



COMMITTED TO CARING
Health & Safety Program

Summer 2020

YOUR OWN EXPERIENCE

A safe journey of effortless care



01

ARRIVAL

Welcoming You

Let go and leave everything up to us. From the moment of your check-in to the moment that you will be escorted into your suite, a safe journey is effortlessly crafted for our guests.



02

GUEST SUITES & VILLAS

Your personal space

Advanced safety & sanitization measures are taken to assure a safe, yet carefree stay.



03

FOOD & BEVERAGE

The dining experience

Either you will choose al-fresco dining, lunching by the pool, candle-lit private dining in your suite or just enjoying your favorite cocktail gazing at the sunset colors, our kitchen and serving protocols are further enhanced to ensure the maximum food safety.

LEISURE & FACILITIES

Relaxing and rejuvenating

From our outdoor pools, to our gym, spa and public spaces, measures that will ensure the safety of our guests have been thoroughly taken.



04

HEALTH SERVICES

Your safety first

Our guests' health is a priority. For this reason, all possible services and partnerships have already been arranged and are at their disposal.



05

DEPARTURE

The farewell

We are saying farewell by applying safety measures during departure such as preparing your bills digitally avoiding physical contact.



06

DISCOVERING YOUR PERSONAL HIDEAWAY

Where comfort and privacy meet the genuine care

Santo Maris was designed with tranquility and privacy in mind bringing an easygoing spirit to your summer days and nights. The safe environment of effortless care we have created for you and your beloved ones is perfectly matched with the ambience of the hotel's airy spaces and design.



Spread out in four sprawling suite neighborhoods at a land of 8 acres, Santo Maris is all about **space and privacy**



Built like a **Cycladic Island Village** itself, in its expansive communal areas, from the reception and lobby area to the alleys of the hotel, we guarantee that here you will find **Your Own Island of calm**



Five outdoor swimming pools to choose from, with a minimum of 2 meters distance between each umbrella set



Airy suites and private villas with commodious personal verandas, all featuring their own heated outdoor jacuzzi or private pool invite you to linger in comfort



Al-fresco dining choices at our restaurant or at our all-day bar by the pool



Romantic en-suite dining and **24-hours room service** for extra moments of privacy



One of the largest multi-awarded **Spa Centers** in the island fully complied to the new operation standards offering you tailored services and treatments



Low occupancy operation ensuring proper physical distancing



ARRIVAL

Welcoming You



All guests will be welcomed with the warm hospitality spirit of Santo Maris, while following all the necessary steps to meet the health & safety protocols, our guests' safety is our foremost priority.



Guests are strongly advised to undergo tests 72 hours prior to arrival as per the Governmental recommendations



The appropriate maximum guest occupancy per transportation from/to the airport, and the port is ensured to keep safe distances.



Amended check-in hours
Check-in: from 15:00 pm



The vehicles used for the transportation of our guests are thoroughly disinfected after each use



Guest luggage that needs to be stored in our Luggage Room will be disinfected and handled with personal protective equipment (PPE)



Reduced points of access and limited designated entrances

ARRIVAL

Welcoming You



Doors are opening automatically or by staff



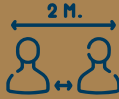
Simple and fast check-in procedures keeping safe distances, while all the necessary personal protective measures for our staff have been taken



Special protection plexiglass in the Reception Desk



Prioritization of payment by contactless credit card



Social distancing measures between guests and employees



Disinfection of the hotel's club transfer cars after each transfer



Hands-free sanitization stations use



Deep sanitization of door handles, surfaces, and buttons with Ecolab certified specialist disinfectant



Disinfection and sterilization of magnetic room keys, tablets, pens, money & credit cards after each use



GUEST SUITES & VILLAS

Your personal space

Santo Maris Suites & Villas are expertly designed to create a carefree summer home vibe and eclectic luxury at once. Applying enhanced health and safety measures, we assure you that this summer you will find your personal hideaway.



Warm hospitality in luxurious spacious suites & villas with commodious verandas all to yourself



Masks, gloves and disinfectant gel are at our guests' disposal upon request



All extraneous items (extra pillows, blankets) are removed from the room and supplied upon request



Various decorative elements and items (vases, carpets, lanterns) are removed to lessen the contact in commonly used objects



Fresh-air ventilation of the suites after every check-out



GUEST SUITES & VILLAS

Enhanced Cleanliness Measures



The daily maid service and the turn down service will only be offered upon guests' request and once they are absent to lessen physical interactions



Social distancing between cleaning staff and guests



Each suite is thoroughly cleaned and disinfected with a hospital-grade aerial surface disinfection machine upon every departure, as well as with ECOLAB-certified cleaning equipment



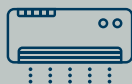
Disinfection of all fabric areas of the suite with disinfectants and steam cleaners reaching temperature of 70°C and above.



The water in the jacuzzis of our suites is getting refreshed right before each check-in



Water and air quality testing is carried out in all suites, while the air ducts, the filters and grills are disinfected upon every room change



Stringent water testing, A/C cleaning and disinfection upon every suite change



Use of non-toxic, allergy-free cleaning and disinfectant materials



Collaboration with certified partner against Covid-19 for the outsourcing of our Laundry Cleaning Service

FOOD & BEVERAGE

The dining experience



Either you wish to savor Greek creative delights or sip your favorite cocktail enjoying the magnificent view to the sunset, we have taken care of the health and safety measures that will make you feel instantly safe and reassured.



Wonderful gastronomical delights available on à la carte dining basis at our spacious al fresco restaurant or all-day pool bar



Our breakfast will be available on a la carte menu



Reservations are required to facilitate safe spacing, while each table is used by one guest suite at a time.



Private en-suite dining is available upon request ensuring the health and safety standards



24-hour in-room service applying the necessary distancing and safety measures between the staff and the guests



You can relax at the pool of your choice enjoying all-day snacks, cocktails, and drinks

FOOD & BEVERAGE

Enhanced Cleanliness Measures



High standard food safety and quality accredited with ISO 22000:2005 and HACCP certifications



Appropriate identified cleaning of all materials and ingredients as well kitchen utensils is performed in our kitchen



Hand sanitizer dispensers at all restaurants and bars



Strict personal hygiene policies followed by our staff



In our restaurant and bar, the necessary distances between tables are provisioned to ensure ample space among guests



The seating capacity is reduced while the arrangement of the tables is modified to allow a maximum of six persons per dining table



Our menus are provided in digital format scanning the available QR Codes. Also, printed menus made of an easily disinfecting material are available.



Disinfection of tables and chairs before and after each service



LEISURE & FACILITIES

Relaxing and rejuvenating

Our guests will feel complete relaxation enjoying their holidays as a series of measures ensuring their safety are applied throughout our hotel's facilities.

POOLS



All Suites at Santo Maris feature their own personal outdoor jacuzzi while a selection of suites features their own private pool for swims in your own space



Five expansive outdoor swimming pools with increased water quality controls and a minimum of 2 meters distance between each umbrella



Water recirculation in all pools every 4 hours | 1 bather for every 5 sq. m. of water



Social distancing specifications in recreational areas and pools



LEISURE & FACILITIES

Relaxing and rejuvenating

SPA & FITNESS



Excellent hygiene practices at our ANASSA SPA



The indoor pool and the spa facilities (hammam, jacuzzi, cryotherapy) of our ANASSA SPA will be not operating this year following the official health & safety instructions



Reservation on the Fitness Center will be needed, while regular disinfection procedures are assured



Avoidance of group activities and maintenance of social distancing of at least 1,5 meters



LEISURE & FACILITIES

Additional Health & Safety Measures In the Hotel Facilities



Cleaning and sanitization
of all surfaces, door
handles, sports materials
after each use



Airy spaces, with fresh air
circulating in all indoor spaces



Common area A/C will be
operating making use of increased
fresh-air ventilation systems



Daily natural ventilation of all
areas



Health stations with
disinfectant dispensers
throughout the hotel



Maximum capacity established
and rearrangement of furniture
to guarantee safety distance
between people



Elevators to be used by one
person, families, or guests
of one suite at a time



Thorough disinfection of
our Late Departure Room
after each use

HEALTH SERVICES

Your safety first

Our guests' health is a priority. For this reason, all possible services have already been arranged and will be available at your disposal.



Doctors on call 24/7
to provide special care
to guests



Ongoing staff training, health
awareness campaign and
special signing across the hotel



Temperature tests are
performed daily recording
the health condition of all our
employees

DEPARTURE

The farewell

Santo Maris
OIA
LUXURY SUITES & SPA

COMMITTED TO CARING
Health & Safety Program



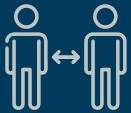
Amended check out hours
Check out: up to 11:00 am



Safety and distancing
measures during
departure



Designated checkout
desk capacity



Clearly displayed safety
signage for social
distancing



Bills are also prepared
digitally to lessen
the physical contact
touchpoints

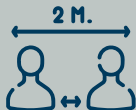


GENERAL MEASURES OF PERSONAL HYGIENE AND SAFETY FOR OUR STAFF, GUESTS, AND PARTNERS

STAFF

Our staff members, genuinely caring for their profession, they are expertly trained in the avoidance of the transmission of the virus while they all follow measures that ensure their personal as well as our guests' health and safety.

- All staff is expertly trained and certified on hygiene and Covid-19 spread-out prevention measures
- Temperature and health condition check of all staff is performed and recorded at the beginning of each shift
- Staff equipped with PPE and trained in its correct use to guarantee everyone's safety
- Social distancing measures are followed

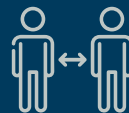


GUESTS

As our prime priority is to protect our guests' health and safety, we urge you to follow the proposed measures to protect yourselves and the people around you.

SIMPLE SAFETY & HYGIENE STEPS

- Maintain social distancing at all times
- Wash and disinfect your hands frequently
- Maintain a good personal hygiene
- Change daily into clean clothes
- Avoid touching your eyes, nose, and mouth
- Cover your mouth and nose when sneezing or coughing
- Keep your hands disinfected when in public areas
- In case you do not feel well, stay in your suite and inform the reception by phone, available 24/7.



GENERAL MEASURES OF PERSONAL HYGIENE AND SAFETY FOR OUR STAFF, GUESTS, AND PARTNERS

PARTNERS

We ask all our partners to follow our health and safety measures once they visit our hotel.

OUR COLLABORATIONS

Collaborating with trusted partners, we assure the stringent application of the hygiene measures.



TÜV AUSTRIA Hellas is a certification and inspection body, 100% subsidiary of the TÜV AUSTRIA. TÜV AUSTRIA Hellas is the substantial implementation of Quality.



UNIVERSITY
OF CRETE

University of Crete is the provider of all staff trainings on COVID-19. The Medical School of the UoC is a modern teaching and research centre committed to excellence in education and training.



HACCP is a systematic preventive approach to food safety from biological, chemical, and physical hazards in production processes that can cause the finished product to be unsafe, and design measurements to reduce these risks to a safe level.



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.



Be Safer

Be Safer is a company providing specialized consulting and laboratory services. Be safer is a strategic partner of Agrolab accredited laboratory for all lab methodologies applied in the laboratory analyses.



BioClean is one of the leading companies in disinfecting services.



vodachem Ε.Π.Ε.
ΚΑΤΕΡΑΣΙΑ ΝΕΡΟΥ

Vodachem, cooperating with the most well-known labels, provides the best solutions in water treatment. Following their consultancy, in combination with the best products and equipment we ensure safety of our swimming pools and water around the resort.





COMMITTED TO CARING

Health & Safety Program

Committed to caring, we invite you to cherish life in your own privacy
This summer, our priority will be to welcome you safely, to be there for you, in all kindness.

