

A COVID-SAFE
SANCTUARY

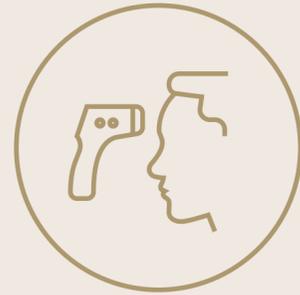
#OnlyatSani

P R O T O C O L

SANI
RESORT

KASSANDRA GREECE

A COVID-SAFE SANCTUARY



Testing of guests and employees



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



A touchless, safe, world-class
#OnlyatSani guest journey



Foremost expert programme partnerships



TESTING GUESTS & EMPLOYEES

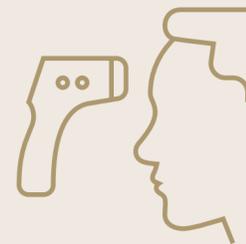
Guests strongly advised to undergo a test 72 hours prior to arrival

In case of no testing before travel, a complimentary rapid antibody test performed upon arrival

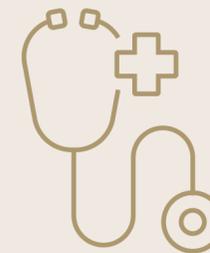
Molecular diagnostic testing performed periodically for employees



Quick and easy procedure at a designated testing area



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

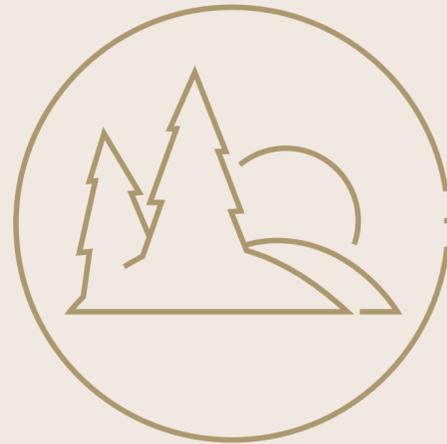


Doctor and ambulance available 24/7 within resort premises

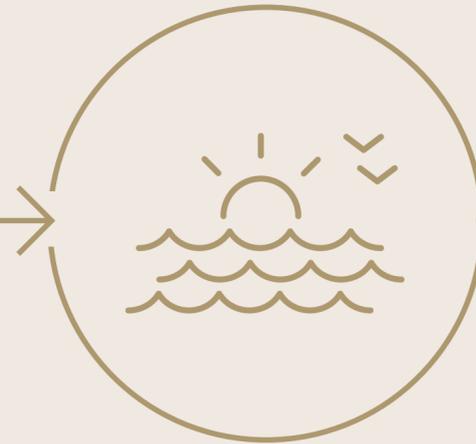


Possibility to explore insurance options at time of booking

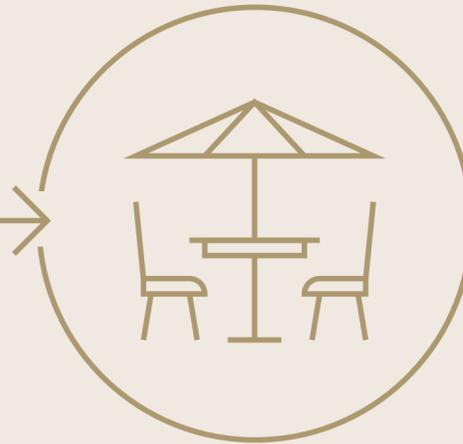
THE GREAT OUTDOORS



1,000 acres
of secluded nature
reserve



7 km of white sandy
beaches,
20 km of forest trails,
your own vast private
space



Endless al fresco dining
options in nature,
in your private garden
or served in your room

A TOUCHLESS & SAFE GUEST JOURNEY

throughout your holiday experience

ARRIVAL

Your journey begins with arrival at the hotel & your room



FOOD & BEVERAGE

Experience a vast choice of al fresco restaurants & bars



SPORTS & ACTIVITIES

Measures at sports facilities & activities available at the resort



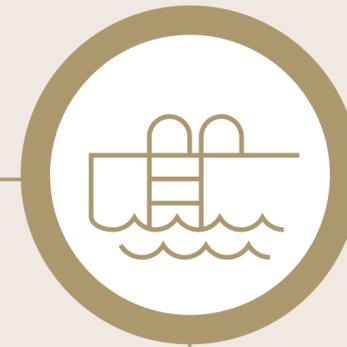
GUEST ROOMS

Safety & sanitisation measures for all rooms & suites



LEISURE

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



DEPARTURE

Advance checkout & safety measures during departure



GUEST ARRIVAL

Resort Entrance



Antibody testing and temperature checks



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



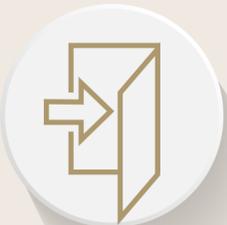
Guest luggage disinfected and handled with personal protective equipment (PPE)



Doors opened automatically or by staff



Regular sanitisation of door handles, surfaces and buttons with Ecolab Oasis Premium 20 specialist disinfectant



Reduced points of access and limited designated entrances



Airy spaces, with fresh air circulating in all indoor spaces and common area
A/C not in use across resort

GUEST ARRIVAL

Reception



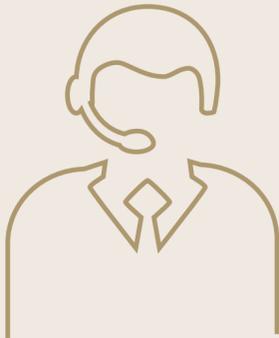
Intensive staff training on PPE use, frequent deep sanitisation and change of equipment, such as worn masks

Disinfection of all equipment such as room keys, POS and ATM machines

Hands-free sanitisation stations

Comfortable check-in procedures with safe distances & staff PPE

Visible safety signage



Reception Guidelines



GUEST ROOMS

Safety & sanitisation measures for all rooms & suites



GUEST ROOMS

Safety & sanitisation measures for all rooms & suites



Guest room disinfection



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

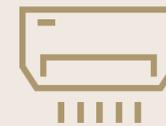
Each room is thoroughly cleaned and disinfected with a hospital-grade aerial surface disinfection machine upon every room change, as well as with Ecolab Oasis Premium 20 solution and ECOLAB-certified cleaning equipment

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 and 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

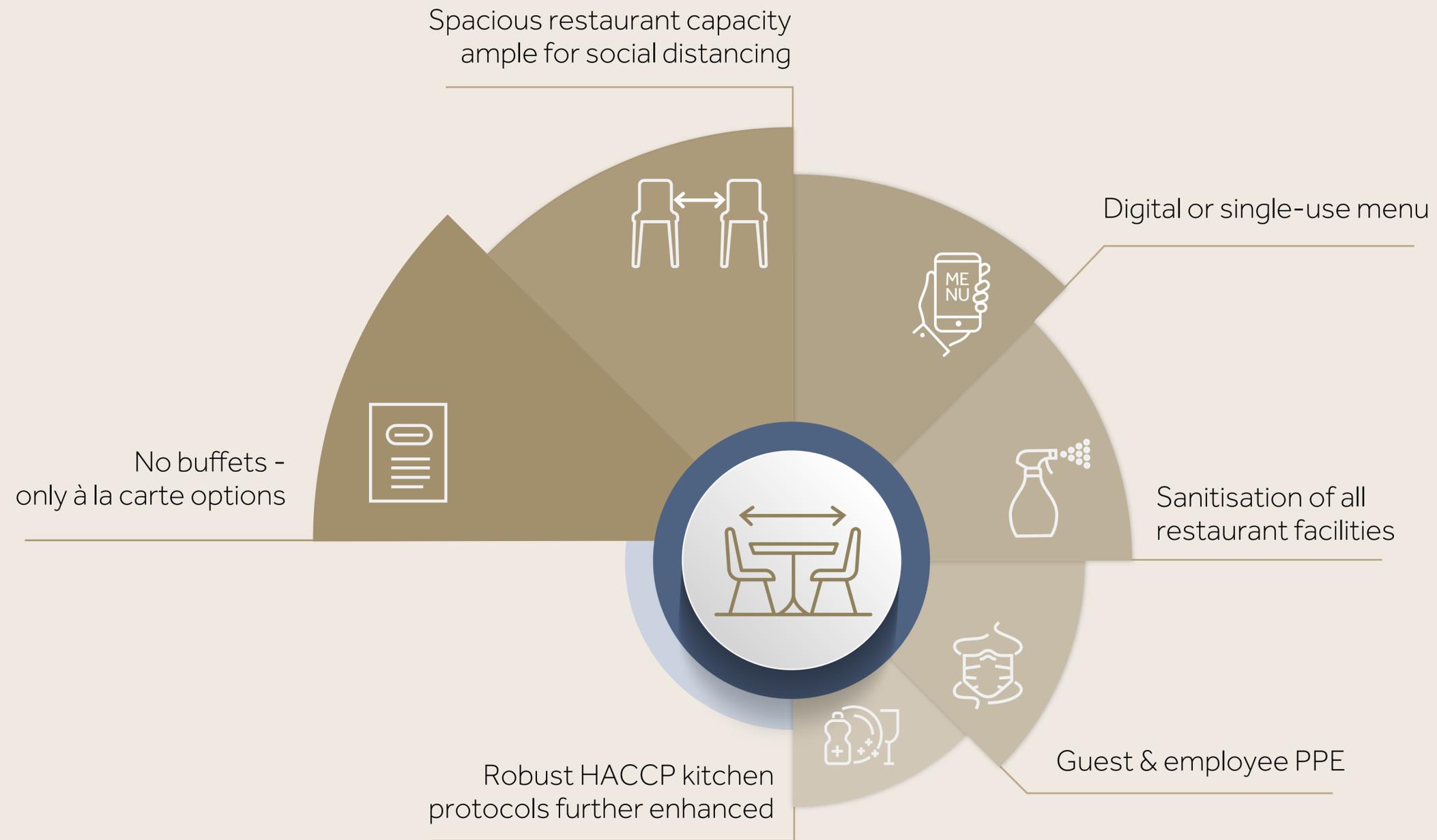
Personal safety kit



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

FOOD & BEVERAGE

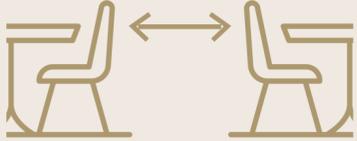
Experience a vast choice of al fresco restaurants & bars



FOOD & BEVERAGE

Safety & sanitisation measures for all restaurants & bars

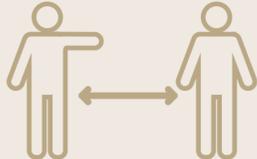


No buffets - only à la carte options	Spacious restaurant capacity	Menu	Sanitisation of all restaurant facilities		Guest & employee PPE
 <p>No buffets - only à la carte dining available in restaurants</p> <p>All food served by staff wearing appropriate PPE</p>	 <p>Seating reduced by 30%</p> <p>2-metre space between tables ample for safe distancing</p> <p>One family per table at a time</p> <p>Reservations required to facilitate safe spacing</p>	 <p>Single-use and digital menus available to minimise physical contact, via the Mobile App and QR Codes</p>	 <p>Frequent disinfection of all high-touch surfaces after each reservation</p>  <p>Guest hand sanitisation stations located in all venues and sanitisers and disinfectant wipes available for guests' personal items</p>	 <p>Overnight restaurant deep disinfection with aerial surface disinfection machine</p>  <p>POS machines and equipment sanitised between every use</p>	 <p>All employees wear masks and gloves for indoor serving</p> <p>Gloves and masks are changed regularly and staff receive intensive covid-safe PPE training</p> <p>Personal protective equipment (gloves and masks) is provided to all guests</p>

FOOD & BEVERAGE

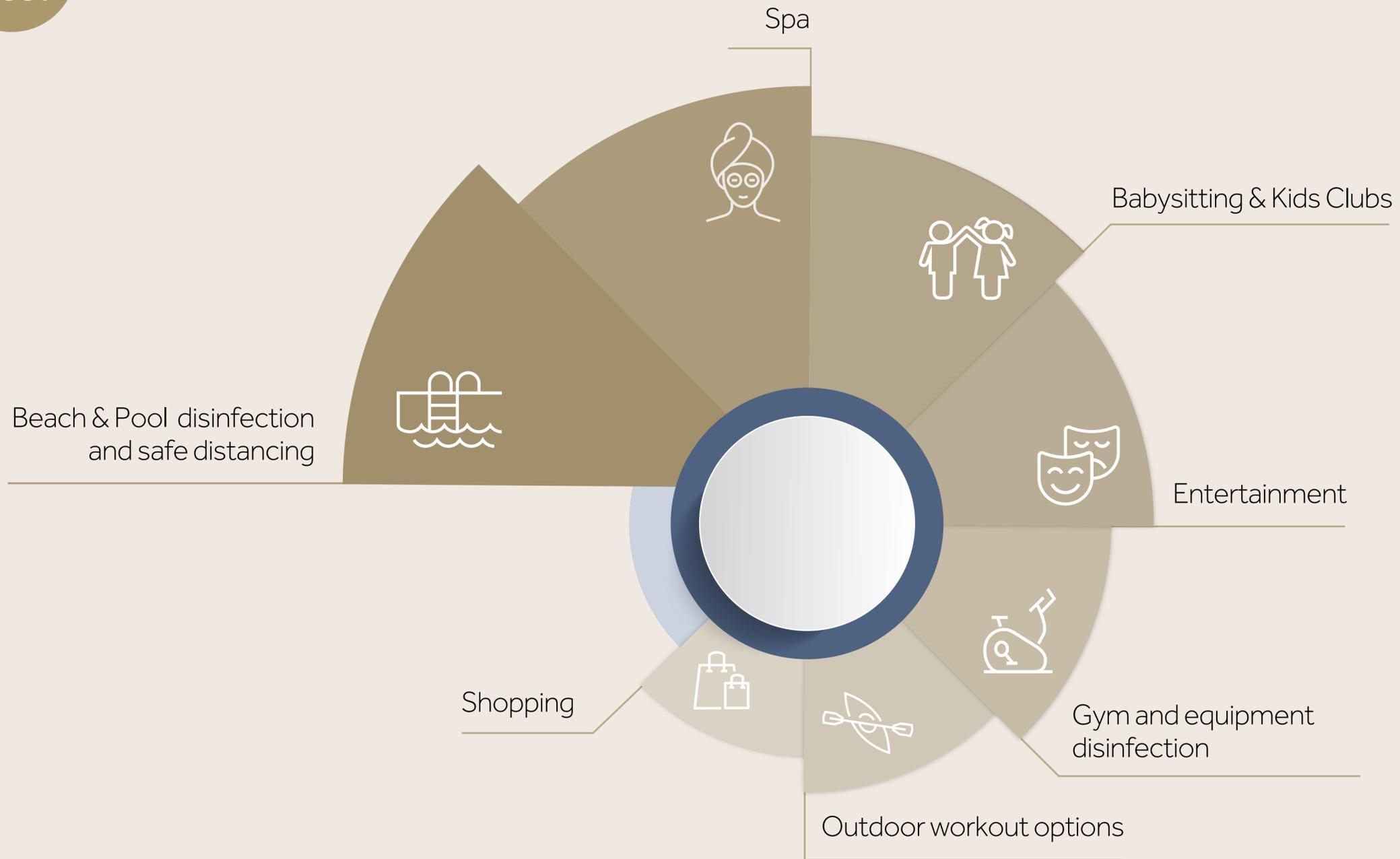
Robust kitchen protocols further enhanced



Limited contact	Cooked options	Ingredients	Sanitising products	Kitchen utensils
 <p>Staff workstations are spaced out to limit face-to-face interactions and secure appropriate social distancing</p>	 <p>Menus adjusted to increase options of cooked food available instead of raw food</p>	 <p>Appropriate cleaning of all materials and ingredients used in kitchens</p>	 <p>Approved cleaning products and disinfectants used throughout kitchen areas</p>	 <p>Thorough sanitisation of all kitchen utensils</p>

LEISURE

Measures taken to maintain safety in leisure areas



LEISURE

Measures taken to maintain safety in leisure areas



Beaches & pools	Spa	Babysitting & Kids Clubs
 <p>Safe distance of 4 metres between sunbeds & lounge chairs</p> <p>Disinfection of sunbeds, pool areas & equipment</p> <p>Increased water quality controls</p> <p>Indoor pools not in operation</p>	 <p>Operating at capacity of 50% with 1 person per treatment cabin</p> <p>Minimum 30-minute gaps between sessions to allow deep cleaning and sanitisation</p> <p>Wet area (steam bath, sauna) and indoor pools not in operation</p> <p>Guests wear face masks during treatments</p>	 <p>Babysitting services operating with protective equipment and sanitising protocol procedures</p> <p>Monitored operation of Creche, Kids & Teen Clubs with WorldWideKids health protocol and measures at designated outdoor areas</p> <p>Babewatch service available</p>

LEISURE

Measures taken to maintain safety in leisure areas



Entertainment



Live music entertainment available with PPE and physical distancing rules

The Garden Theatre, parties and events unavailable

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 workout, such as outdoor wellness & fitness programmes - yoga, forest walks, jogging and more

Shopping



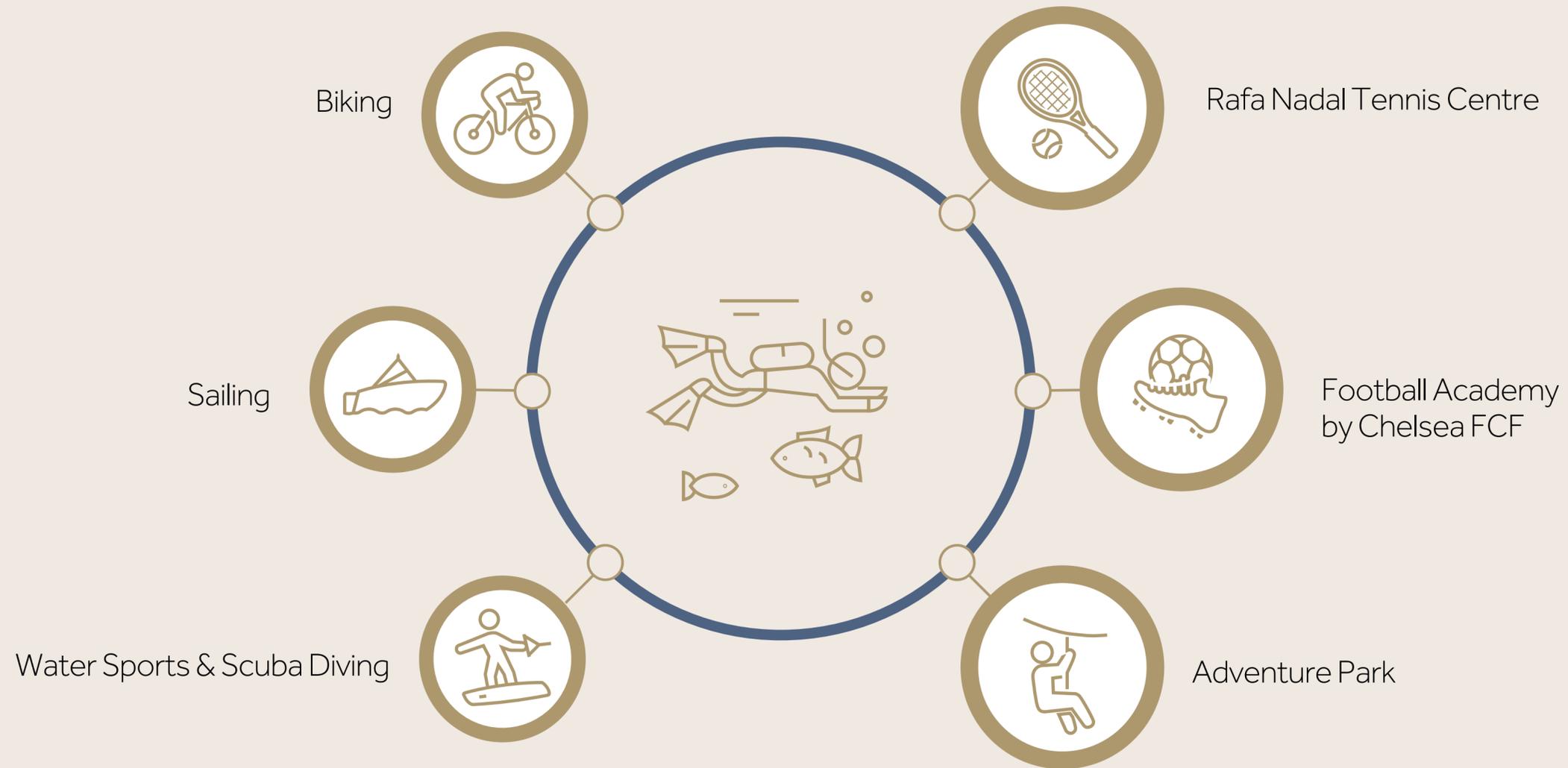
Maximum capacity according to available space of particular store

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



*Bear Grylls Survival Academy not in operation for 2020

SPORTS & ACTIVITIES

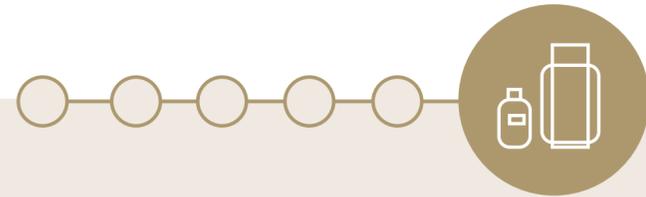
Measures taken to maintain safety at sports facilities



Rafa Nadal Tennis Centre	Football Academy by Chelsea FCF	Adventure Park	Water Sports & Scuba Diving	Sailing	Biking
 <p>Max. capacity 4 players per court</p> <p>Tennis equipment cleaned and sanitised between sessions</p>	 <p>Limited number of participants</p> <p>Physical contact minimised</p>	 <p>Cleaning and sanitisation of the facilities and equipment between sessions</p> <p>Maximum 12 participants per session</p> <p>PPE used by instructors</p>	 <p>Reduced number of participants</p> <p>Reservations are required Equipment cleaned and sanitised between sessions</p>	 <p>All surfaces disinfected between sessions</p> <p>PPE used by instructors</p>	 <p>Reservations are required for bike rentals</p> <p>Cleaning and sanitisation of all bikes and equipment between rentals</p> <p>PPE used by instructors</p>

DEPARTURE

Measures taken to keep you safe at checkout



Checkout in advance



Designated checkout desk capacity



Clearly displayed safety signage for social distancing

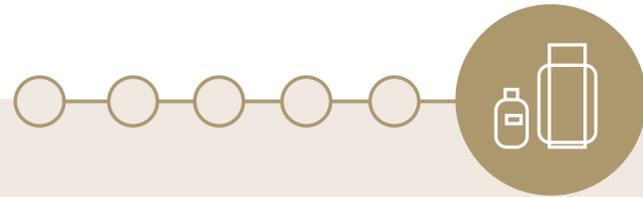


Sanitisation



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	Disinfection of all surfaces	Compliance with Health Authorities' guidelines & additional protocol implementation	Stringent water testing	Elevator safety guidelines
 <p>All indoor spaces thoroughly cleaned with a disinfectant using 1% Eco-Bac Classic from ECOLAB</p>	 <p>All surfaces thoroughly disinfected on a regular basis</p> <p>Metallic surfaces and items - such as door handles, keys and security locks- disinfected with 70% alcohol, where bleach not appropriate</p>	 <p>Compliance with WHO, Government Health Authorities and TUV Austria, with Covid Shield certification by independent third party body (TUV Austria)</p>	 <p>Testing of common area water samples on monthly basis by a professional partner to ensure strictest hygiene standards are maintained</p>	 <p>Max. 2 guests permitted in elevators or a family consisting of 2 adults and children</p> <p>Buttons inside and outside the elevators sanitised every 2 hours</p> <p>Hand sanitisers available outside elevators</p>

OUR PARTNERS



Bioatriki 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.

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SANCTUARY

#OnlyatSani

PROTOCOL

SANI
RESORT

KASSANDRA GREECE