



SANTIKOS COLLECTION



At **“Santikos Collection”** the safety and well-being of our guests, team members and communities are always our top priority. As a Brand with 5 hotels we are able to quickly adapt and adhere to the guidelines from the World Health Organization (W.H.O.), European Centre for Disease Prevention and Control (E.C.D.C.) and local authorities. By implementing the suggested protocols and by partnering with **“Ecolab”**, the industry leading expert, the updated measures will give our guests greater confidence and our hotel teams the protection needed.

Our guests can expect to see evolved procedures in every area of our Hotels, which, among others, will include:

#### **Airport Transfers**

- Social distancing from the moment we pick you up at the airport. Vehicle capacities will be reduced to ensure the necessary social distancing, ensuring your privacy and safety.
- Hand sanitizers will be available in the vehicle.

#### **Reception**

- Easy Check-In with minimized contact, sanitizer stations, sanitized key cards, paperless Check-Out.

#### **Guest Rooms**

- Housekeeping **“On-Demand”** option, that allows guests to request delivery of additional toiletries or towels without having a housekeeper enter the room.
- In order to reduce person-to-person contact, guest room cleaning will be completed without the guest presence.
- During daily cleaning, a reinforced sanitization process will be carried out on all touch points.
- New process for linen cleaning, including systematic washing according to the guidelines.



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### Restaurants & Bars

- All restaurants & bars feature seating allowing for social distancing, with tables and chairs sanitized daily and throughout the service period.
- Increased range of operating hours, in order to offer more dining flexibility.
- Hand sanitizer is available at the entrance of all restaurants and bars.

### Swimming Pool & Beach

- Beach & pool loungers are placed with proper distance between them.
- Sanitization of loungers after each use

### Spa

- Sanitization of treatment rooms before each use.
- Adapted treatment protocols.

### Kids Club

- Reinforced hand washing: every hour
- Temperature checks of each child.

### Public Spaces & Facilities

- Reinforced cleaning measures and increased frequency of sanitization of common areas, with additional deep cleaning of high-touch surfaces.
- Furniture and other public seating areas will be repositioned to promote social distancing.
- Sanitizer dispensers will be placed at the entrance of all facilities.

### Back of house sanitation activities

- Mandatory training is provided for all personnel, to ensure they take the correct steps for their own health, as well as for the health of our guests. Areas of training include proper personal hygiene, use of Personal Protective Equipment (P.P.E.), preventative measures to protect guests, associates and themselves, cleaning protocols and requirements.
- Our engineering team conducts regular tests of pools and water systems, including constant readings of chlorine levels, pH levels and water temperature. Water in pools is continuously disinfected through our existing equipment and processes.

