

**Dear Guests,**

At the **Peninsula Resort & Spa** we are fully committed to the well-being of our guests, employees and local community. As this global pandemic continues to unfold, we will remain vigilant, closely monitoring the rapidly changing global events. Currently, we are mobilizing our staff and have begun training each department via e-learning platforms to ensure that we can resume operation with minimal risk. In an effort to put our guests at ease, we have updated our health and safety policies and will continue to do so based on the latest advice and guidelines provided by our National Public Health Organization and the WHO.

**Kindly take note of the key measures we will be implementing:**

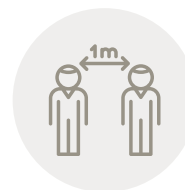
- 1** A health officer will be appointed for each department. He/she will be responsible for their department (e.g. F&B, Housekeeping, etc.) Each staff member will have designated roles and responsibilities based on the way individual services will now operate within the resort.
- 2** Education and training of staff members with regards to control and hygiene measures will continually be refreshed.
- 3** Personal protective equipment will be provided to all members of staff. Spare hygiene kits will always be available at our Front Desk.
- 4** Appropriate configuration of Front Desk: incorporation of floor markings at a distance of two meters where the customer will stand / appropriate distance marking in the waiting area, proper arrangement of furniture and proper queue management in order to reduce waiting time.
- 5** Digital check-in will be employed as opposed to paper check-ins. Cash payments are not advised.
- 6** Sanitizer dispensers will be provided in all common areas (masks and gloves will be available upon request).
- 7** Ground markings and signalization will be utilized to maintain safe distances between guests and staff in various public areas.
- 8** Cleaning and disinfection of all common areas (including swimming pools, playgrounds, restaurants, food & beverage outlets, entertainment areas) will be amplified.
- 9** Common areas will be adapted based on the requirements and recommendations of the local health authorities.
- 10** When possible, in all restaurants with an "Open Buffet" service, the meals selected by guests will be served by staff. Protection measures will be incorporated on all counters. If necessary, there will be an extension of the length of time that restaurants operate for the better rotation of visitors.
- 11** Entrance to the kitchen will be strictly monitored with all staff members following strict hygiene protocols.
- 12** Cleaning of all guest rooms will be more vigilant. The replacement of linen and sheets will be supervised. Towels will not be changed daily as per Government recommendations (only upon request).

- 13 We will do our best to provide a 24 hour vacancy period for all rooms between guests' arrival so that they can be cleaned and ventilated well.
- 14 The entertainment program (including the Mini-Club and opening hours of swimming pools will be adapted based on government decisions). Our indoor pool and Spa will not operate this season.
- 15 Payment with credit card is encouraged - with contactless payments wherever possible. Payment terminals will be systematically disinfected.
- 16 All our preventative measures against COVID-19 will be clearly communicated to our guests through our staff members, flyers and infographics in designated locations within the complex.
- 17 Any employee that presents a fever or other symptoms related to COVID-19 will be placed in a 14-day quarantine. Staff members who do not follow strict protocols will be let go.
- 18 If one of our guests tests positive for COVID -19, we will comply with the latest protocol provided by the World Health Organization in conjunction with Government guidelines. This is a process that is constantly changing. Our team will work closely with a doctor that has been trained for COVID-19. He/she will employ the use of portable PCR testing as well as practice telemedicine to examine suspected or confirmed cases.

**We recommend the following to all guests:**

**Social Distancing Measures**

- Social distancing includes refraining from hugging, kissing, or shaking hands with guests as well as among staff. It involves maintaining a distance of at least 1 m (3 ft) and avoiding anyone who is coughing or sneezing.



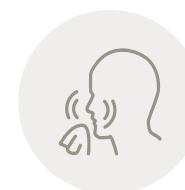
**Hand Hygiene**

- Hand hygiene means regularly and thoroughly cleaning hands with an alcohol-based hand rub or washing them with soap and water. Also avoid touching eyes, nose, and mouth. Hand disinfection is indicated after exchanging objects (money, credit cards) with guests.



**Respiratory Etiquette**

- Respiratory etiquette means covering mouth and nose with bent elbow or tissue when coughing or sneezing. The used tissue should be disposed of immediately in a bin with a lid.



**Further Recommendations:**

- We recommend that **guests avoid using elevators.** Disinfectants will be installed adjacent to them and should be used upon entrance and exit. Furthermore, if you do use the elevators, we advise that guests from different rooms do not use the elevator at the same time.
- We ask guests to kindly **respect the ground markings** and to not move furniture around (outside designated boundaries).
- **If a guest is feeling unwell or exhibits slight symptoms, we ask that he/she stops using the communal areas immediately and duly notifies a member of staff.**
- We encourage guests to share their seating tables and sunbeds with members of their family or their travel companions only.



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We thank you in advance for your patience and understanding.

Together, we can make sure everybody remains healthy and enjoys stress-free holidays on our beautiful island.

For more information, please contact us at **info@peninsula.gr**.