



GIANNOULIS

Cavo Spada

Luxury Sports & Leisure

Resort & Spa



“One’s destination is never a place, but a new way of seeing things”



WELCOME
WILLKOMMEN
BIENVENUE
BENVENUTO



The safety and well-being of our guests, and employees alike is our top priority!!

Therefore we have altered our daily operations in order to comply with the new Health and Hygiene protocols issued by the Greek state in an attempt to reduce the spread of COVID-19



RECEPTION



- Upon Guests' arrival, temperatures are taken by a contactless thermometer



- Contactless check-in & check-out via mobile phone application



- Guest contact required (should a medical situation arise)



- Modified check-in & check-out hours (15:00pm & 11:00am) so as to allow sufficient cleaning time



- Floor markers are placed to ensure physical distancing



- Frequent sanitization of Front Desk, shared equipment and POS devices



- PPE kit and medical kit available at the Front Desk for guest use



- All keycards are disinfected prior to use.



- Credit cards are preferred as a method of payment



- Entry to non-residents is not permitted in the hotels indoor areas



PUBLIC AREAS



- Information regarding our hotels health program available at main lobby



- Disinfectant dispensers available through the Hotel



- Constant disinfection of high volume touch points, particularly public WC's



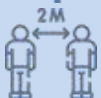
- The use of elevators is not recommended and use is limited to 4 persons per ride



- Fresh air circulation throughout all indoor public areas



- We recommend all of our Guests to use their en suite WC



- Floor markers are placed to ensure physical distancing





GUEST ROOM



- Prior to arrivals, all rooms are sanitized and sealed



- We have adopted enhanced disinfection and cleaning protocols for all guest rooms



- For materials such as fabrics, steam cleaners are used to eliminate possible contaminations



- Room cleaning, bed linen and towels changes occur every two days for minimal contact between guests and staff



- Turndown service is available



- All linens and towels are washed at high temperatures and are further sanitized



- All unnecessary decorative items are removed from all guest rooms



- All printable forms of information have been digitized and are available via QR code or our app!



- A/C units and filters are disinfected after every departure



- Guests are recommended to vacate the room while the room is being cleaned (09:30-12:00)



- Guests are recommended to leave their balcony/ terrace doors open at the time of their departure

FOOD & BEVERAGE



- Certified ISO 22000:2005 protocols in use as well HACCP service and food preparation practices



- Hand sanitizers available at all restaurant entrances



- Restaurant set-up has been re-arranged to allow safe distancing. The final set-up of the table is completed upon guests arrival. Tables are disinfected after each use. Seating arrangements are made by a host/hostess



- Tables are disinfected after each use



- Guests can serve themselves in the buffet area, by wearing gloves provided based to the latest regulations. Use of hand sanitizers before and after wearing gloves is mandatory



- Menus are now available through our app or via QR code



- All plates appropriately covered during room service



BEACH & POOLS



- Umbrellas and sun-beds have been appropriately spaced to allow safe distancing
- Sunbeds are sanitized after each use
- Increased water quality controls are taking place. Special attention is paid to chlorine and Ph. levels
- Maximum capacity in swimming pools is limited to 1 person per 5 sq.
- Clean & Sanitized pool towels are available at our Spa Center



INTERNAL GYM/SPINNING ROOM & WELLNESS CENTER



- Gym Facilities are available on 45' sessions, exclusively upon appointment



- Pre-booking is required in order to avoid crowding issues. Please contact our Spa Reception.



Appointments are limited to one room per session

- Spa & Beauty treatments / Hamam / Sauna require pre-booking in order to fulfill the regulations. Please contact our Spa Reception



- All equipment in both the gym and the wellness areas is disinfected after each use



- Hand sanitizers available at the entrance of each center



- Internal heated pool and Jacuzzi facilities suspended until further notice



MINI CLUB / MINI MARKET & MUSIC EVENTS



- Internal Mini club room suspended until further notice



- Outdoor area operating for our little guests 09:00-17:00



- Mini market limitation entrance one guest per visit



- Music events will take place while maintaining social distancing. Dancing is not allowed



STAFF



- All staff is provided with a PPE kit. Sanitizing stations available in all staff areas. Informative posters can be found throughout staff areas



- All our staff are trained and certified in Health and Hygiene Protocols

- Daily monitoring of vitals to ensure that our team is symptom free



#STAY SAFE



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