

# OUR COMMITMENT TO YOU

CLEAN & HEALTHY STAY PROTOCOLS BY

DIVANI COLLECTION HOTELS

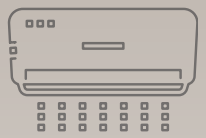
# A SAFE EXPERIENCE FOR OUR GUESTS



All surfaces are disinfected on a regular basis. Emphasis is placed on frequent contact areas that include, but are not limited to, doors, handles, reception desk, public telephones, computers and accessories, desks, elevators and elevator buttons, switches, machines, public bathrooms, ATMs.



Thorough staff training on PPE use as required by local health guidelines and the Greek Government.



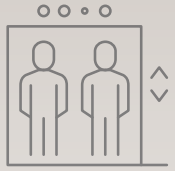
AC filters and grills are being disinfected regularly.



As we welcome you back to our hotels, we are committed to providing you with a safe environment that aligns with expert protocols from the World Health Organisation and regulations from the Greek Government for working to defeat COVID-19.



On a monthly basis a professional partner takes water samples to ensure hygiene standards are preserved.

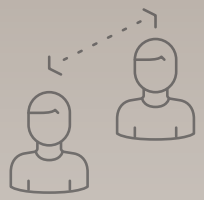


Elevators have clear instructions & pictures on social distancing.
Staff will be present to disinfect button panels at regular intervals

# UPON ARRIVAL




Arrival times are scalable to ensure social distancing protocols and avoid large crowds at the same time. Check-in time is set at 3.00 p.m. and check out by 11:00 a.m.



Signage in Lobby & Reception area to remind customers of social distancing.



Hand sanitizers easily recognizable and available throughout the hotel.



To minimize time spent in the lobby area we have upgraded our systems to offer the option of Online Check In.



Room cards will be sanitised with a UV disinfection box and then placed directly on the counter to avoid physical contact.

# GUEST ROOMS

## Discrete luxury during your stay




All rooms & suites after being cleaned are sealed with a special sticker showing that you are the first to enter the room.



Elevated and rigorous cleaning protocols have been put in place to throrougly clean all surfaces with appropriate disinfectants.



Frequently touched areas e.g. light switches, door handles, remote controls etc, will be disinfected regularly and cleaned with a fresh clean set of microfibre cloths.



Naturally ventilating rooms for at least 24 hours betwen guests stay.



All paper amenities such as pens & papers, magazines etc, will be removed and will be available upon request. Our Hotel Directory will be available remotely.



Bed linen & Towels will be handled with extreme care to avoid contamination. Used beding and towels will be washed at a minimum of 70°C.

SAFETY PROTOCOL

# FOOD & BEVERAGE

## Experience safe and care free dining throughout our property



Reduced number and 1.5 m space between tables to maintain social distancing norms.



Only 'A la carte dining available.



Reservations are advised in order to avoid congestion.



Digital menus and single use menus to comply with hugiene standards.



Utensils are vacuum packed after disinfection.



Complete sanitation of all restaurant facilities, pos machines & equipment after each customer change.



All restaurant employees wearing PPE.



Hand sanitizers located in all venues & disinfectant wipes available upon request.



HACCP kitchen protocols have been further enhanced.

# BEACHES & POOLS

## Enjoy the Greek sun with no worries on your mind



Scheduling visits and booking of sunbeds is advised to avoid congestion.



Sunbeds and umbrellas placed to comply with local health guidelines and social distancing norms.



Wherever towels are offered it will be in a sealed individual case.



Disinfection of sunbeds, tables, chairs, private safety boxes, staff notification buttons after each guest.



Guests will find digital menus for their convenience



F&B options are served in sealed food packaging for customers' safety.

# ATHENS SPA & THALASSO CENTER

## A much deserved relaxation time



Our SPA & Thalasso Center operates in reduced capacity to avoid congestion.



Reservations are required by phone or mobile app to ensure social distancing



Disinfection mat placed at the entrance for shoes sanitation.



All employees wearing PPE as required by local health guidelines.

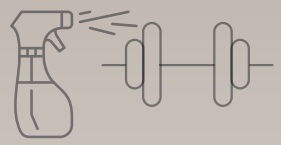


30 minute gaps between sessions to allow deep cleaning and sanitation of the cabins.

SAFETY PROTOCOL

# FITNESS CENTER

## Time to take care of yourself



Exercise equipment sanitised after each use with appropriate disinfection products



Reservations are required by phone or mobile app to ensure social distancing



Furniture and exercise equipment re arranged to allow proper social distancing.

We are looking forward to welcoming you!

www.divanis.com