

INFINITE CARE PROTOCOL



THE IKOS WORLD
OF SAFETY AND FREEDOM

The Ikos World of Safety & Freedom



Testing of guests and employees



Boundless space inside and out, with countless beach
and al fresco dining options



A touchless, safe, world-class *Ikos Infinite Care* guest journey



Foremost expert programme partnerships

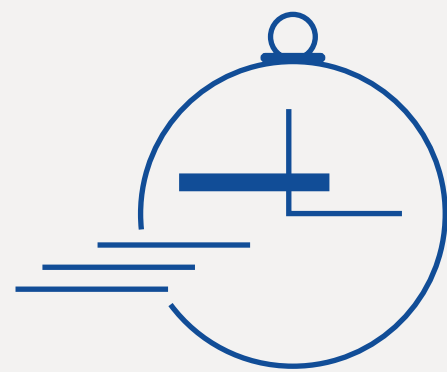


Testing Guests & Employees

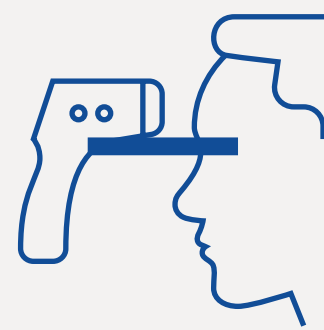
All guests must be tested, either prior to arrival or upon entry to the resort.

Guests with a vaccination certificate (valid for nine months after full vaccination or without validity limit for travelers with a booster dose) are exempt from testing. Guests who hold a recovery certificate (valid for 180 days after its issue date), a negative PCR test performed within 72 hours before travel, or a negative Rapid Antigen test performed within 24 hours before travel, are exempt from testing.

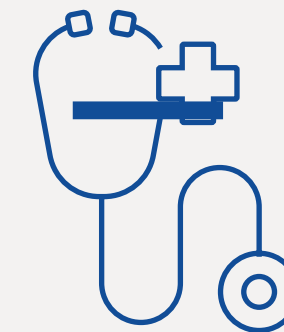
- Children under 5 are exempt from testing
- All employees undergo regular Rapid Antigen Testing
- Full PCR testing available on-site, upon request



Quick and easy
procedure at
a designated
testing area



Non-invasive,
**touchless temperature
measuring devices at
all resort entry points**



**Doctor and
dedicated medical
transfer available
24/7** within resort
premises



Possibility to explore
insurance options at
time of booking

Space Inside & Out

A wealth of **à la carte dining** options at spacious restaurants or in your own garden

Spacious rooms & elegant suites with sizeable terraces and private gardens all to yourself

Service on the beach, with all-day snack menus, cocktails and drinks or al fresco in unspoilt nature

Secluded Blue Flag beaches, with a minimum of 4 metres between each umbrella

24-hour in-room dining

ikos[™]
RESORTS

A touchless & safe guest journey throughout your holiday experience

Arrival

Your journey begins with arrival at the hotel & your room

1



2

Guest rooms

Safety & sanitation measures for all rooms & suites



3

Food & beverage

Experience a vast choice of al fresco restaurants & bars



4

Leisure

Deep cleaning of beaches, pools, entertainment & shopping areas, gyms, spas and all public spaces



5

Sports & activities

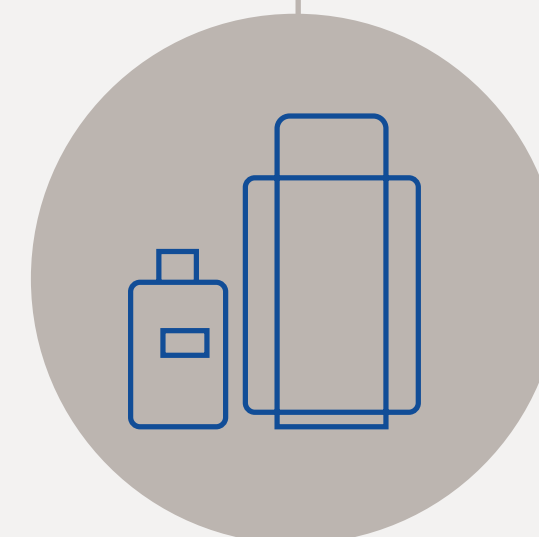
Measures at sports facilities & activities available at the resort



6

Departure

Advance checkout & safety measures during departure



Guest Arrival

Resort Entrance

1

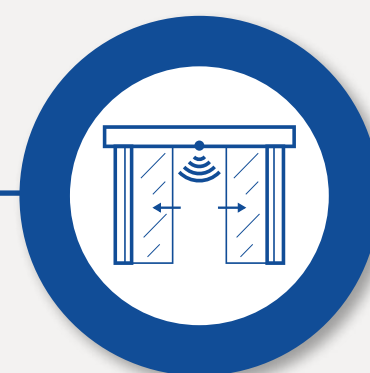
Antigen testing and temperature checks



Transfer from airport, only guests of the same room permitted per car or minibus, thoroughly disinfected after each use



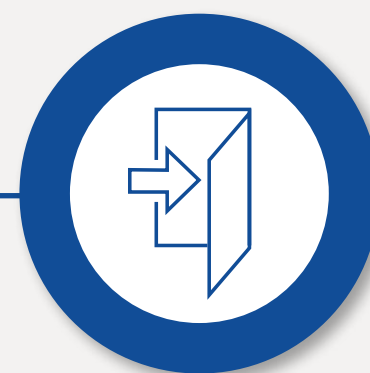
Guest luggage disinfected and handled with personal protective equipment (PPE)



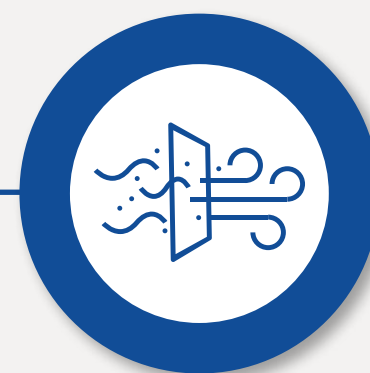
Doors opened automatically or by staff



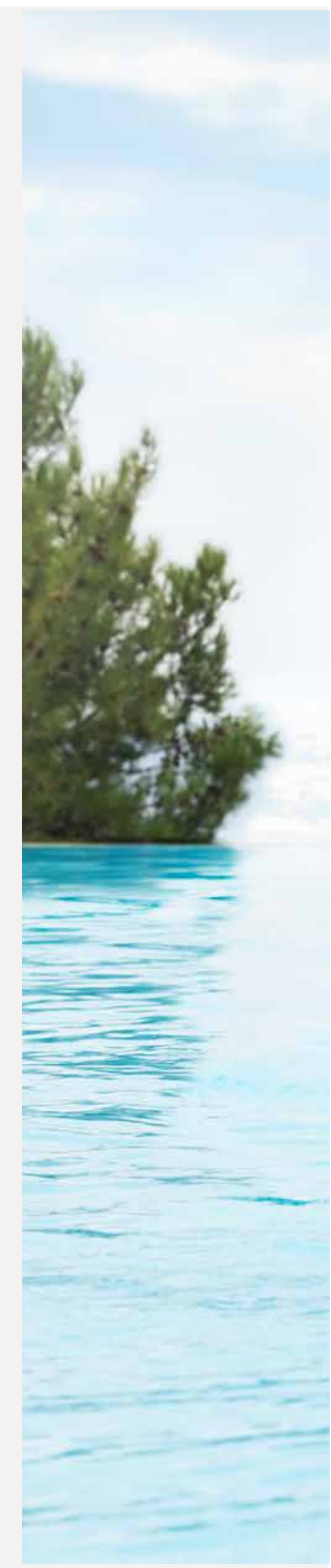
Regular sanitisation of door handles, surfaces and buttons with Ecolab Oasis Premium 20 specialist disinfectant



Reduced points of access and limited designated entrances



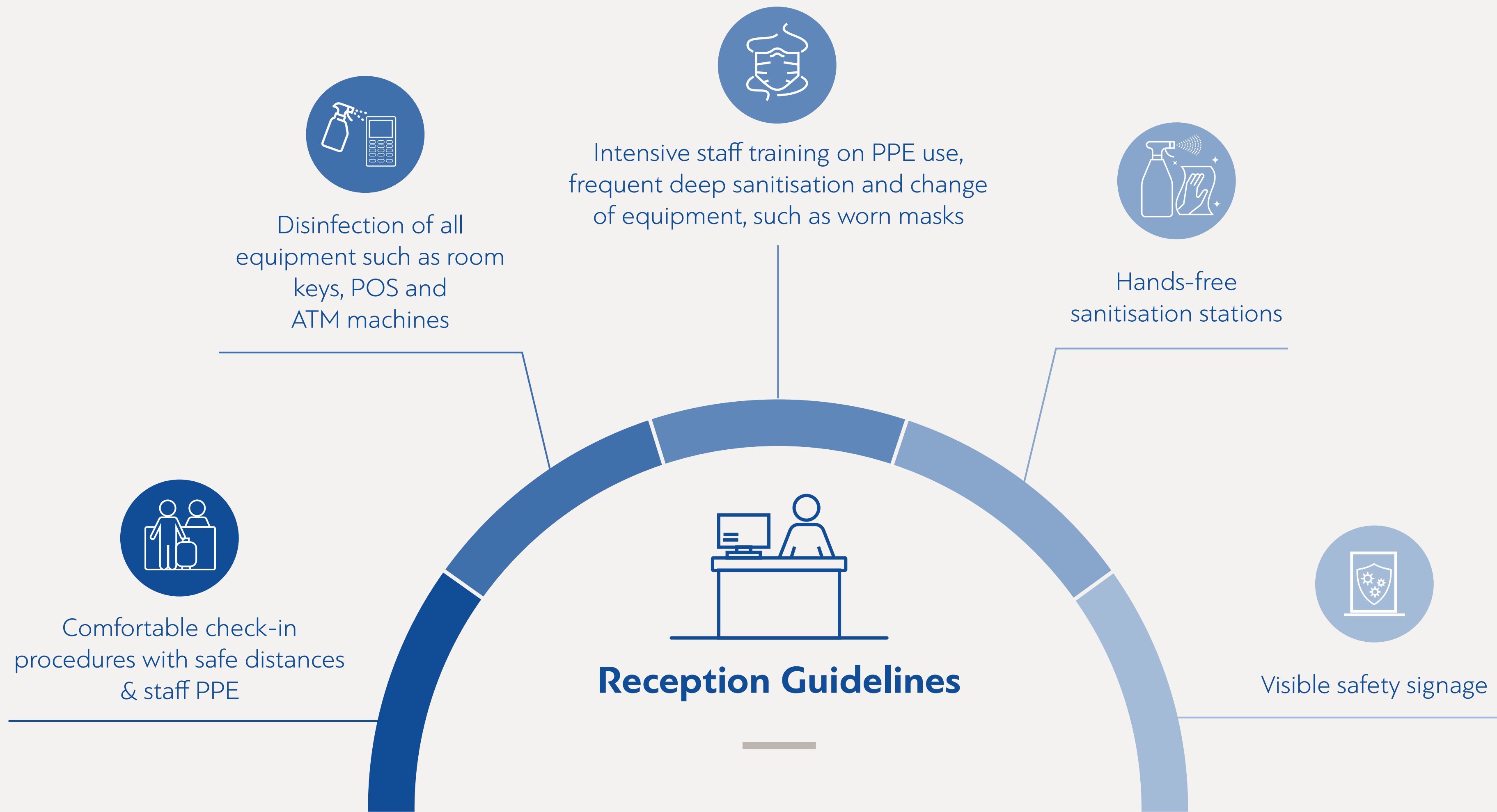
Airy spaces, with fresh air circulating in all indoor spaces and common area



Guest Arrival

Reception

1



Guest Rooms

Safety & sanitisation measures for all rooms & suites



Guest Rooms

Safety & sanitation measures for all rooms & suites



Guest room disinfection



Use of industry-leading cleaning and disinfecting protocols to clean guest rooms.

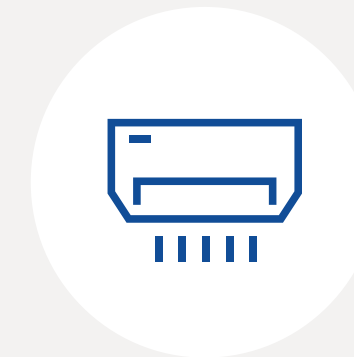
Each room is thoroughly cleaned and disinfected with a hospital-grade aerial surface disinfection machine upon every room change, as well as with Ecolab Oasis Premium 20 solution and ECOLAB-certified cleaning equipment

Deep cleaning of guest rooms and suites



Daily deep cleaning of rooms and suites-high contact areas such as door handles, switches, furniture, bathroom fittings and room accessories fully sanitised

Water testing and A/C cleaning & disinfection



Water and air quality testing carried out in rooms
Air ducts, filters and grills disinfected upon every room change
The usage of A/C within rooms at guests' discretion

Personal safety kit



A PPE safety kit-including hand sanitisers, disinfectant wipes, masks and gloves-available in all guest rooms

Food & Beverage

Experience a vast choice of al fresco restaurants & bars



Food & Beverage

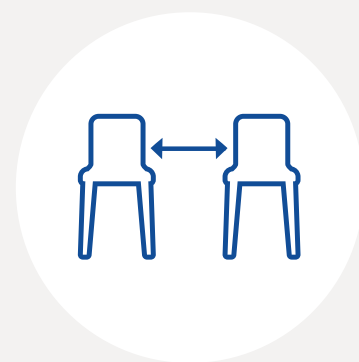
Safety & sanitisation measures for all restaurants & bars

New buffet dining concept -extended à la carte menus



New buffet dining concept and extended à la carte menus available
All food served by staff wearing appropriate PPE

Spacious restaurant capacity



Seating indoor space reduced
2-metre space between tables ample for safe distancing
Reservations recommended to facilitate safe spacing

Menu



Single-use and digital menus available to minimise physical contact, via the Mobile App and QR Codes

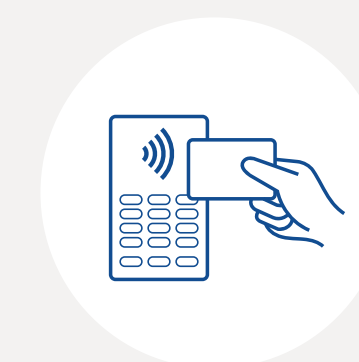
Sanitisation of all restaurant elements



Frequent disinfection of all high-touch surfaces after each reservation
Overnight restaurant deep disinfection with aerial surface disinfection machine



Guest hand sanitisation stations located in all venues and sanitisers and disinfectant wipes available for guests' personal items



POS machines and equipment sanitised between every use



Guest & employee PPE

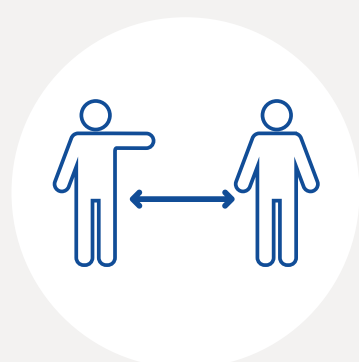
All employees wear masks and gloves for indoor serving
Gloves and masks are changed regularly and staff receive intensive covid-safe PPE training
Personal protective equipment (gloves and masks) is provided to all guests

Food & Beverage

Robust kitchen protocols further enhanced



Limited contact



Staff workstations are spaced out to limit face-to-face interactions and secure appropriate social distancing

Cooked options



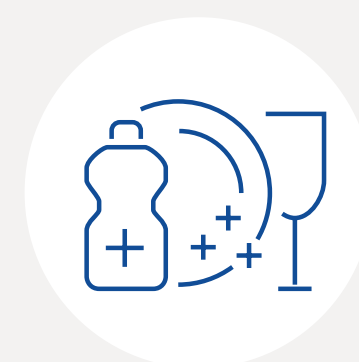
Menus adjusted to increase options of cooked food available instead of raw food

Ingredients



Appropriate cleaning of all materials and ingredients used in kitchens

Sanitising products



Approved cleaning products and disinfectants used throughout kitchen areas

Kitchen utensils



Thorough sanitisation of all kitchen utensils

Leisure

Measures taken to maintain safety in leisure areas



Leisure

Measures taken to maintain safety in leisure areas



Beaches & pools

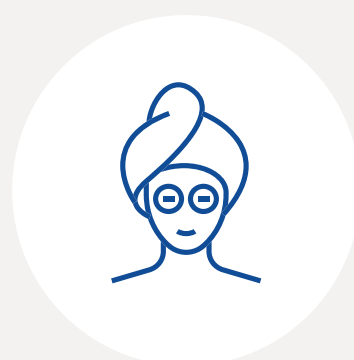


Safe distance of 4 metres
between sunbeds &
lounge chairs

Disinfection of sunbeds, pool
areas and equipment

Increased water quality
controls

Spa



Operating at reduced
capacity with 1 person
per treatment cabin

Minimum 30-minute gaps
between sessions to allow
deep cleaning and sanitisation

Guests wear face masks
during treatments

Babysitting & Kids Clubs



Baby sitting services
operating with protective
equipment and sanitising
protocol procedures

Monitored operation of
Creche, Kids & Teen Clubs with
health protocols and measures
at designated outdoor areas
Babewatch service available

Entertainment



Live music entertainment
available with PPE and
physical distancing rules

Parties and events
available with PPE

Shopping



Maximum capacity according to
available space
of particular store

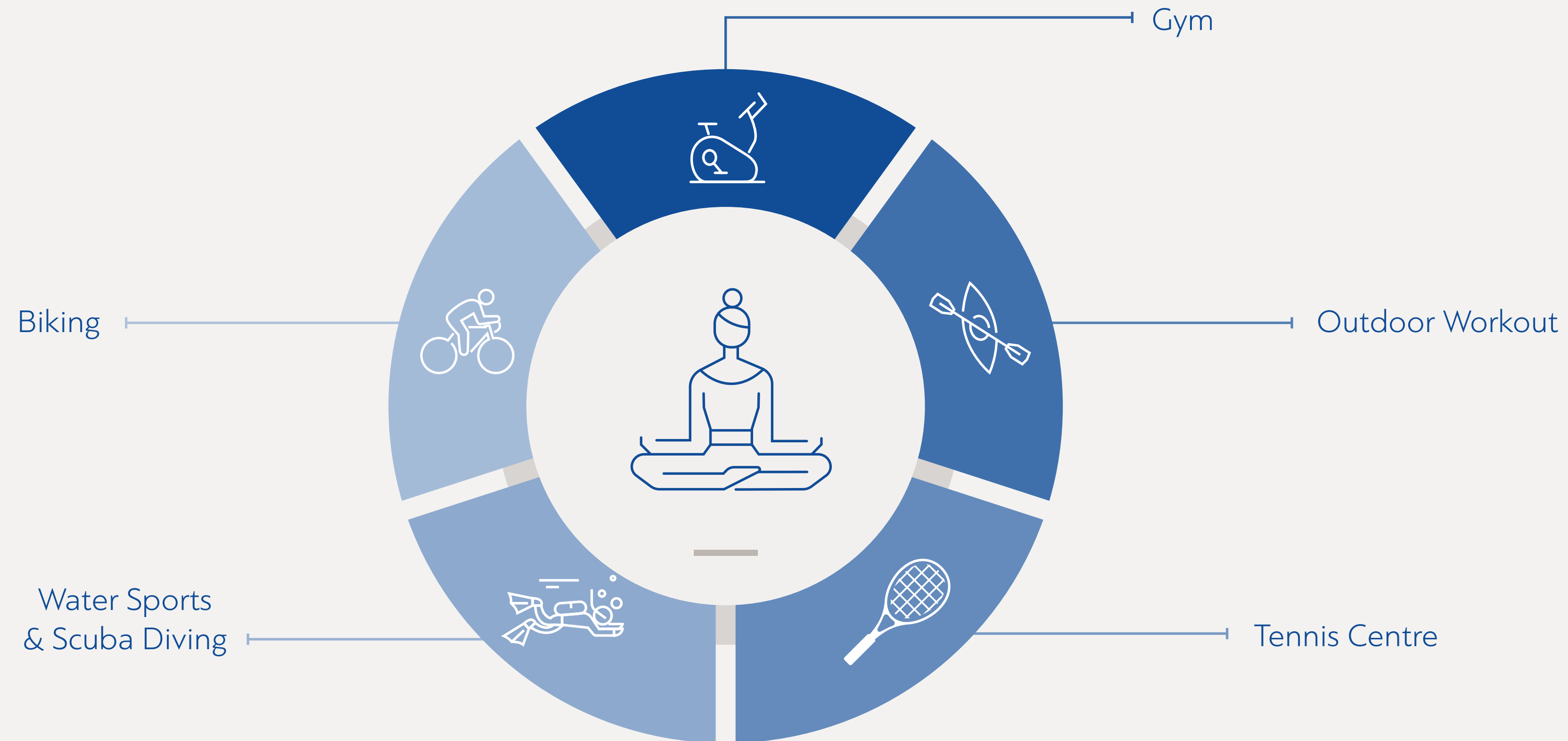
Queueing and appropriate
social distancing
measures applied

Daily cleaning and
disinfection, with fitting rooms,
clothing and other items
sanitised after being
used or worn

Sports & Activities

Measures taken to maintain safety at sports facilities

● ● ● ● 5 ●



Sports & Activities

Measures taken to maintain safety at sports facilities



Gym



Pre-booking required to allow for physical distancing

Gym sanitisation after each use and daily deep disinfection with aerial surface disinfection machine

Sanitisation stations are available for all guests

Outdoor workout options



Alternative options for workouts such as outdoor wellness & fitness programmes, yoga, jogging and more

Tennis Centre



Tennis equipment cleaned and sanitised between sessions

Water Sports & Scuba Diving

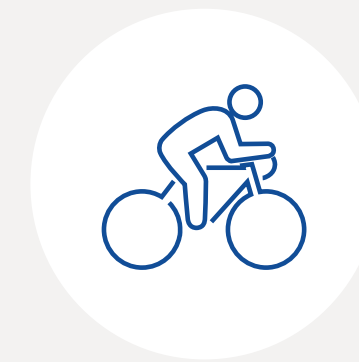


Reduced number of participants

Reservations are required

Equipment cleaned and sanitised between sessions

Biking



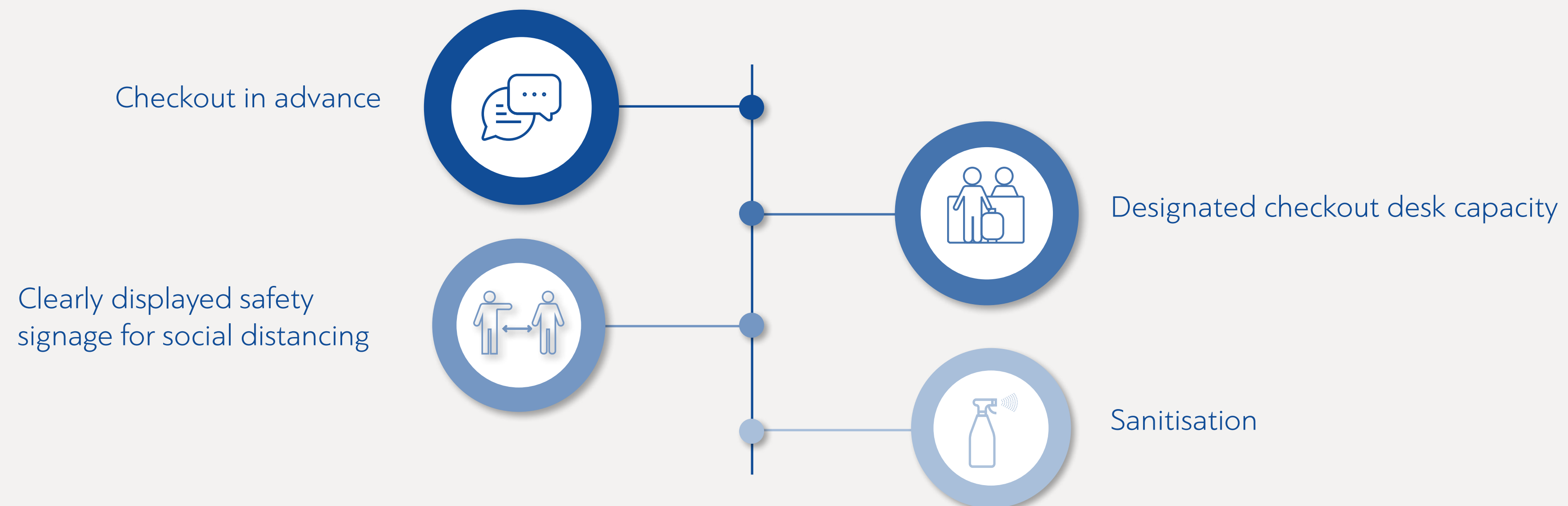
Reservation required for bike rentals

Cleaning and sanitisation of all bikes and equipment between rentals

PPE worn by instructors

Departure

Measures taken to keep you safe at checkout



Departure

Measures taken to keep you safe at checkout



Checkout in advance



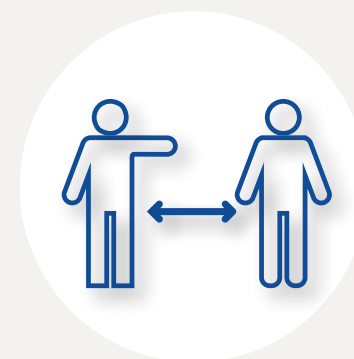
Advance checkout is available to guests - bills prepared without physical contact

Designated checkout desk capacity



Designated checkout desk capacity to maintain social distancing in the event of overcrowding

Clearly displayed safety signage for social distancing



Guest distancing applied through clear signage for a safe departure

Sanitisation



Hands-free sanitisation stations with PPE - such as masks, gloves and disinfectant wipes - are located at reception for guest use

Additional Measures

Disinfection of in-resort spaces



All indoor spaces thoroughly cleaned with a disinfectant using 1% Eco-Bac Classic from ECOLAB

Disinfection of all surfaces



All surfaces thoroughly disinfected on a regular basis
Metallic surfaces and items-such as door handles, keys and security locks-disinfected with 70% alcohol, where bleach not appropriate

Compliance with Health Authorities' guidelines & additional protocol implementation



Compliance with WHO, Government Health Authorities and TUV Austria, with Covid Shield certification by independent third party body (TUV Austria)

Stringent water testing



Testing of common area water samples on a monthly basis by a professional partner to ensure strictest hygiene standards are maintained

Elevators safety guidelines



Max 2 guests permitted in elevators or a family consisting of 2 adults and children
Buttons inside and outside the elevators sanitised every 2 hours
Hand sanitisers available outside elevators



Our Partners



As Greece's leading health service provider, Euroclinic provides comprehensive specialized care based on the highest international clinical standards. With highly qualified medical staff, Euroclinic is recognized among the top private healthcare groups in Europe and is certified by TÜV Austria for its Quality Management Systems, flourishing research and specialty units.

Euroclinic offers expert health services based on core values of personalization & genuine care.



TÜV AUSTRIA Hellas provides independent third-party services in the form of technical audits, inspections, certifications and transfer of know-how in a large number of specialised sectors of economic activity.

The Covid Shield Certificate verifies that an appropriate mechanism, adequate resources and suitable infrastructure are always in place and adjusted to current epidemiological data and guidance, to prevent the spread of the coronavirus through reliable science.



Ecolab is the global leader in water, hygiene and energy technologies and services that protect people and vital resources.

All disinfection & cleaning services to be completed with cleaning products and protocols that meet ECOLAB guidelines.



I N F I N I T E C A R E P R O T O C O L