

## OUR COMMITMENT TO HEALTH & SAFETY

At the Akti Hotels, the health, safety, and well-being of our guests and staff, has always been our number one priority, but now more than ever during these unprecedented times. Following the declaration of the coronavirus (COVID-19) pandemic, we would like to extend our warmest thoughts to the people who have been affected by this unfortunate event and our deepest appreciation to the healthcare workers and local communities who are fighting against the virus.

As we are prepared to welcome our guests, we continue to thoroughly monitor the development of the Coronavirus around the world and follow the guidelines and recommendations of the World Health Organization (WHO), the Greek government, the Ministry of Health, local health agencies and public health officials. We are implementing all necessary health measures on-top of the Akti Hotels' already exemplary sanitation procedures, high hygiene and cleanliness standards, to ensure a safe environment for all our guests and staff.

The mission of our hotels is to provide outstanding facilities and services to our guests. **With this in-mind, we have adapted our Ultra-All-Inclusive concept based on the new health and safety requirements.** During these challenging times, we are committed to keeping you satisfied and serve you with excellence. We value and respect our customers, and are very thankful for their continued preference and trust in our hotels.

<https://www.moh.gov.gr/>

<https://eody.gov.gr/en/covid-19/>

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

### STAFF TRAINING

Our integrated Health and Safety plan foresees all measures, specifications and procedures across all hotel departments to address the new COVID-19 and any disease that can be transmitted in the community, in accordance to the World Health Organisation, the Greek Ministry of Health and local authorities.

All our hotel staff has trained to be aware of COVID-19 symptoms and have been briefed on basic infection prevention and control (IPC) measures. Staff is also trained on actions to be taken in case of guests presenting COVID-19 compatible symptoms, or themselves presenting symptoms.

### CHECK-IN & CHECKOUT

Welcome drink available upon arrival for each guest.

- Check-in time is at 3pm and checkout time at 11am.

We recommend as much as possible for guests to use contactless transactions, with a maximum number of 2-4 guests being served per receptionist (families of 4 people) at the same time in a pre-defined area, always keeping a distance of 2m (floor markings) from other guests being served.

**We recommend to use our web check-in prior arrival on our website for an easy, fast and contact free process at your arrival.**

Upon arrival or prior with the web check-in, guests will have to fill in a health questionnaire provided by the NPHO (EODY). The hotel will keep a record of all staff members and all guests staying at the hotel, and information such as name, nationality, date of arrival - departure, contact details (address, telephone number, e-mail), for the purpose of public health protection, and in order to be able to communicate with close contacts in the event of a COVID-19 impact, which may be identified at a later time.

## GUEST ROOMS

Rooms will be meticulously cleaned and disinfected upon request unless otherwise specified by guests. Extra disinfection of the most frequently touched guest room areas – light switches, door handles, TV remotes, thermostats and more.

## EMERGENCY & CRISIS TEAMS

Each hotel will have an Emergency & Crisis Team (Disinfection) that will supervise all room cleanings and will also specialize in the deep cleaning of rooms with suspicious or confirmed cases of coronavirus.

## FOOD & BEVERAGE DEPARTMENTS

Our Ultra-All-Inclusive concept of food and beverages available 24 hours a day in one of our restaurants and bars, will remain as described in our Tour Operator's brochures. Buffet dining will still be available to our guests, but it will not be self-service. Buffet service will be provided by our hotel staff located at each buffet station, and whilst taking all precautionary measures regarding hygiene and food safety, such as wearing gloves, keeping safe distances, changing utensils often, providing individually portioned food, etc. All additional safety measures which will be introduced must be followed by both guests and employees.

Beverages in our restaurants and bars, will either be served directly to our guests where possible or at a drink station. Our Theme restaurant offers table service for both food and beverages.

## HOTEL OUTDOOR AREAS

As our hotels are spread over large areas, our outdoor pools as well as our beach areas are easily accessible by our guests allowing them plenty of space to enjoy their holiday all while being safe and social distancing. All hygiene measures will be applied in our outdoor facilities (restaurants, beach, pools, bars, etc.). Sunbeds and umbrellas will be placed adhering to all safe distancing requirements. Our Spa Gazebo (third party cooperation) and Fitness Room will be open, although some Spa treatments may not be available, both will have proper hygiene measures in place.

## POOLS (CLEANING)

The frequency of cleaning and disinfection of our pool areas will be increased and disinfectant products suitable for the current situation will be used for the water.

## ANIMATION/ENTERTAINMENT

Day and evening entertainment programs will be available. Activities requiring team sports such as, football, basketball, water polo, etc. will be prohibited. Proper distances and preventative hygiene measures will be enforced.

### KIDS ANIMATION/KIDS CLUB

Entertainment programs for our young guests will also be available. Our outdoor kids' club will operate between the hours of 10am-6pm, however our indoor kids' club will remain closed. The kids will be divided into smaller groups, depending on their age, and programs will last for a maximum of 2 hours. Proper distances and hygiene measures will also be enforced to ensure their health and safety.

### GUEST INFORMATION & UPDATES

Guidelines and instructions for all health and safety measures, personal hygiene, protection against COVID-19 infections will be posted in all hotel areas: on an info board, on a desk display at the Front Office, in all Food & Beverage departments, allowing our guests to always be up to date on all measures being taken by our hotel to ensure their health and safety.

Although recommended, guests will not be required to wear face masks while staying with us. A doctor on call 24/7 will be available at each hotel, to provide special care to our guests. Disinfectant dispensers are available in all public areas of the hotels.

The maintenance staff will be there to ensure the proper working order of all air conditioning systems, water, swimming pools, kitchens, and so on. Our hotels have certifications for all hygiene and cleaning protocols as well as being HACCP Certified. All our hotels display the new certification seal "**Health First**" imposed by the Minister of Health and Tourism, for adhering to all health protocols.

*Based on the guidance we have received and our general state of readiness, we are confident our operations continue to be safe and ready to serve our guests. We value each guest that honours us with a visit to one of our hotels, and we look forward to welcoming them all soon for another memorable holiday experience!*

Warm Regards,

**The Management of the Akti Hotels Group**