

## *What adaptations Elounda Peninsula are making due to Covid-19?*

In Elounda SA Hotels and Resorts we value our guests' safety as well as the importance of relaxation. We have therefore adapted our policies and operation procedures in order to ensure a stress-free holiday for all. We offer a very personalised service to all our guests and would therefore ask you to notify us of all requirements prior to arrival.

### WELCOME

All public areas, as well as all accommodation have been sanitised thoroughly. Accommodation is further sanitised after each departure. It is advised that guests maintain a safe minimum physical distance of 2 meters from any other person not in their travelling party. Hand sanitiser dispensers have been placed at specific locations throughout the resort. Please use these prior and after entering elevators and public bathrooms.

### **Employee's Responsibilities**

#### Hand Washing & Physical distancing

Personal hygiene and frequent handwashing with soap and hot water is vital (every 60 minutes for 20 seconds, at minimum). All employees have been trained on COVID-19 safety and sanitation protocols by the Center of Continued and Life-long Learning of the University of Crete's Medical School. All employees will be provided with a mask. Front line teams are required to wear that mask while on duty. Gloves will be provided to Housekeeping, Front Office and Food & Beverage teams. All our employees are thermometered daily to ensure their health. In case of a temperature above 37c they will be asked to go home. Hostesses and Restaurant Managers will manage physical distancing at entries. Tables and lounges will be utilised with appropriate physical distancing between each family or traveling party (1,70m as advised by local authorities). Reduced numbers of bar stools and lounge seating are used to ensure that appropriate distances are kept.

### **Resort Operation**

#### CHECK-IN

Check-in time will be at 16:00 and check out time at 11:00 in order to give housekeeping the necessary time to thoroughly sanitise each accommodation.

## ACCOMMODATION

Cleaning and sanitising protocols are used to clean guest rooms with particular attention to high-touch items such as telephones, remote controllers, toilet seats, door and furniture handles, light switches, temperature control panels, luggage racks and garbage bins. Rooms will be equipped with all necessary items, please let us know prior to arrival with any extra requirements, such as extra pillows (rooms will be provided with two pillows per guest), laundry bags, slippers, stationary, and pens. Guest will be asked upon check-in if daily housekeeping and turn down service will be needed. Cleaning and sanitisation of Air-Conditioning units has been performed according to NPHO protocols.

## MINI BARS

Mini bars will be stocked with water only. Guests will be asked prior to arrival what extra items should be placed in their fridge, to avoid employees entering rooms on more than one occasion per day.

## ROOM SERVICE

The room service team will notify guests once it is ready to be delivered. All plates will be covered. Guests are requested to notify Room Service when their meal is completed, and place their tray outside their room for immediate pick up.

## BARS/RESTAURANTS

Elounda SA is a company well known for its gastronomy, the excellent level of service and the spacious, elegant outdoor restaurants. All tables have always maintained a privacy distance, but even more so this year. Pre-booking in all á la carte restaurants is required for all meals in order to ensure there will be no congestion in the restaurants, at any time. Breakfast will be served á la carte. Guest will have the opportunity to enjoy the breakfast of their choice, served warm, straight from the kitchen. For guests with agreed buffet dinner in their arrangement, they will receive either table d'hôte set menu dinner or an á la carte menu. Table set-up will be completed upon guests' arrival. Menus will be uploaded for guests' convenience. Individual packaged accompaniments for drinks. Food and beverage departments are certified by HACCP, cleaning and sanitising procedures are being implemented accordingly.

## BEACH

The large sandy beach allows guests to maintain all necessary distances between

sun-loungers (min. of 2m). All accommodation has been assigned a specific sunshade. Guests should refrain from using any other sunshade. Sun-loungers will be sanitised at the end of each day. Beach towels will be provided in each accommodation. Guests are required to take them to the beach.

## POOLS

Private pools as well as the outdoor pool will be thoroughly cleaned every morning, with approved disinfectants. A maximum number of guests will be allowed in the swimming pool simultaneously. The sanitisation of all property pools will be implemented according to the Cleaning & Sanitising Protocol. Indoor pools will not be available for use as per NPHO Protocol.

## SIX SENSES SPA

Our spa treatments are carried out under increased security measures in accordance with the Six Senses Spas Standards and official rules and regulations. The indoor and outdoor treatment rooms are disinfected, ventilated and professionally cleaned after each treatment. Required PPE for associates and service providers. Reduced capacity limits and scheduling modifications.

## PERSONAL FITNESS / YOGA CLASSES

Fitness and yoga instructors will be wearing masks. Physical distancing will be kept at 2 meters.

All equipment will be disinfected after use. Most activities to take place in outdoor areas.

## FITNESS CENTER

Hand sanitisers and disinfection wipes will be placed inside the Fitness center for guests use. Fitness center usage only by appointment. All equipment will be sanitised after each use.

## TENNIS-GOLF

Guests are required to bring their own equipment.

## KID'S

The Junior's Club, receiving children aged 4 years old and above, will operate outdoors only, with extra care and hygiene. World Wide Kids Company will be training all the employees based on COVID-19 protocols. Specialised First Aid training will be given, as well as general COVID-19 training. For more information

guests' are welcome to visit the following link: <https://worldwide-kids.com/covid-19-accreditation>

#### MEDICAL INFORMATION

A medical kit is available at the front desk and the beach. A COVID-19 trained doctor is on-call 24hrs a day. All windows and doors in indoor common areas are open throughout the day to ensure thorough air circulation.