



Celebrate life, with Safety & Confidence



HEALTH & SAFETY PROTOCOLS  
**SUMMER 2021**

#saferunderthegreeksun  
#aldemar\_resorts



## OUR CEO WELCOMES YOU

Faced with a unique situation, we respond with a professional and deep personal care to all our guests and employees. Covid-19 has been with us for more than a year and if nothing else it has enforced in us, now more than ever, humility, attention to detail and extra sanitary measures. Since last year, these have been communicated throughout the chain of command in the Group, up until the last one of us, and this led to zero cases in our resorts. Having this as a base, we continue in 2021 to maintain our high quality standards, while ensuring that all of our guests, employees and stakeholders remain safe and carefree. Let's CELEBRATE LIFE once more -wearing our masks-! We all deserve it.

Alexandros Angelopoulos, CEO Aldemar Resorts

# WE CARE FOR OUR PEOPLE

WE DELIVER SAFETY AND EXCELLENCE FOR EVERYONE



## STAFF HYGIENE

Staff complies with hygiene protocols and physical distancing



## STAFF TRAINING

Special training of staff on safety and sanitation protocols according to the national public health organization



## PROTECTION

Use of personal protective equipment by all staff members



## TESTINGS

Regular testing for our staff



# BE WELCOMED, WORRY NOT

WE WARMLY WELCOME OUR GUESTS WHILE KEEPING THEM INFORMED  
AND AWARE OF THE HEALTH & SAFETY INSTRUCTIONS



Guests are kindly asked to wear face masks in all public areas and at all times.  
Guests are allowed not to wear mask only at the beach, the swimming pools  
and their table while dining.

## BE WELCOMED, WORRY NOT



### PRE-ARRIVAL CHECK-IN

for contactless service  
& possibility for digital  
invoice at the check out



### EXTENDED DURATION

between check out / check in  
**11:00 - 15:00**



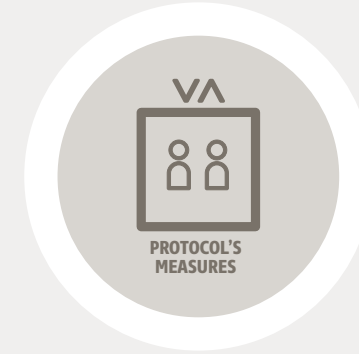
### SANITIZATION

of key cards prior to  
handover to guests



### MOLECULAR & RAPID TESTS

available for guests  
at extra cost

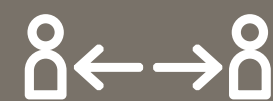


### USE OF ELEVATORS

according  
to the protocol



Sanitizer dispensers  
available at the Reception



Lobby adjusted  
to social distancing



Reception touchpoints  
are disinfected frequently



Physical plexiglas barriers for less  
contact between staff and guests

# STAY WITH CONFIDENCE

GIVING THE HIGHEST ATTENTION TO IN-ROOM CLEANING IS A TOP PRIORITY.

1. Deeper in-room cleaning and disinfection following all protocols and using certified products
2. Disinfecting gel provided in each room
3. Turn down service upon request (where available)



4. Deeper cleaning of high touch items and spots
5. Removal of non-essential items (decorative objects, magazines, brochures)
6. Reduced housekeeping contact during guests' stay

# GASTRONOMY REMAINS A PLEASURE

ALL RESTAURANTS AND BARS PROVIDE LARGE OUTDOOR SITTING AREAS;  
TABLES AND CHAIRS ARE DISINFECTED AFTER USE



## COMPULSORY USE

of hand sanitizer  
at the entrance



## SEATING AREAS

comply with  
social distances, tables  
and chairs are disinfected  
after use



## SEATING ARRANGEMENT

by hostess



## USE OF BUFFETS

following necessary  
hygiene measures &  
more proportioned options



Laminated menus  
disinfected after each use



Use of technology,  
digital menus & payments



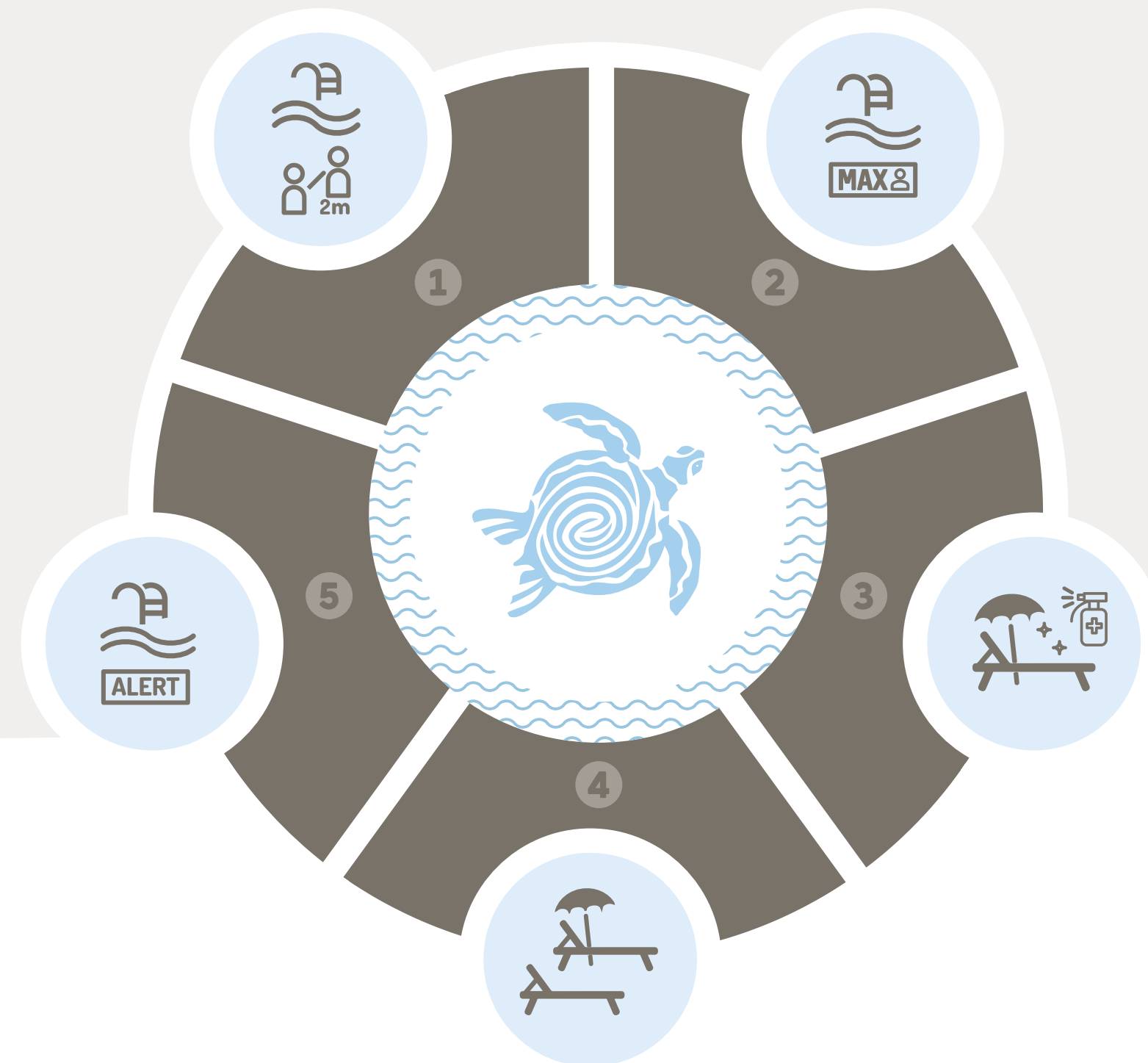
A la carte dining  
only by reservation



Appropriate PPE  
used from staff

# WATER IS LIFE

FOCUS ON YOUR SERENITY WHILE  
BY THE POOL OR BY THE SEA



**1.** Increased physical distances across all swimming pools and the beach

**2.** Max. number of swimmers per pool based on the protocols

**3.** Frequent disinfection of all equipment used

**4.** Two sunbeds per umbrella, except for families

**5.** Frequent pool water controls based on the protocols



# ACTIVE AND SAFE

SPA, FITNESS & ACTIVITIES



**HAND SANITIZERS**  
available



**OUTDOOR GROUP**  
fitness classes & activities  
for kids and adults



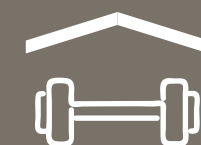
**SANITIZATION**  
of equipment and  
high touch surfaces



Indoor recreational areas  
(ex. mini clubs etc) not available



Indoor pools not available



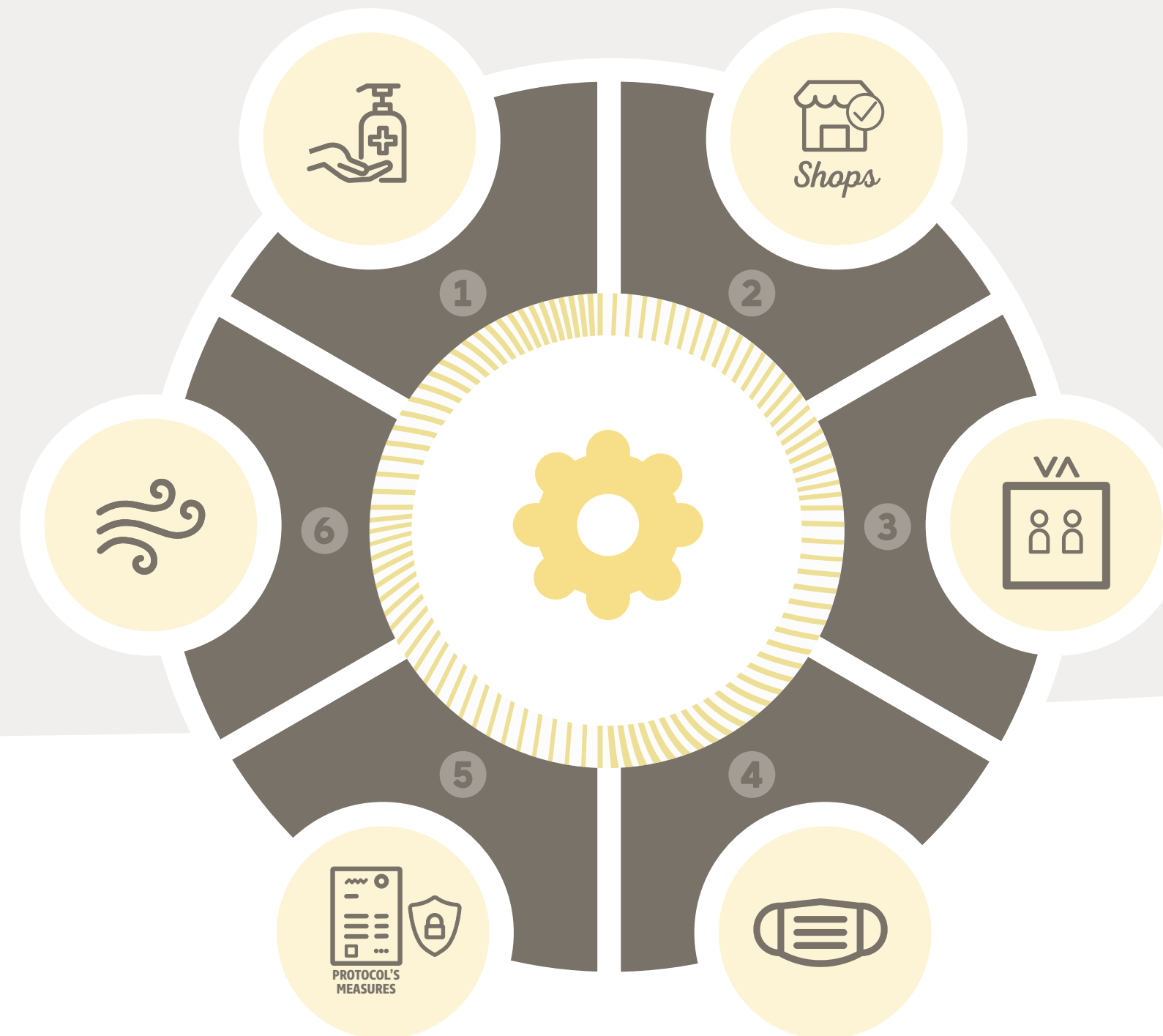
Indoor gym's operation  
according to the protocol



Spa & Thalasso centers operating  
partially according to the protocol

## SAFE PUBLIC AREAS

ALL PUBLIC SPACES AND HIGH TOUCH POINTS ARE DISINFECTED  
IN AN INCREASED FREQUENCY



**1.** Hand sanitizers available in all areas

**2.** Shops & third party suppliers in the Resorts following the protocol

**3.** Information about the use of elevator based on protocols

**4.** Guests are kindly asked to wear face masks in all public areas, apart of restaurants, pools and beach

**5.** Signage at common areas to remind and inform guests of hygiene practices

**6.** Frequent airing of all indoor areas



## PROACTIVE AND COMMITTED

ALDEMAR RESORTS HAVE INVESTED IN RESEARCH, KNOWLEDGE AND PEOPLE  
IN ORDER TO ACT PROACTIVELY AND COMPLY TO THE MAXIMUM WITH ALL PROTOCOLS  
THAT WILL PROVIDE GUESTS THEIR VALUABLE WORRY-FREE HOLIDAYS



### ACTION PLAN & MONITORING

to ensure the highest level of safety within  
the Resorts for both employees and guests.



### APPOINTED DOCTOR

& Official Representative for Covid-19  
related incidents and health & safety procedures



### DISCLAIMER

The present will be amended upon receipt of further updates by the Greek State.



# Feel Safe, Feel at home



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[www.aldemar-resorts.gr](http://www.aldemar-resorts.gr)