



Celebrate life, with Safety & Confidence



HEALTH & SAFETY PROTOCOLS
SUMMER 2021

#saferunderthegreeksun
#aldemar_resorts



Greece

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



Greece

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



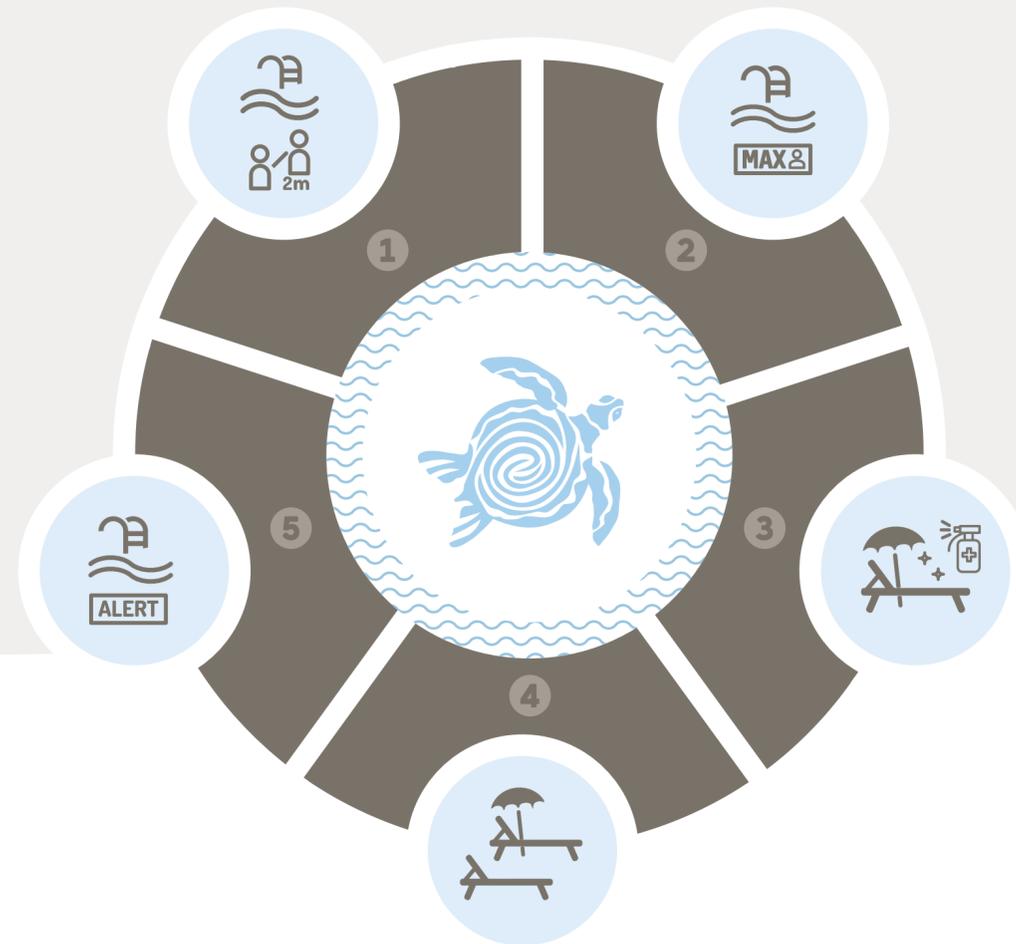
A la carte dining
only by reservation



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 & 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