

An aerial photograph of a tropical resort pool. The pool is a vibrant turquoise color. In the top left, there is a wooden structure with a thatched roof and a staircase leading down into the water. In the top center, there is a small island with a white border, densely packed with various palm trees and tropical plants. In the bottom right, there is a circular spa or hot tub with a white interior and a wooden deck. A wooden walkway leads to the spa. In the bottom center, a couple is standing on a small wooden raft in the pool. The text "Calm and Safe" Holidays is written in a white, elegant script font across the middle of the image.

“Calm and Safe” Holidays

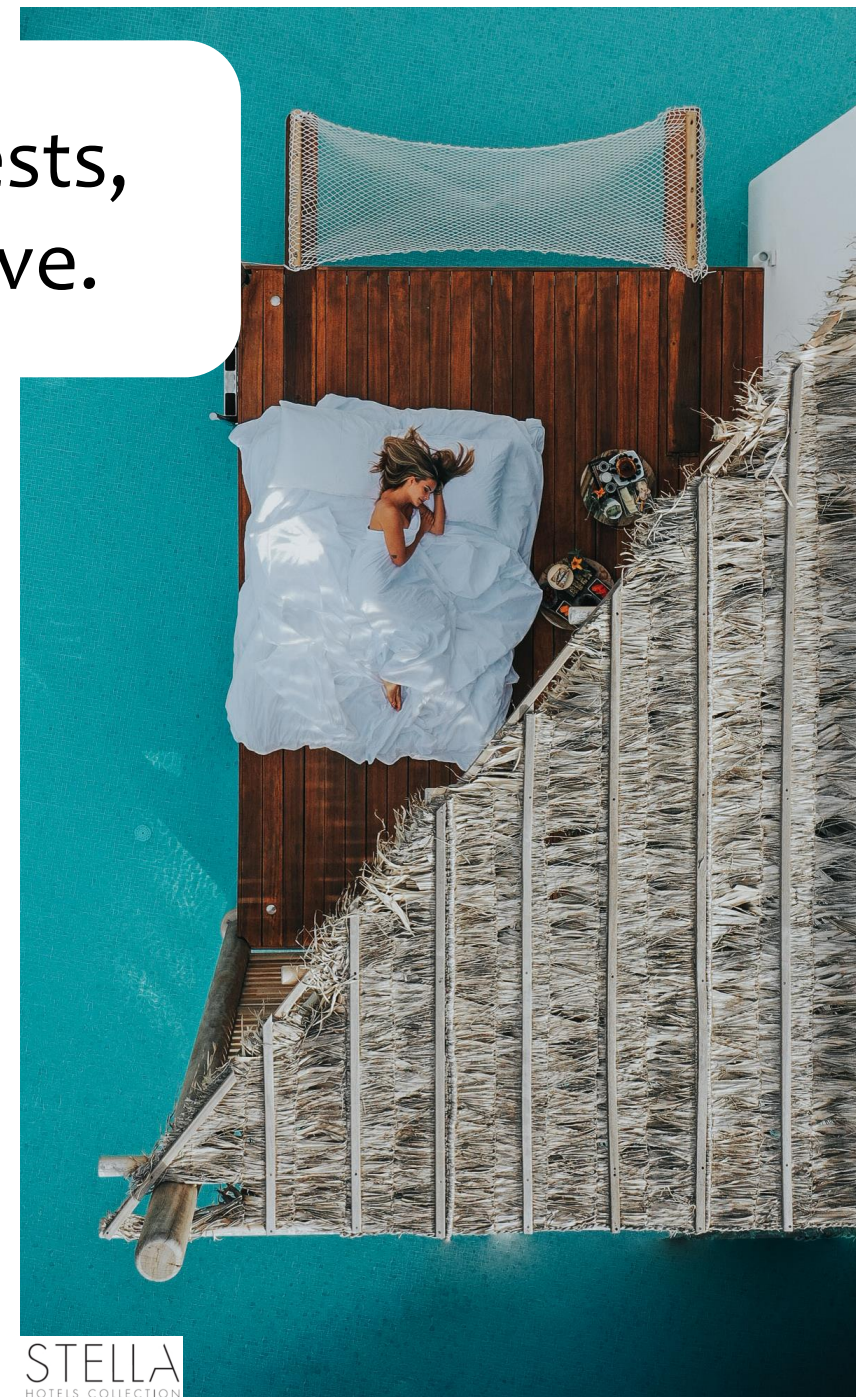
STELLA
HOTELS COLLECTION

Fully committed to the well-being of our guests, our employees, and the communities we serve.

This current global crisis is affecting us all, and we remain on alert, closely monitoring the newsfeed and the rapidly changing events across the world. We adapting accordingly to the World Health Organization. We will continuously update our information and actions due to the Covid -19 effects. At the moment we training and mobilizing our colleagues through webinars in order to be ready to open our wonderful hotels with minimal risk.

Greece has become a model in the management of this pandemic, acting quickly and efficiently. Giving now the opportunity to welcome our beloved guests in a country that is historic, beautiful and above all safe.

The hotels are fully complied with the National operating protocol and complement with actions the absolute security of our guests and our staff, without losing the sense of the relaxation and the Cretan hospitality.



An aerial photograph of a large, circular floating lounge in a clear blue swimming pool. The lounge has a white cushioned interior with a person lying down. A wooden deck leads to the lounge. In the background, there is a small island with palm trees.

Our Plan

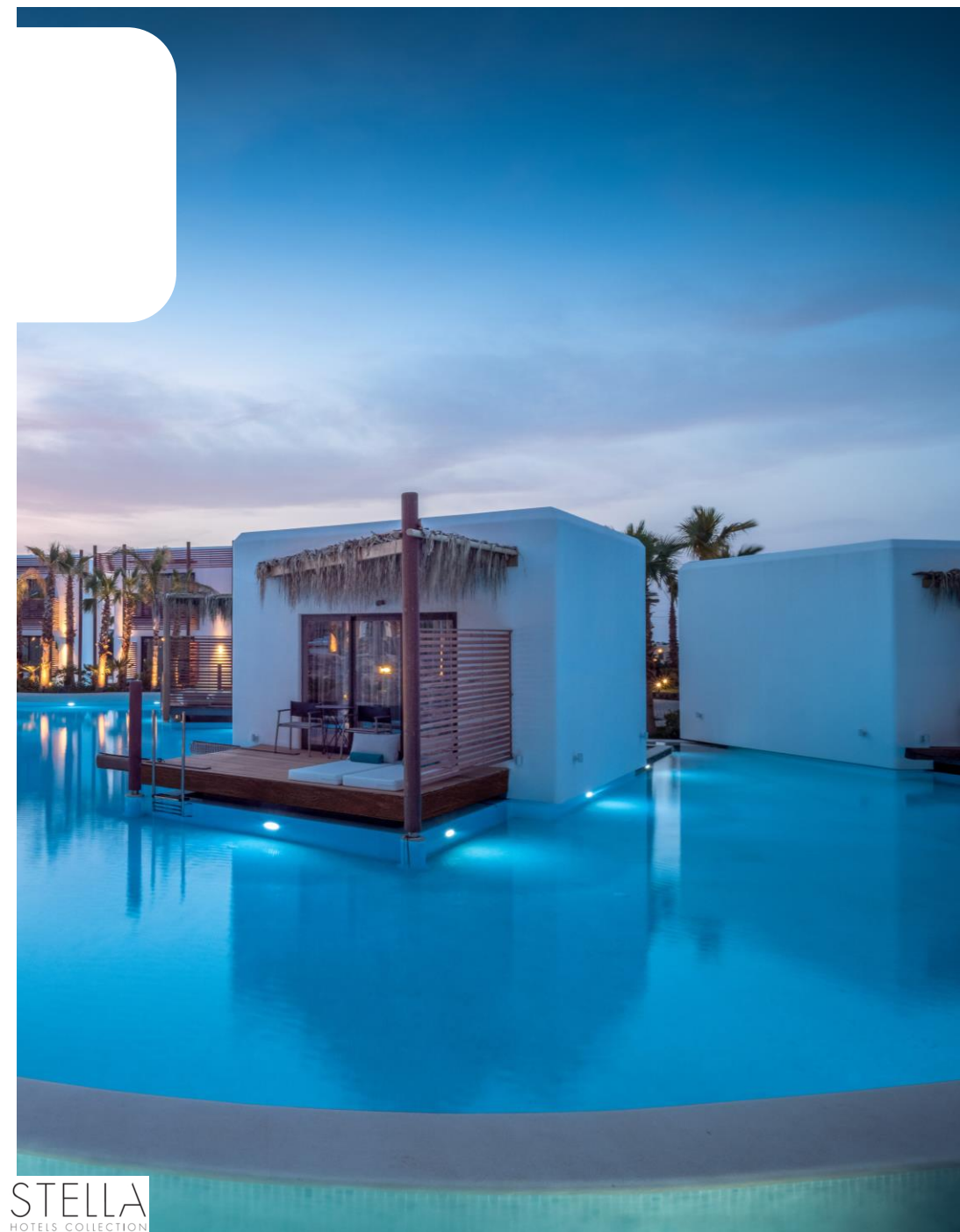
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“Hygiene is
two thirds
of health”

Critical General Points



- We are constantly monitoring and implementing all government regulations and recommendations regarding the fight against Covid-19.
- We ensure the implementation and the respect of the handling protocols in case of suspicion of contagion to the Covid-19.
- We ensure the safety of our lovely guests by providing good training to our staff on all required hygiene measures.
- We provide personal protective equipment to our staff and a separate hygiene kit is always available at our reception.
- We communicate clearly, on all preventive measures against Covid-19 that our company takes, through our staff, special flyers and infographics.
- We clean and disinfect all public areas with a specific program
- Sanitization Systems in all public areas
- Doctor on call 24 hours



Our People



- Respect the directives and recommendations of the public authorities in force in the fight against coronavirus.
- Respect The Originals health protocol.
- Use virucidal products.
- Respect the barrier gestures.
- Respect physical distance.
- Wear masks, disposable or washable gloves.
- Wash hands with soap regularly.
- Use hydroalcoholic gel.
- Withdraw if symptoms of coronavirus occur.



Reception



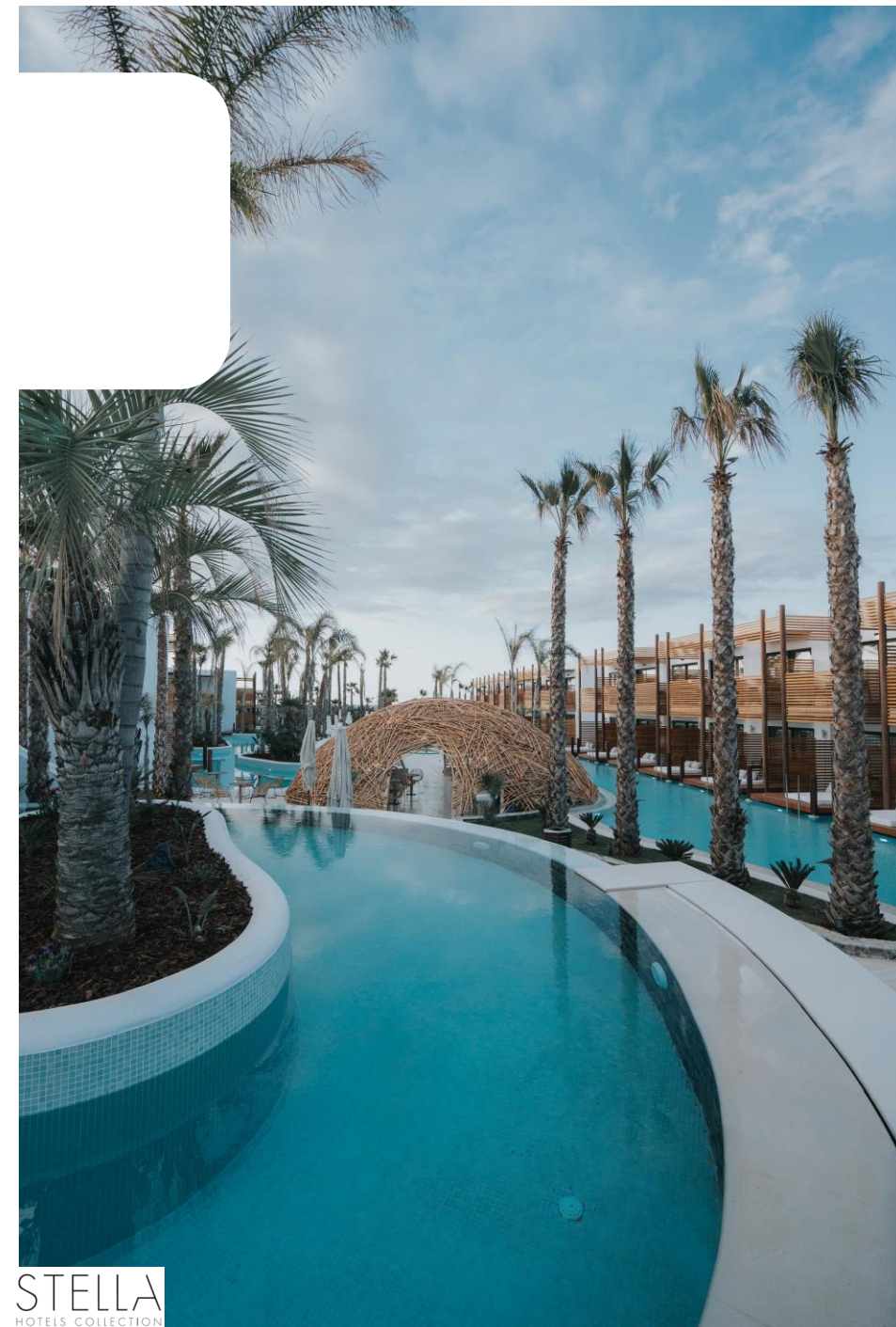
- Upon the arrival of our guests, our staff will explain to them our cleaning policies, gastronomy and foreign hotel operation.
- Mobile check - in ● check - out
- Luggage management
- Respect the barrier gestures.
- PPE for our guests (on request)
- Separate entry and exit routes.
- Disinfection stations
- Contactless payments



Public areas



- We are cleaning surfaces with increased frequency.
- Hand sanitizing stations are being installed at hotel entrances, at our front desks, our elevator banks, and meeting spaces
- Open doors everywhere for the best possible natural air circulation of the public areas
- In elevators, guests enter by room or family.
- In each area, there is a specific capacity number.



Guest Rooms



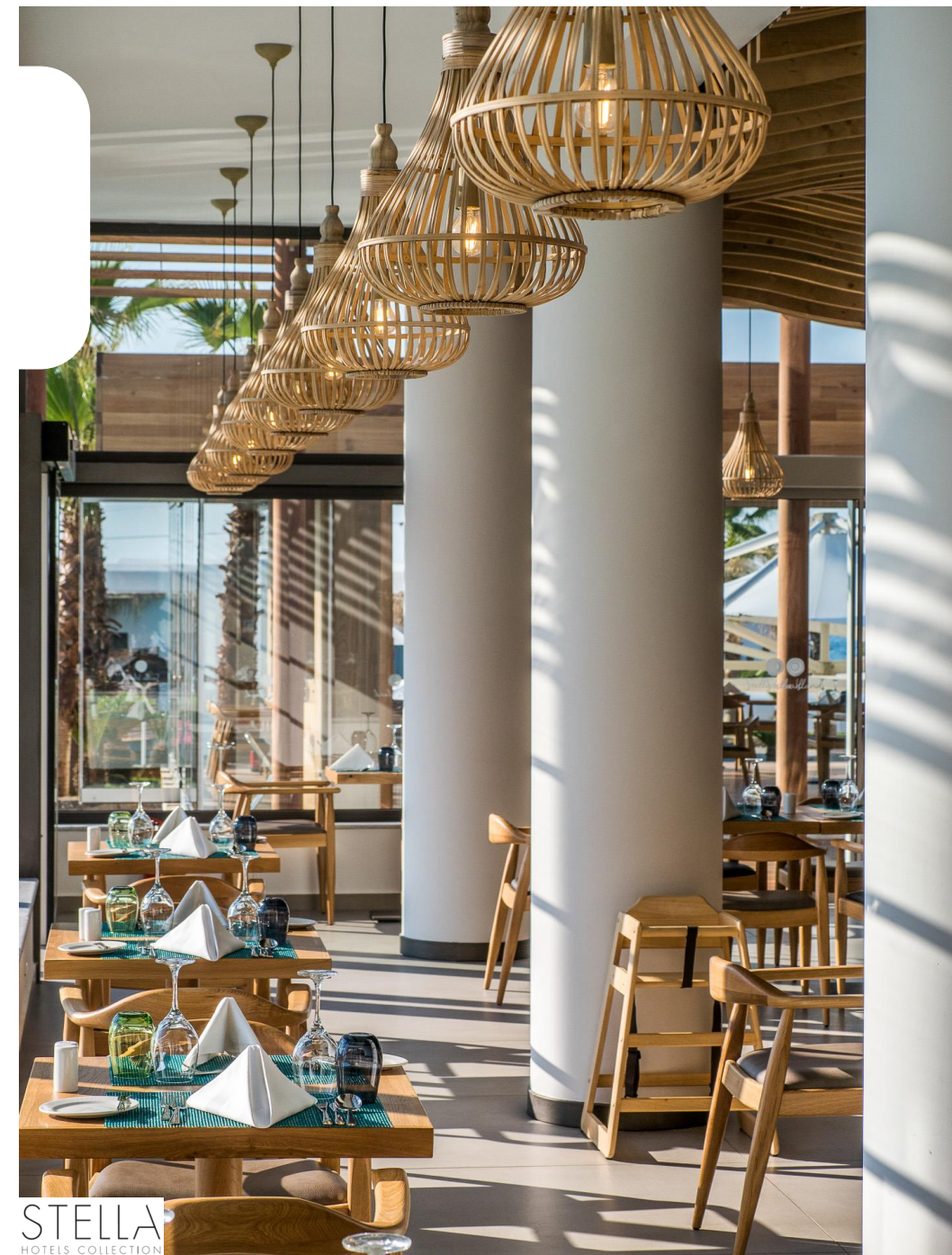
- We reinforce the cleaning of all guest rooms.
- Supervise the replacement of linen and sheets.
- As far as possible, rooms will be kept for 24 hours and will be presented to new guests afterward.
- We use steam cleaners to clean and disinfect rooms.
- Installing a disposable cover on the TV and air conditioner controls.
- Opening doors and windows for natural ventilation of the space daily



Gastronomy is our Passion!



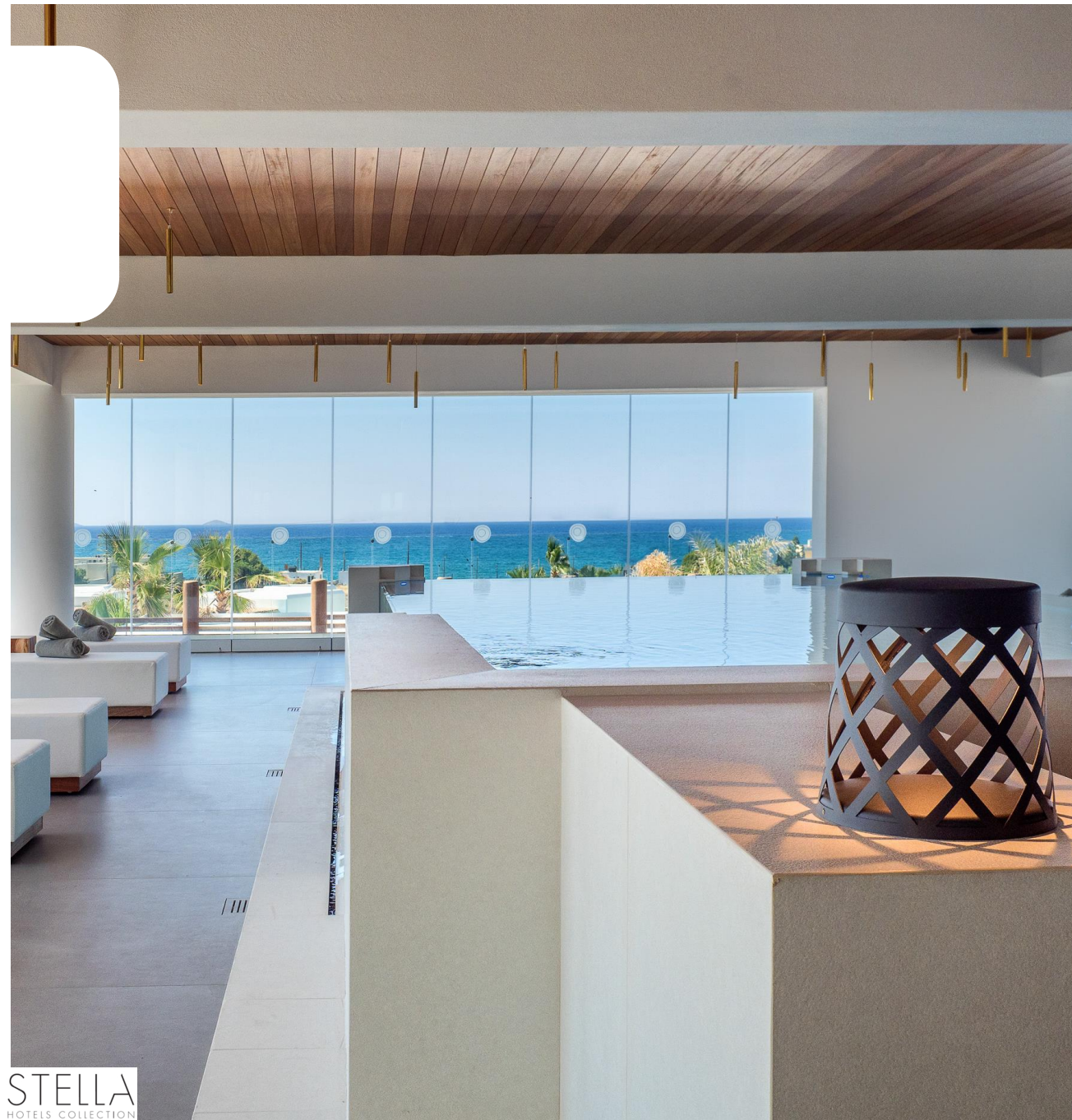
- The buffets will be maintained with more individual portions and live cooking actions.
- On line bookings at themed restaurants, via app
- Contactless menu application
- Room Service at all meals (on request)
- The barrier measures will be respected by the staff and guests.
- Hands' disinfection will be mandatory upon entry.
- The tables will be disinfected on each sitting.
- Cutlery will be on the tables.



Spa



- All measures to prevent the spread of the Covid – 19 are valid.
- Linen are all presented in a separate nylon package
- Contactless menu application
- Treatments only by appointment
- The barrier measures will be respected by the staff and guests.
- Hammam, sauna, only by appointment
- At the end of each treatment the room is cleaned and disinfected based on a special cleaning program.



Our lovely guests



- We ensure that our guests will respect barrier gestures, the measures that we take to reduce the risk of infection. Regular hand washing, coughing and sneezing into one's elbow and using a tissue only once.
- We advise our guests to keep the social safe distance of (1.5) meters each other.
- We provide PPE on request
- On elevators, guests enter by room or family.
- Entering and leaving our restaurants for their meals, our guests are being advised to use the special hand sanitizers placed for that purpose at all our restaurants' entrances.
- If any of our guests feel unwell and have symptoms such as cough, sore throat or fever, please kindly contact the hotel reception immediately.





Our goal is not to change the peaceful atmosphere of our hotels and to feel the true Cretan hospitality, in terms of absolute security and carefreeness

