Health & Safety Protocols
Summer Season 2020

Enjoy the Simple Things in Life
Genuine Hospitality meets High Health & Safety Standards

**Arrival**
All guests will be welcomed offering our genuine hospitality, while following all necessary steps to ensure the health & safety standards that will protect all guests and staff members that are already in the resort. Our front office staff will offer a secure check in process and assist all guests arriving at the resort.

**Leisure & Facilities**
All guests will relax and enjoy their holidays participating in activities and using the facilities of the resort following the measures that will ensure their safety.

**Health Services**
Our guests’ health is a priority. For this reason, all possible services have already been arranged and will be available at their disposal.

**Guests Rooms**
Each room is thoroughly cleaned and disinfected with fogger surface disinfection machine steam cleaners and disinfectants upon every room change. A/C air ducts, filters and grills are also disinfected upon every room change. The usage of A/C within rooms is at guests’ discretion.

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

**Food & Beverage**
All food is served by staff wearing appropriate PPE (Personal Protective Equipment). In all restaurants there is a 2-metre space between tables for safe distancing. Reservations are required to facilitate safe spacing, while each table is used by one family/same room guests at a time. Appropriate cleaning of all materials and ingredients as well kitchen utensils is performed in all kitchens.

**Your stay at a glance**
Creta Maris welcomes you and is ready to offer its best services for an exceptional holiday experience while in Crete.

**Arrival**

Sanitization of door handles, surfaces, and buttons with special disinfectant on a regular basis.

Amended check-in hours. Check-in: from 15:00 pm

Secure check-in procedure with safe distances & staff using PPE (Personal Protective Equipment)

Special protection glass in reception

Hands sanitization stations

Airport Transfer: Only guests of the same reservation permitted per car (up to 4 prs) or minibus (up to 5 prs). Face masks mandatory for all passengers.

Dedicated staff (Health First Ambassador) and special signage informing guests about the health & safety measures.

Disinfection and sterilization of all equipment such as magnetic room keys, tablets, pens, money & credit cards after each use through a UV special equipment.

Sanitization of door handles, surfaces, and buttons with special disinfectant on a regular basis.
Arrival

- Social distancing measures between guests and employees
- Available COVID-19 PPE (Personal Protection Equipment) kit in case of emergency.
- Luggage management hygiene measures
- Disinfection of the hotel's club and transfer cars after each transfer
- Low occupancy operation, during the check in and check out procedures, ensuring proper distancing
- Elevators to be used by one person, families, or guests of one room at a time, while urging guests to use the escalators
Guests Rooms

Authentic Cretan hospitality in spacious rooms, bungalows & suites with sizeable terraces or private gardens all to yourself

- Housekeeping staff using PPE (Personal Protective Equipment) and proper uniforms for the cleaning procedure.
- All decorative items (pillows, etc) and printed materials removed from the room.
- Hands sanitization liquid available in all rooms.
- Social distancing between cleaning staff and guests.
- Windows opening to ventilate the rooms and trash pickup on a daily basis.
Guests Rooms

- Scheduled full housekeeping service every three days (except further guests' request)
- Intensified cleaning of all guest rooms upon checkout with fogger surface disinfection machine
- Disinfection of all furniture made of fabric with steam cleaners and non-toxic, allergy-free cleaning and disinfectant materials
- A/C cleaning and disinfection upon every room change
Food & Beverage

Wonderful gastronomical delights available on à la carte or served buffet dining basis at spacious restaurants.

All Buffets delicacies will be served by our staff.

Extended operation hours of F&B outlets to allow sufficient time & space for every guest.

Complimentary Breakfast Room Service.

Seating capacity and tables arrangement to allow a maximum of four persons per 10 sq.m.

Digital menus and menus made of a material that can be disinfected after each use.

Individual packaged portions of specific items.
Food & Beverage

- HACCP certified, high standard food safety and quality
- Hand sanitizer dispensers at all restaurants and bars
- Disinfection of tables and chairs before and after each service
- Social distancing between staff and guests
- All staff serving food in buffets wearing appropriate PPE (Personal Protective Equipment)
- Hand sanitizer dispensers at all restaurants and bars
Leisure & Facilities | Beach & Pools

A minimum of 2 meters between each set of loungers & umbrella

Loungers will be disinfected after every use. Beach towels offered to be placed on the loungers

Pools - water recirculation in all pools every 4 hours | 1 bather for every 5 sq. m. of water

Indoor pool will remain closed due to COVID spread avoidance

Social distancing specifications in pools & beach

Beautiful Blue Flag beach with crystal clear waters and a variety of pools for children and adults
Operation only of the outdoor mini club area following special cleaning and disinfection protocols and social distancing.

Activities offered maintaining social distancing of at least 1,5 meters and maximum participation number.

Sports activities with body contact (basketball, Football, Volleyball, etc.) will not be available.

Leisure & Facilities | Activities & Sports
Many options for activities, always thinking of your safety.
Social distancing and staff using PPE (Personal Protective Equipment)

Relax or stay fit during your holidays in the safest way

Spa treatments and Fitness Center use available with an appointment.

Hammam and Sauna services will not be available due to health & safety measures.

Disinfection of all spa and Fitness Center areas on a regular basis.

Hands sanitization stations

Social distancing and staff using PPE (Personal Protective Equipment)
Cleaning and sanitization of all surfaces, door handles, sports material after each use

Disinfectant dispensers in public areas

Social distancing in public hotel’s WC’s, shops and other facilities.

Maximum capacity established and rearrangement of furniture to guarantee safety distance between people

Regular natural ventilation of all areas.

General Facilities & Public Areas

A resort with many outdoor and indoor areas offering the relaxation that we all need
A dedicated coordinator (Health First Ambassador) is available offering necessary information about pharmacies, hotel’s doctor as well as managing any emergency COVID-19 incident may occur.

Doctors on call 24/7 to provide special care to guests.

Doctor and ambulance available 24/7.

Always caring about our guests, we offer 24/7 health services.
Departure

Amended checkout hours. Checkout: up to 11:00am

Contactless accommodation payment and electronic sending of invoices.

Clearly displayed safety signage for social distancing

Check-out procedures with safe distances & staff using PPE (Personal Protective Equipment)

Guests are kindly requested to turn off the air conditioning and open the window, upon the departure.

A warm farewell full of memories wishing to see you again very soon.
General measures

Staff

All Staff members are responsible citizens that care about their own as well as the guests’ safety. For this reason, they have been trained and following all measures that will ensure the general health and safety.

- All staff is trained on hygiene and prevention measures
- Staff temperature will be checked daily
- Staff equipped with PPE (Personal Protective Equipment) and trained in its correct use to guarantee everyone’s safety
- Social distancing measures followed

Guests

Our priority is to follow all measures to protect our guests’ health and safety. However, guests are advised to follow the proposed measures as well to protect themselves and the people around them.

- Maintain social distancing at all times
- Wash and disinfect their hands frequently
- Maintain a good personal hygiene
- Change daily into clean clothes
- Avoid touching their eyes, nose, and mouth
- Cover their mouth and nose when sneezing or coughing
- Keep their hands disinfected when in public areas
- In case they do not feel well stay in their room and inform the reception by phone, available 24/7.
Our partners

To apply all measures and constantly check their effectiveness, we collaborate with the best companies in each category.

TÜV AUSTRIA Covid-Shield
Creta Maris Beach Resort proudly received the Private Certification Scheme "COVID-Shield", developed by TÜV AUSTRIA with a focus on Health, Safety and Business Continuity.
This is the first integrated Certification Scheme to increase the confidence of citizens and consumers to businesses, which apply and become certified with the Certification Scheme TÜV AUSTRIA COVID-Shield.
By receiving the “CoVid Shield" Creta Maris Beach Resort was certified to set out and implement basic requirements and procedures, which verify that an appropriate mechanism, adequate resources and proper infrastructure are in line with current epidemiological guidelines for the provision of the prevention of the inflow or spread of corona virus disease, in the facilities of the resort.

University of Crete is the provider of all staff trainings on COVID-19.
The Medical School of the UoC is a modern teaching and research centre committed to excellence in education and training.

HACCP is a systematic preventive approach to food safety from biological, chemical, and physical hazards in production processes that can cause the finished product to be unsafe, and design measurements to reduce these risks to a safe level.

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.

Be Safer is a company providing specialized consulting and laboratory services. Be safer is a strategic partner of Agrolab accredited laboratory for all lab methodologies applied in the laboratory analyses.

Bio Control is a leader in disinfecting services. A company with a purpose to protect public health as well as the aesthetics of the environment that humans work, and live.

Vodachem, cooperating with the most well-known labels, provides the best solutions in water treatment. Following their consultancy, in combination with the best products and equipment we ensure safety of our swimming pools and water around the resort.
The sun, the sea, the tastes, the scents, and the colors of your holidays are still here to enjoy. We are here looking forward to seeing you.