



Escape to an oasis
of **safety** and **elegance**

COVID-19 PROTOCOL

Escape to an Oasis of Safety and Elegance

Our topmost priority is to deliver an enjoyable stay in a safe environment that promotes the health and wellbeing of our guests.

As part of the latest COVID-19 health and safety protocols recently introduced by the Greek Government, we have carried out **enhanced hygiene training** with all our hotel staff.

All guests, employees, suppliers and visitors will have their **temperature taken** upon arrival. All unvaccinated members of our crew get tested for the coronavirus twice a week with a rapid test. We are committed to providing our guests with a **contactless journey** during the entirety of their stay in our Oasis of Safety and Elegance.

We continue to offer guests our traditional **personalized service** combined with **social distancing protocols** and **regular sanitization** of all areas, allowing for peace of mind and flexible bookings.

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Health First
Our added value for relaxing and safe holidays

SAFE HOSPITALITY

A Safe Environment for Our Guests and Employees!

- Constantly take the temperature of all employees, suppliers, visitors and guests at the Hotel entrance
- Unlimited guest access to Personal Protective Equipment
- On call 24/7 Doctor, who has been trained in Covid-19 response
- All staff have been trained by the Cretan University and have received a certificate of knowledge and behavior against the spread of COVID-19
- The St. Nicolas Bay Operational program and protocols are aligned with Hellenic National Public Health Organization specifications

OUR VALUABLE PARTNERS



All of our suppliers are required to provide us with their COVID-19 Certificate.

The Cretan Aid LTD Medical and Diagnostic Center offers patient care in Aghios Nikolaos. An ambulance will be available 24 hours a day.



Eurocert has provided us services for technical audits, inspections and certification ISO 9001:2015, ISO 22000:2005 and GDPR Compliance including the COVID Compliance.



Ecolab is a global leader in hygiene and energy technologies.



Be Safer

Be safer is specialized on the planning and implementation of Food Safety Management Systems, Internal Inspections and Second Party Audits, Training, and Laboratory Analyses.



SAFE ARRIVAL

- Pre-arrival communication to ensure fast and safe check-in.
- Digital check in and check out.
- Concierge Service will be located in outdoor space.
- Sanitation of luggage upon arrival.
- Club car service to each room will be available exclusively.
- Private transfer arrangement will be provided by the Hotel upon request at a certain cost.



SAFE LIVING

- Rooms are cleaned and sanitized prior to your arrival based on very strict protocols. Sterilization and deep cleaning with Steam Pressure Technology will be used.
- All linens and high-touch areas are routinely sanitized. Mattresses and Pillows are equipped with extra covers replaced upon departure.
- All non-basic equipment like brochures, decorative pillows and covers are removed from the room.
- Guests will be asked upon check-in if daily housekeeping and turndown service is desired.
- 24 hours between check-in and check-out to all rooms. If a room is occupied after departure, a minimum of 4 hours is required for the cleaning and sanitization procedures to take place for the next arrival whilst working in accordance with the stringent protocols of the Greek Government.
- Complimentary Mini Bar fully pre-stocked upon arrival, with items sanitized before placement. Guests have the option to pre-order or request upon arrival any items at extra cost.



SAFE LIVING

- If you prefer to use our room service, you have the option to either be served by our staff or to simply pick up your tray outside your room.
- Rooms are constantly re-stocked with Protective Equipment Kits (mask, wipes & sanitizing gel). The Housekeeping team also uses Protective Equipment (face mask, gloves, full body apron), which will be replaced when cleaning between rooms.
- Our private pools are ideal for social distancing to ensure the safe relaxation of couples and families. All pools are cleaned twice a day according to cleaning and sanitization protocols.
- Hotel Information is readily available through the TV Channel. Digital menus in all our restaurants & bars can also be accessed through our Wi-Fi application.
- Any indoor & outdoor Jacuzzis remain out of operation.
- All Rooms are equipped with Individuals A/C units. Disinfection of A/C filters and grills carried-out after the departure of each guest.



SAFE DINING

- All Restaurants and Bars offer spacious outdoor seating, in accordance with social distancing protocols.
- Tables will be cleaned and disinfected after every use.
- A la Carte Options only. No Buffets options will be available.
- Drinks are served with prepacked bar snacks on the side.
- Single Use menus and digital menus (QR Codes / TV Channel) are readily available.
- 24hour Room Service in addition to Lunch /Dinner Box options with recycled luxury packaging.
- Food Safety is certified by HACCP Protocols.
- Touch free sanitizing stations are available at all Restaurants and Bar Entrances.



DINING OPTIONS

Breakfast | Club House Open Air Veranda

Enjoy a wide range of breakfast specialties at our Club House Open Air Veranda served A la carte.

Lunch | Blue Bay Open Air Restaurant and Bar

An all-day restaurant and Bar for fresh fish, creative dishes, snacks and cocktails.

Dinner

Labyrinthos: Open Air Restaurant and Veranda

Create your own 5-course dinner, a la carte style, from a large selection of cold and warm dishes.

The Greek Kafeneion: Open Air Restaurant on the Waterfront

Local Specialties and catch of the day from the Mirabello Bay.

The Minotaure: Open Air Asian and International Restaurant by the pool

Drinks | Astra and Bonatsa Open Air Bars

Enjoy a cocktail in a relaxing atmosphere with music by our live pianist or DJ.



SAFE SWIMMING

- Blue Flag awarded Beach.
- Sun beds and umbrellas are a minimum of 4m apart.
- Beach Towels are available in your room.
- We recommend a shower use before & after entering the pool.
- Water quality controls are conducted at the highest international standards.
- Sun loungers, beach chairs and all equipment are disinfected after every use.
- Touch free sanitizing stations are available around the pool and the beach.



SAFE WELLNESS EXPERIENCE & SPA

- Indoor Spa areas and indoor pool remain temporarily closed.
- Selected Spa treatments are available by appointment at the open-air treatment rooms
- Spa Therapists will be using mandatory masks during treatments.
- We suggest that Guests also use masks.
- All equipment and facilities will be disinfected after every use.
- Sanitizing stations set on site.



SAFE SPORTS & ACTIVITIES

- Outdoor Yoga Classes adhere to a 2-meter safe distancing.
- Gym activities available only by appointment.
- Gym disinfection between appointments.
- Water Sport Activities available only by appointment.
- Sanitizing stations set on site.
- Outdoor Kid's Club activities available only by appointment.



ADDITIONAL SAFETY PROGRAM

- 24/7 Risk Management Team available for Guests.
- Collaboration with a Private Microbiology Lab and the Medical University of Crete.
- According to the Greek Law, all necessary actions concerning the suspicious cases are handled by the Hellenic National Health Organization.
- 24/7 Medical support is available by a private medical clinic, including an ambulance service.
- Health & Safety Inspection by Authorized & Certified Company.



We keep the dream alive!

