

A COVID-SAFE  
SANCTUARY

#OnlyatSani

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P R O T O C O L

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SANI  
RESORT

KASSANDRA GREECE

# A COVID-SAFE SANCTUARY



An all-tested environment



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



A touchless, safe, world-class  
*#OnlyatSani* guest journey



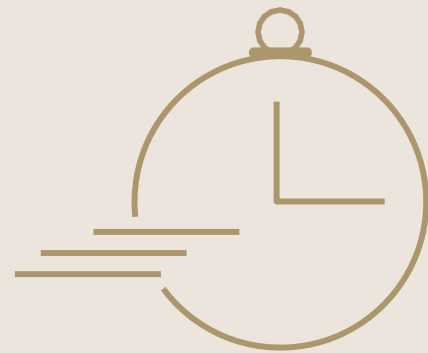
Foremost expert programme partnerships



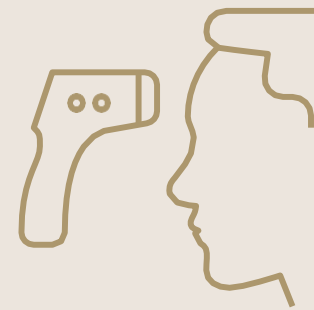
# TESTING GUESTS & EMPLOYEES

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

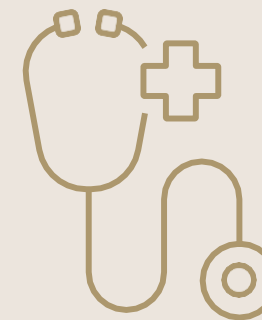
- Guests with a vaccination certificate (valid for nine months after full vaccination or without validity limit for travelers with a booster dose) are exempt from testing.
- Guests who hold a recovery certificate (valid for 180 days after its issue date), a negative PCR test performed within 72 hours before travel, or a negative Rapid Antigen test performed within 24 hours before travel, are exempt from testing.
- A complimentary Rapid Antigen test will be offered to all other guests, on site, upon arrival.
- Guests without the necessary tests or certificates will not be eligible for accommodation, for the safety of all our guests and staff. Children under 4 are not required to undergo testing.



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

- All employees undergo regular Rapid Antigen Testing
- Full PCR testing available on-site, upon request

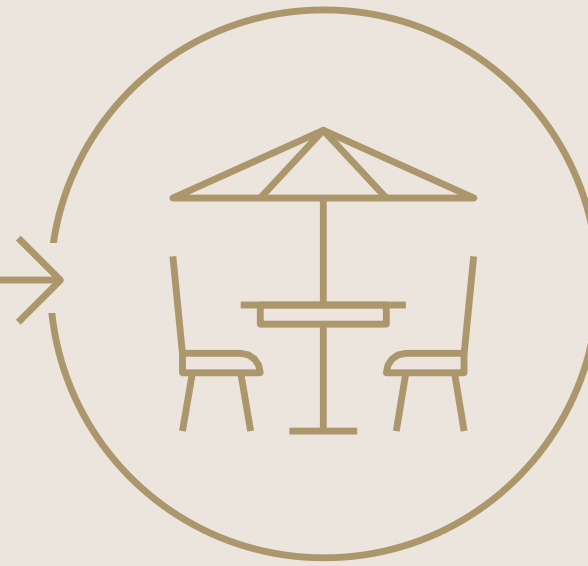
# THE GREAT OUTDOORS



**1,000 acres**  
of secluded nature  
reserve



**7 km** of white sandy  
beaches,  
**20 km** of forest trails,  
your own vast private  
space



Endless al fresco dining  
options in nature,  
in your private garden  
or served in your room

# A TOUCHLESS & SAFE GUEST JOURNEY

throughout your holiday experience

## ARRIVAL

Your journey begins with arrival at the hotel & your room



## FOOD & BEVERAGE

Experience a vast choice of al fresco restaurants & bars



## SPORTS & ACTIVITIES

Measures at sports facilities & activities available at the resort



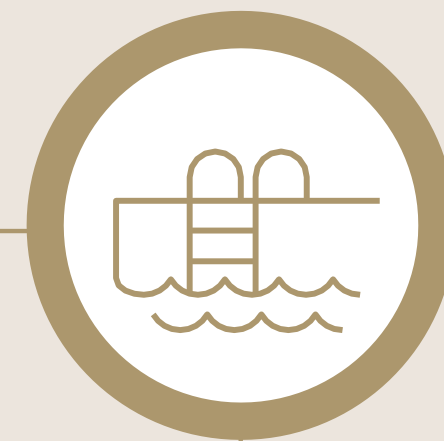
## GUEST ROOMS

Safety & sanitisation measures for all rooms & suites



## LEISURE

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



## DEPARTURE

Advance checkout & safety measures during departure



# GUEST ARRIVAL

## Resort Entrance



Rapid Antigen testing and temperature checks



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



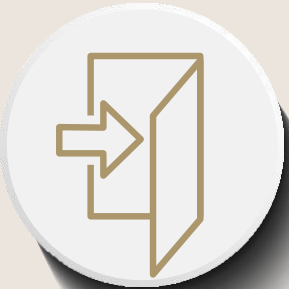
Guest luggage disinfected and handled with personal protective equipment (PPE)



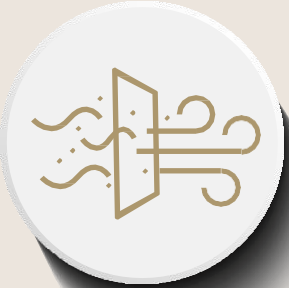
Doors opened automatically or by staff



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



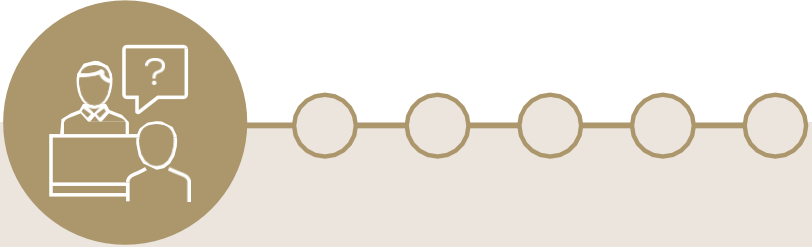
Reduced points of access and limited designated entrances



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

# GUEST ARRIVAL

## Reception



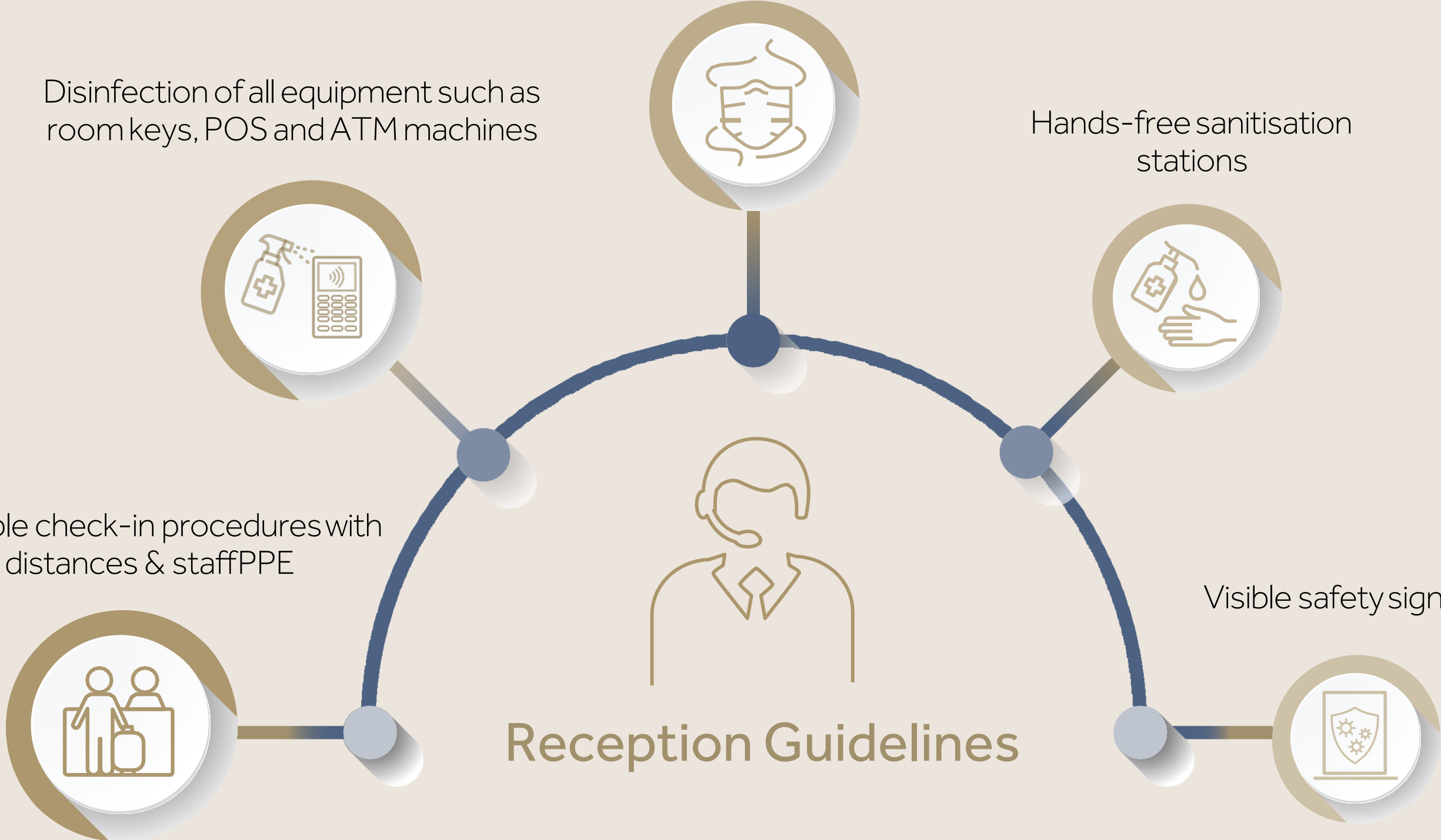
Intensive staff training on PPE use, frequent deep sanitisation and change of equipment, such as worn masks

Disinfection of all equipment such as room keys, POS and ATM machines

Hands-free sanitisation stations

Comfortable check-in procedures with safe distances & staff PPE

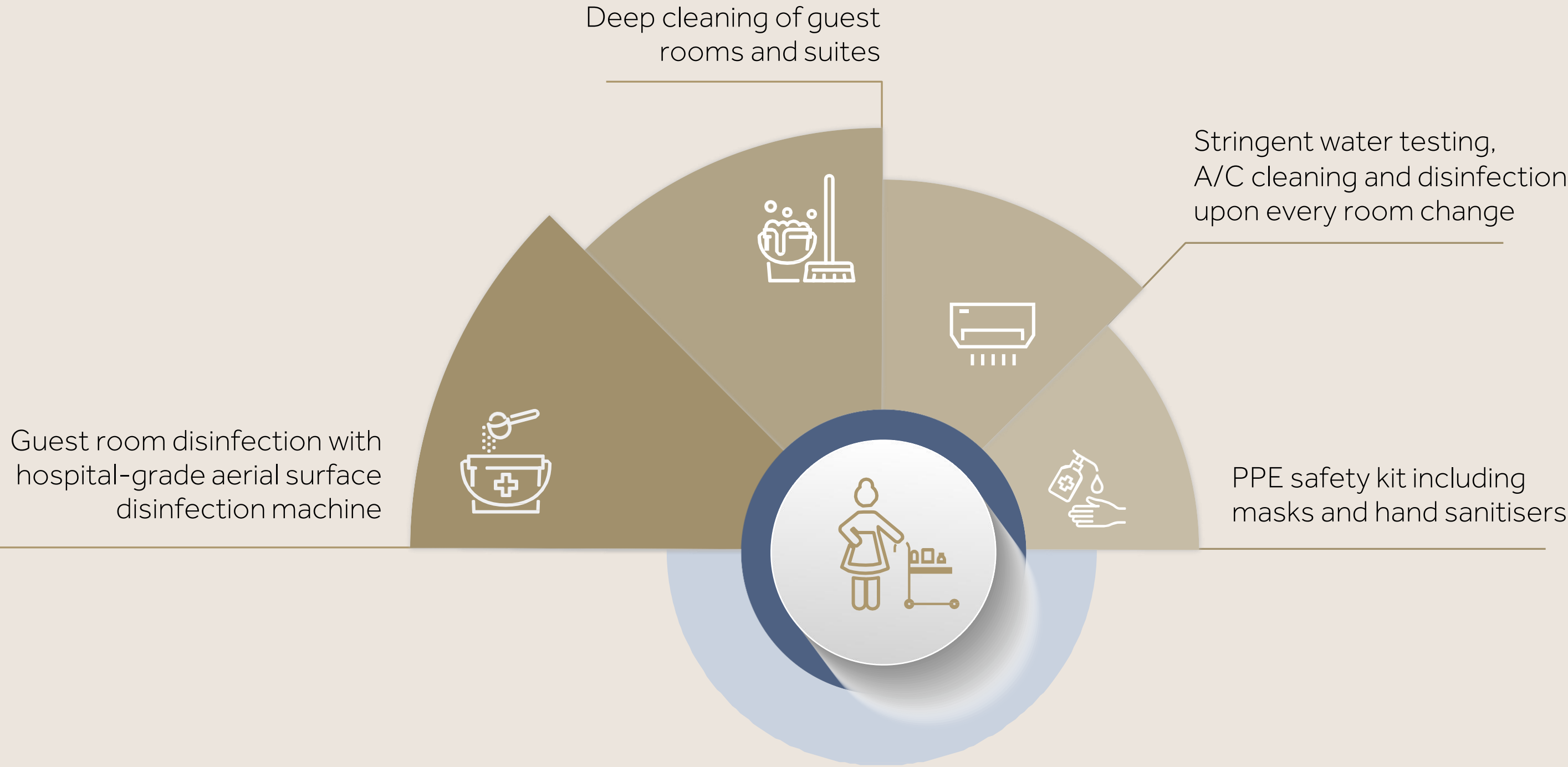
Visible safety signage



### Reception Guidelines

# GUEST ROOMS

Safety & sanitisation measures for all rooms & suites





# GUEST ROOMS

Safety & sanitisation measures for all rooms & suites



## Guest room disinfection



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

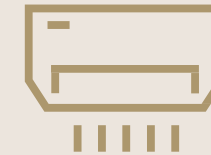
Each room is thoroughly cleaned and disinfected with a hospital-grade aerial surface disinfection machine upon every room change, as well as with Ecolab Oasis Premium 20 solution and ECOLAB-certified cleaning equipment

## 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 and 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

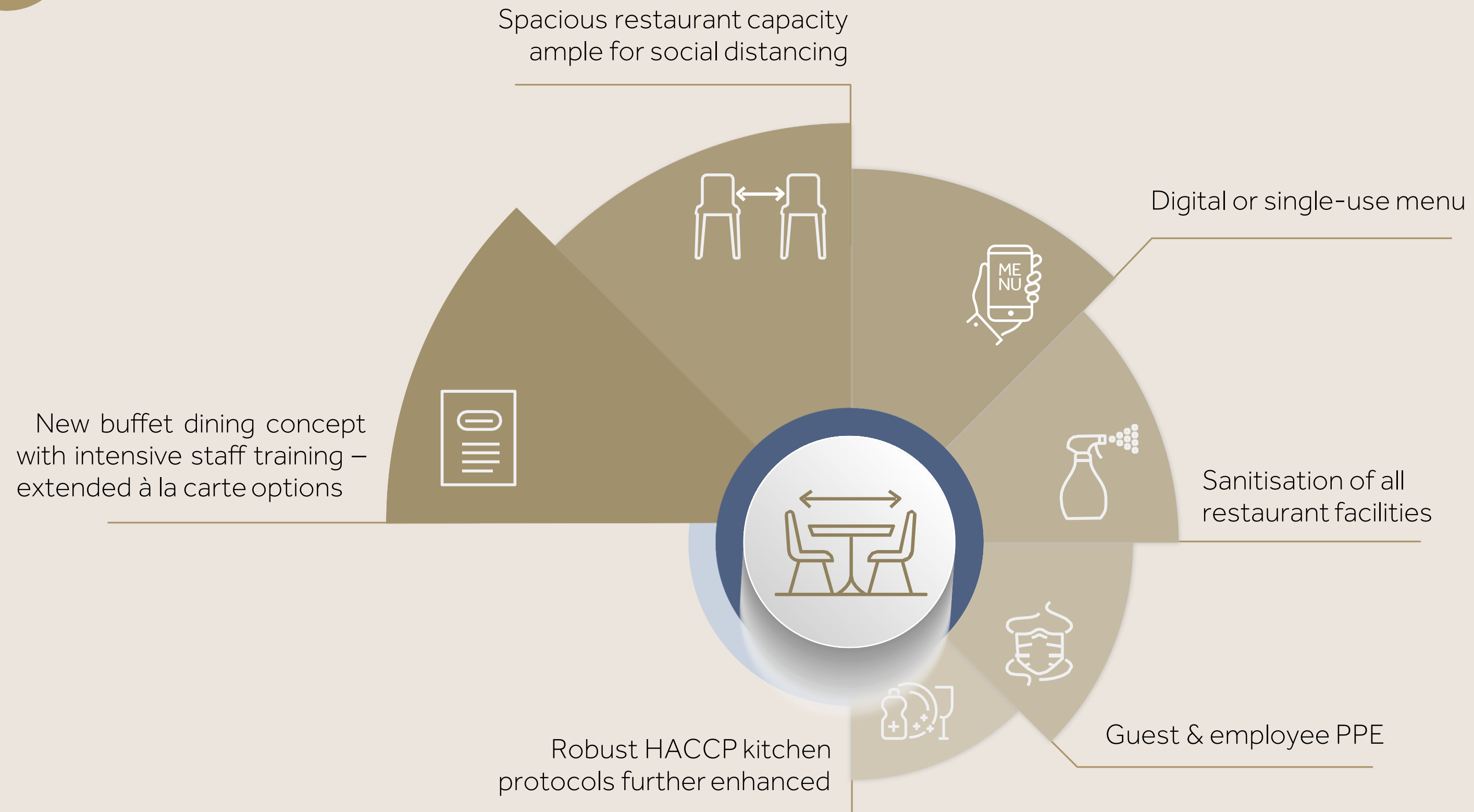
## Personal safety kit



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

# FOOD & BEVERAGE


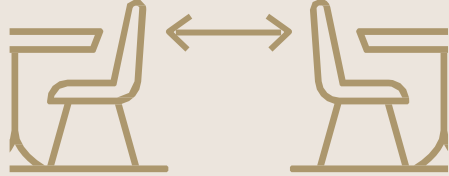


Experience a vast choice of al fresco restaurants & bars



# FOOD & BEVERAGE

Safety & sanitisation measures for all restaurants & bars

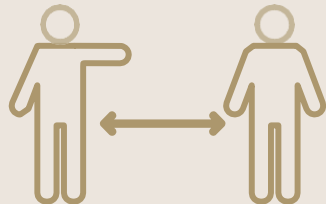
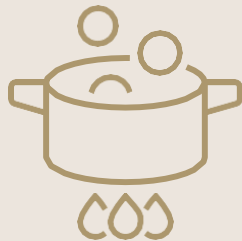





New buffets – extended à la carte menus	Spacious restaurant capacity	Menu	Sanitisation of all restaurant facilities		Guest & employee PPE
 <p>New buffet dining concept and extended à la carte menus available</p> <p>All food served by staff wearing appropriate PPE</p>	 <p>Indoor seating reduced</p> <p>2-metre space between tables ample for safe distancing</p> <p>Reservations recommended to facilitate safe spacing</p>	 <p>Single-use and digital menus available to minimise physical contact, via the Mobile App and QR Codes</p>	<p>Frequent disinfection of all high-touch surfaces after each reservation</p> <p>Guest hand sanitisation stations located in all venues and sanitisers and disinfectant wipes available for guests' personal items</p>	<p>Overnight restaurant deep disinfection with aerial surface disinfection machine</p> <p>POS machines and equipment sanitised between every use</p>	 <p>All employees wear masks and gloves for indoor serving</p> <p>Gloves and masks are changed regularly and staff receive intensive covid-safe PPE training</p> <p>Personal protective equipment (gloves and masks) is provided to all guests</p>

# FOOD & BEVERAGE

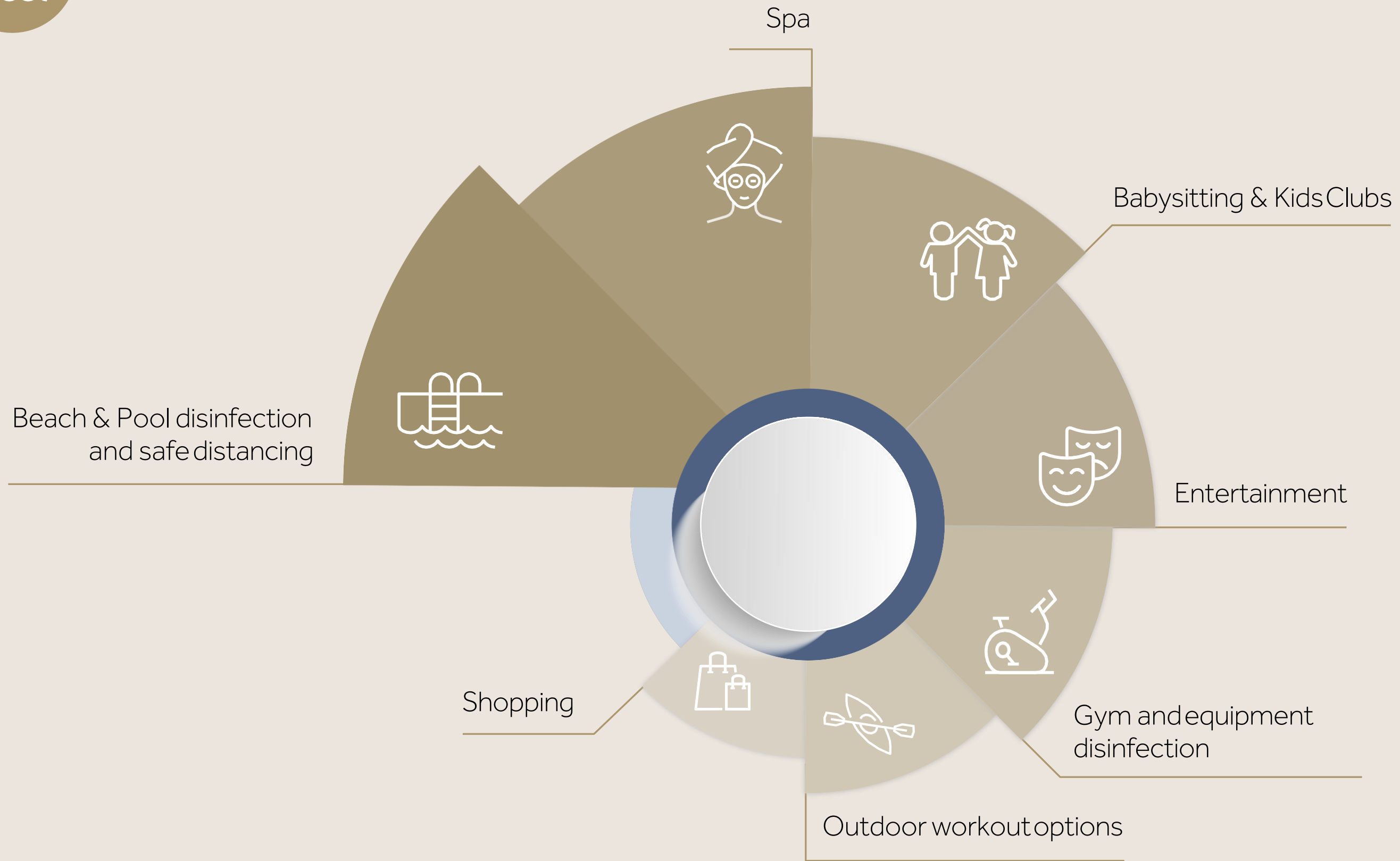
Robust kitchen protocols further enhanced



Limited contact	Cooked options	Ingredients	Sanitising products	Kitchen utensils
 <p>Staff workstations are spaced out to limit face-to-face interactions and secure appropriate social distancing</p>	 <p>Menus adjusted to increase options of cooked food available instead of raw food</p>	 <p>Appropriate cleaning of all materials and ingredients used in kitchens</p>	 <p>Approved cleaning products and disinfectants used throughout kitchen areas</p>	 <p>Thorough sanitisation of all kitchen utensils</p>

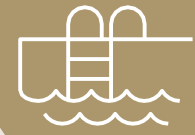
# LEISURE

Measures taken to maintain safety in leisure areas



# LEISURE

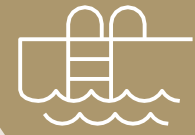
## Measures taken to maintain safety in leisure areas



Beaches & pools	Spa	Babysitting & Kids Clubs
 <p>Safe distance of 4 metres between sunbeds &amp; lounge chairs</p> <p>Disinfection of sunbeds, pool areas &amp; equipment</p> <p>Increased water quality controls</p>	 <p>Operating at reduced capacity with 1 person per treatment cabin</p> <p>Minimum 30-minute gaps between sessions to allow deep cleaning and sanitisation</p> <p>Guests wear face masks during treatments</p>	 <p>Babysitting services operating with protective equipment and sanitising protocol procedures</p> <p>Monitored operation of Creche, Kids &amp; Teen Clubs with the #OnlyatSaniProtocol measures at designated outdoor areas</p> <p>Babewatch service available</p>

# LEISURE

## Measures taken to maintain safety in leisure areas



### Entertainment



Live music entertainment available with PPE and physical distancing rules

The Garden Theatre, parties and events available with PPE

### 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 workout, such as outdoor wellness & fitness programmes - yoga, forest walks, jogging and more

### Shopping



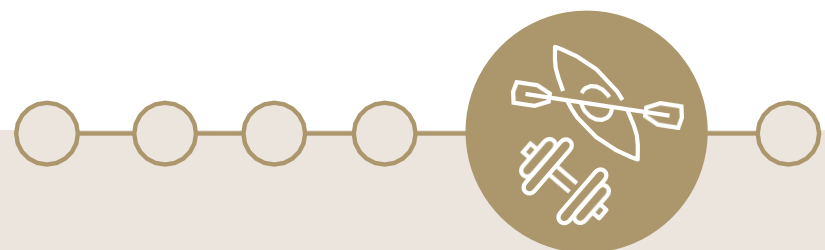
Maximum capacity according to available space of particular store

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

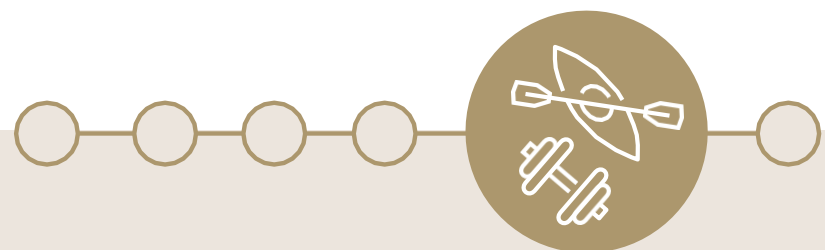
Measures taken to maintain safety at sports facilities





# SPORTS & ACTIVITIES

Measures taken to maintain safety at sports facilities



Rafa Nadal Tennis Centre	Football Academy by Chelsea FCF	Adventure Park	Water Sports & Scuba Diving	Bear Grylls Survival Academy	Biking
 <p>Tennis equipment cleaned and sanitised between sessions</p>	 <p>Reduced number of participants</p> <p>Physical contact minimised</p>	 <p>Cleaning and sanitisation of the facilities and equipment between sessions</p> <p>Maximum 12 participants per session</p> <p>PPE used by instructors</p>	 <p>Reduced number of participants</p> <p>Reservations are required</p> <p>Equipment cleaned and sanitised between sessions</p>	 <p>Cleaning and sanitisation of the facilities and equipment between sessions</p> <p>Limited participants per session</p> <p>PPE used by instructors</p>	 <p>Reservations are required for bike rentals</p> <p>Cleaning and sanitisation of all bikes and equipment between rentals</p> <p>PPE used by instructors</p>

# DEPARTURE

Measures taken to keep you safe at checkout



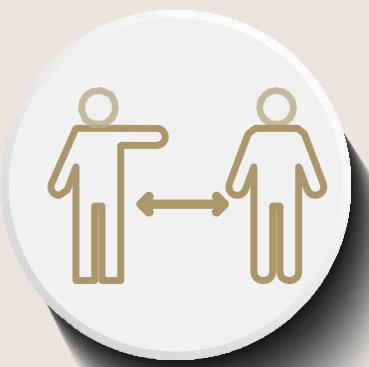
Checkout in advance -  
Full PCR testing available on site,  
upon request



Designated checkout  
desk capacity



Clearly displayed safety signage  
for social distancing

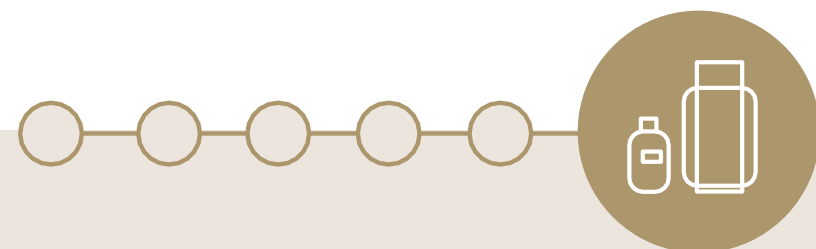


Sanitisation



# DEPARTURE

Measures taken to keep you safe at checkout



## Checkout in advance



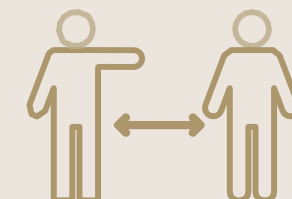
Advance checkout is available to guests - bills prepared without physical contact - Full PCR testing available on site, upon request

## 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



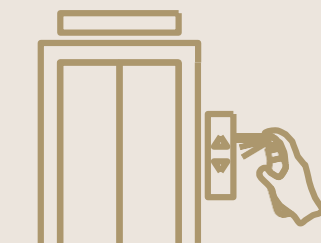
Compliance with WHO, Government Health Authorities and TUV Austria, with Covid Shield certification by independent third party body (TUV Austria)

## Stringent water testing



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

## Elevator 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 TUV Austria for its Quality Management Systems, flourishing research and specialty units. Euroclinic offers expert health services based on core values of personalization & genuine care.



TUV 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.

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