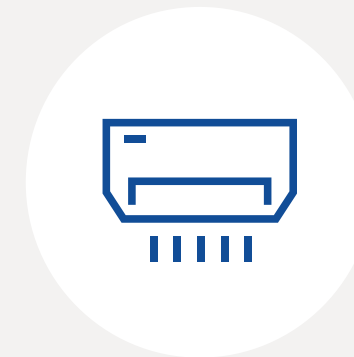
Each room is thoroughly cleaned and disinfected with a hospital-grade aerial surface disinfection machine upon every room change, as well as with Ecolab Oasis Premium 20 solution and ECOLAB-certified cleaning equipment

Deep cleaning of guest rooms and suites



Daily deep cleaning of rooms and suites-high contact areas such as door handles, switches, furniture, bathroom fittings and room accessories fully sanitised

Water testing and A/C cleaning & disinfection



Water and air quality testing carried out in rooms
Air ducts, filters and grills disinfected upon every room change
The usage of A/C within rooms at guests' discretion

Personal safety kit



A PPE safety kit-including hand sanitisers, disinfectant wipes, masks and gloves-available in all guest rooms

Food & Beverage

Experience a vast choice of al fresco restaurants & bars



Food & Beverage

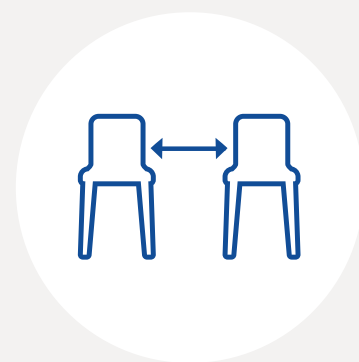
Safety & sanitisation measures for all restaurants & bars

No buffets - only à la carte options



No buffets - only à la carte dining available in restaurants
All food served by staff wearing appropriate PPE

Spacious restaurant capacity



Seating reduced by 30%
2-metre space between tables ample for safe distancing
One family per table at a time
Reservations required to facilitate safe spacing

Menu



Single-use and digital menus available to minimise physical contact, via the Mobile App and QR Codes

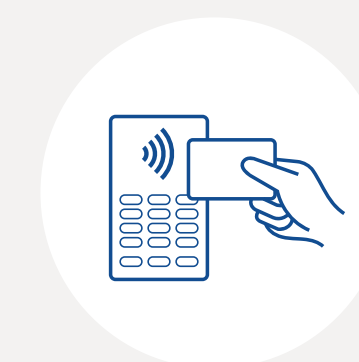
Sanitisation of all restaurant elements



Frequent disinfection of all high-touch surfaces after each reservation
Overnight restaurant deep disinfection with aerial surface disinfection machine



Guest hand sanitisation stations located in all venues and sanitisers and disinfectant wipes available for guests' personal items



POS machines and equipment sanitised between every use



Guest & employee PPE

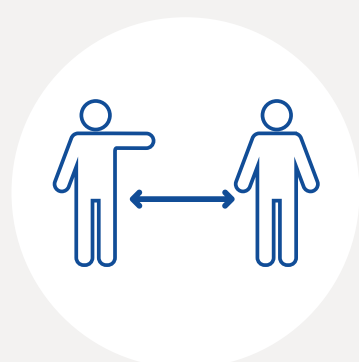
All employees wear masks and gloves for indoor serving
Gloves and masks are changed regularly and staff receive intensive covid-safe PPE training
Personal protective equipment (gloves and masks) is provided to all guests

Food & Beverage

Robust kitchen protocols further enhanced



Limited contact



Staff workstations are spaced out to limit face-to-face interactions and secure appropriate social distancing

Cooked options



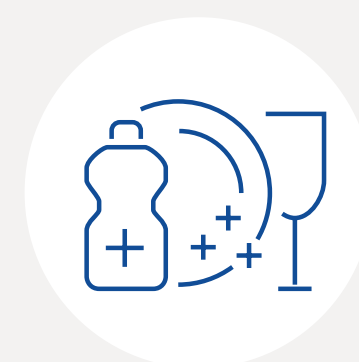
Menus adjusted to increase options of cooked food available instead of raw food

Ingredients



Appropriate cleaning of all materials and ingredients used in kitchens

Sanitising products



Approved cleaning products and disinfectants used throughout kitchen areas

Kitchen utensils



Thorough sanitisation of all kitchen utensils

Leisure

Measures taken to maintain safety in leisure areas



Leisure

Measures taken to maintain safety in leisure areas



Beaches & pools



- Safe distance of 4 metres between sunbeds & lounge chairs
- Disinfection of sunbeds, pool areas and equipment
- Increased water quality controls
- Indoor pools not in operation

Spa



- Operating at capacity of 50% with 1 person per treatment cabin
- Minimum 30-minute gaps between sessions to allow deep cleaning and sanitisation
- Wet area (steam bath, sauna) and indoor pools not in operation
- Guests wear face masks during treatments

Babysitting & Kids Clubs



- Baby sitting services operating with protective equipment and sanitising protocol procedures
- Monitored operation of Creche, Kids & Teen Clubs with WorldWideKids health protocol and measures at designated outdoor areas
- Babewatch service available

Entertainment



- Live music entertainment available with PPE and physical distancing rules
- The Garden Theater, parties and events unavailable

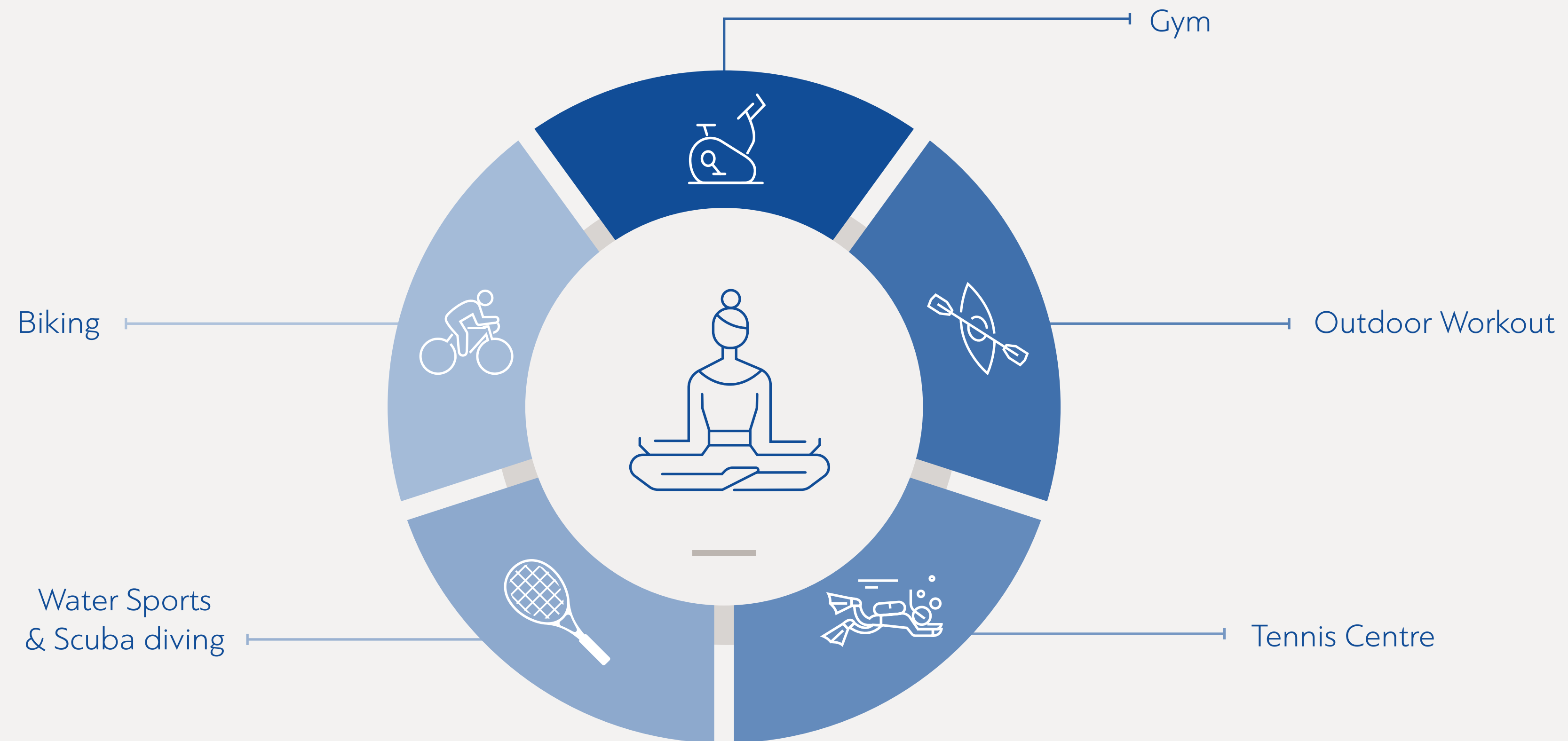
Shopping



- Maximum capacity according to available space of particular store
- Queueing and appropriate social distancing measures applied
- Daily cleaning and disinfection, with fitting rooms, clothing and other items sanitised after being used or worn

Sports & Activities

Measures taken to maintain safety at sports facilities



Sports & Activities

Measures taken to maintain safety at sports facilities



Gym



Pre-booking required to allow for physical distancing

Gym sanitisation after each use and daily deep disinfection with aerial surface disinfection machine

Sanitisation stations are available for all guests

Outdoor workout options



Alternative options for workouts such as outdoor wellness & fitness programmes, yoga, jogging and more

Tennis Centre



Max. capacity 4 players per court

Tennis equipment cleaned and sanitised between sessions

Water Sports & Scuba Diving

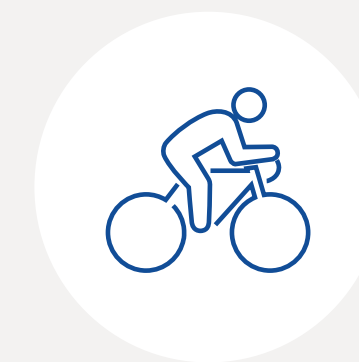


Reduced number of participants

Reservations are required

Equipment cleaned and sanitised between sessions

Biking



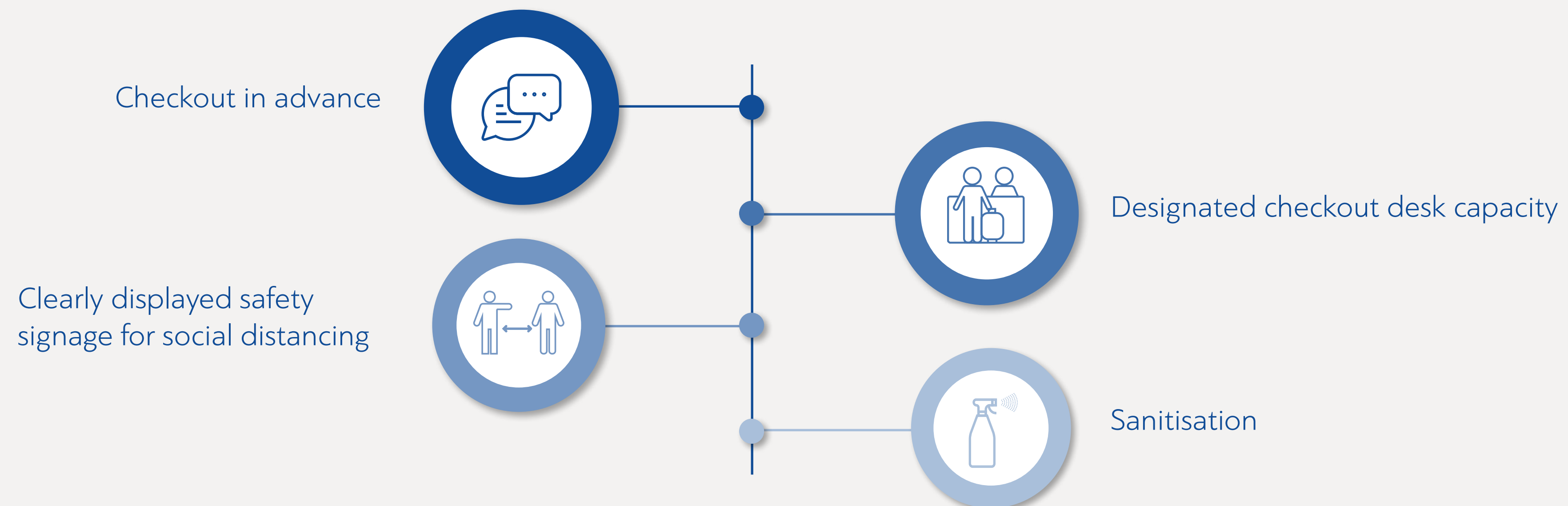
Reservation required for bike rentals

Cleaning and sanitisation of all bikes and equipment between rentals

PPE worn by instructors

Departure

Measures taken to keep you safe at checkout



Departure

Measures taken to keep you safe at checkout



Checkout in advance



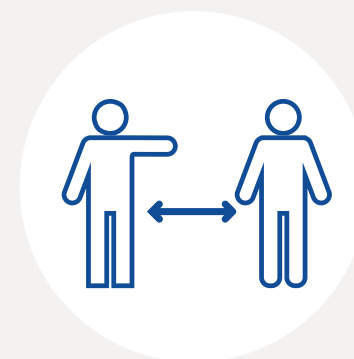
Advance checkout is available to guests - bills prepared without physical contact

Designated checkout desk capacity



Designated checkout desk capacity to maintain social distancing in the event of overcrowding

Clearly displayed safety signage for social distancing



Guest distancing applied through clear signage for a safe departure

Sanitisation



Hands-free sanitisation stations with PPE - such as masks, gloves and disinfectant wipes - are located at reception for guest use

Additional Measures

Disinfection of in-resort spaces



All indoor spaces thoroughly cleaned with a disinfectant using 1% Eco-Bac Classic from ECOLAB

Elevators safety guidelines



Max 2 guests permitted in elevators or a family consisting of 2 adults and children
Buttons inside and outside the elevators sanitised every 2 hours
Hand sanitisers available outside elevators

Stringent water testing



Testing of common area water samples on a monthly basis by a professional partner to ensure strictest hygiene standards are maintained

Compliance with Health Authorities' guidelines & additional protocol implementation



Compliance with WHO, Government Health Authorities and TUV Austria, with Covid Shield certification by independent third party body (TUV Austria)

Disinfection of all surfaces



All surfaces thoroughly disinfected on a regular basis
Metallic surfaces and items-such as door handles, keys and security locks-disinfected with 70% alcohol, where bleach not appropriate



Our Partners



Bioiatriki Healthcare Group is the established country leader and largest private company in the field of diagnostic centres, with an extensive presence across Greece.

The Group works with more than 400 private companies, the largest insurance companies and public insurance funds, receiving over 3,000,000 visits per year. With a vast array of international partners, such as the Mayo Clinic, it is the recipient of numerous prestigious awards and quality certifications.

CrossBorderMedCare, the Group's International Patient Centres, through a satellite on-site location, offers its signature patient-centered care 24/7 at the resort, with expertise drawing on its national team of six in-house contagious disease specialists, alongside a group of the foremost doctors and specialists in the country.



TÜV AUSTRIA Hellas provides independent third-party services in the form of technical audits, inspections, certifications and transfer of know-how in a large number of specialised sectors of economic activity.

The Covid Shield Certificate verifies that an appropriate mechanism, adequate resources and suitable infrastructure are always in place and adjusted to current epidemiological data and guidance, to prevent the spread of the coronavirus through reliable science.



Ecolab is the global leader in water, hygiene and energy technologies and services that protect people and vital resources.

All disinfection & cleaning services to be completed with cleaning products and protocols that meet ECOLAB guidelines.



I N F I N I T E C A R E P R O T O C O L