

According to this year's EU and government health protection directives, our Season 2020 (Care) plan consists of the following:

## Public Areas

All our staff this year will have their smiles hidden behind facemasks and other personal protecting equipment. We will all be greeted from a distance and our hands, even thoroughly clean, will not offer any handshakes and hugs.

- We have made arrangements to all public areas so that social distancing can be more easily achieved. There will also be hand sanitation stations, distancing markings and reminding notices available everywhere.
- All transactions like registration, form filling, payments will be digital. Our brand new in-house mobile app will help much to that. You will also receive all relevant check-in documentations online before arrival to complete at your own pace.
- Ventilation this year is even more essential. In public areas (lobby, restaurant) we will avoid using AC whenever possible and keep the sea breeze in for fresh air.

## Rooms

- All our cleaning schedules and protocols are enhanced and special equipment will be used. In addition to those, all checked-out rooms will be thoroughly disinfected, certified clean and kept vacant for at least 24hours before set ready for new guests.
- Our staff will try to keep entering your room to the minimum. Therefore, on arrival you can choose weather to allow room-cleaning service every second day or avoid it at all. Do not worry though, we will be delivering clean linen and resupply you with all essentials immediately on your request.
- Some of the non-essential room equipment like decorative fabrics and pillows, printed material, mini-bar stock will be removed.
- We will be providing you with disinfectants, wipes and personal protective equipment like masks and gloves should you wish to use it, although not required by guests.

## Meals

- Full Breakfast, Lunch and Dinner will be served at our open-air Marina Food Court daily. We have set the tables in a distance to meet social distancing measures and we will be thoroughly cleaning and disinfecting all equipment used.
- You just have to book in advance When (at what time slot) you would like to have your meals via our in-house mobile app or via our staff.
- Our extensive buffets will be there as usually but our staff will be there, in their protective equipment, happy to serve you themselves. Our restaurant managers will be there too to implement all the social distancing measures needed.
- We fully understand your need to retire in your own safe harbor (your room) therefore we have enhanced our Room Service offering for breakfast, light meals and drinks throughout the day, and lifted the per-tray-charge.

# (2020)

#CarePlan



#(care)  
 #(holidayswithcare)  
 #2020(parenthesis)

## Facilities

- Our Spa, keeping the highest hygiene standards will be welcoming you by appointment only.
- The gym, tennis court, fitness classes and Spa Wet rooms will be operating in a time-slot managed capacity
- Our Mini Club will be operating only open-air and at a time-slot managed capacity
- Our pool and beach will be operating as usually, with some added social distancing measures and their own disinfection protocols.
- To avoid large gatherings, only light evening entertainment will be offered this year by the pool

All the above measures –and plenty more behind the scenes – will be based on your cooperation with our staff. That entire staff is thoroughly trained, in particular on this (care) plan and special hygiene protocols. In addition to that, all actions and procedures are monitored and certified by external consultants (TUV Austria) and government officials.

Our promise for a great service is even more present in this “parenthesis” season. We fully understand that it will be strange not to be able to serve you in our signature manner. The health and wellbeing of all, YOU (our guests) and US (our team members) are definitely of an utmost importance. As long as we are healthy, we can still enjoy the sun, the sea, the island, a different, yet still great holiday.

*Hospitality and (Care) bear no interludes*



## HEALTH FIRST

SAFETY PROTOCOLS  
ARE IN PLACE

This hotel follows  
the Government  
guidelines



# #2020(parenthesis)