

COMMITMENT TO SAFETY

AVRA IMPERIAL PROTOCOL

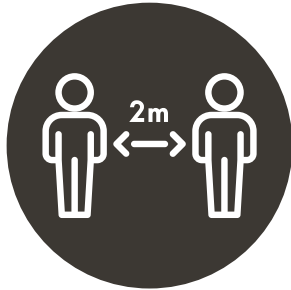


YOUR OWN SAFE AVRA EXPERIENCE

Taking into account the health & safety measures required by the new epidemiological reality that has been formed, we have adapted the operation of our Hotel with the main goals of health and safety of the people who choose to stay with us.

Our priority in this different reality will be to welcome you into a familiar and completely safe environment. That is why we have drawn up a complete operational plan within the framework of the guidelines required at national level (National Public Health Organization - EODY) and internationally (World Health Organization - WHO). Our brand as "Health First" Hotel shows exactly what its words signify: our absolute commitment to the safety of all of us.

CORE SAFETY PRINCIPLES



Safe spacing & privacy



Touchless, secure & seamless
guest stay experience



All tested environment



24hr medical service
Reliable PCR & rapid tests
available on-site



Enhanced hygiene
& experienced team
for COVID-19 issues



Personal protective
equipment & sanitation
measures

OUR PEOPLE



All employees undergo rapid antigen testing in weekly basis



Daily temperature measuring at all hotel departments



Team members trained & certified by the Medical School of the University of Crete



All employees use personal protective equipment & take sanitation measures



Working spaces adapted to ensure secure service

GUEST ARRIVAL

Airport transfers arranged by Avra Imperial Hotel (only guests of the same room permitted per car or minibus, which are thoroughly sanitized)



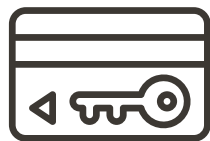
Authentic Cretan welcome by our people



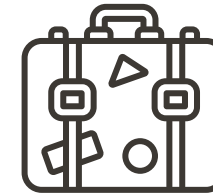
Sanitizing station & personal protective equipment available



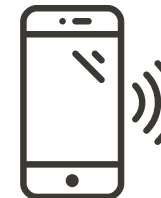
Disinfected hotel room card, delivered sealed



Reduced points of access & automatic doors ensure intact entrance



Availability of guest luggage disinfection



Contactless fast check-in via our Hotel App




AVRA
IMPERIAL HOTEL

AT YOUR GUESTROOM

Club car available throughout your stay (our vehicles are disinfected after every use)



Deep cleaning & thorough disinfection pre-arrival (in partnership with Ecolab and their products & equipment)



Service Directory, QR codes, TV channels, 16hrs Room Service, all available via our Hotel App



Welcome offer travel kit upon arrival (mask, sanitizing gel & wipes)



Daily cleaning & disinfection of all rooms & suites (high contact areas are fully sanitized with the use of a steam cleaner)



Steam cleaner used on fabric surfaces for sterilization



AT YOUR GUESTROOM

Water testing, A/C
cleaning & disinfection



Fresh air circulation
daily

Rigorous A/C
filter cleaning
upon every room change

Regular water tests

Maintenance scheduled
to match guests'
preferences



Maintenance staff
will enter your room
upon your request
& during your absence
in order to achieve
the minimum physical
contact with the staff

Check in/out times
modified



For the most effective
disinfection & cleaning
of the rooms,
the arrival & departure
times have been modified

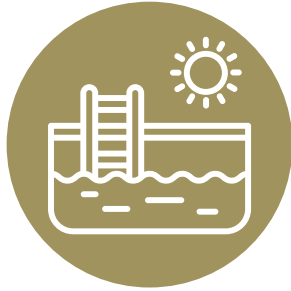
Check-in: 15.00 pm
Check-out: 11.00 am

Housekeeping staff
protection



Cleaning staff protected
by single use personal
equipment, replaced
between room cleanings
(face mask,
disposable gloves,
full body apron)

GREAT OUTDOOR & PUBLIC AREAS



3 outdoor pools for adults
& 2 outdoor pools for children
(indoor pool not in operation)



Recommended shower use
before & after entering
the pools



Spacious outdoor
seating & lounging

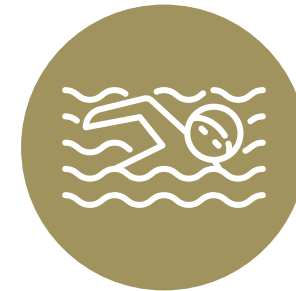


Pebble beach awarded
with Blue Flag



Sun loungers disinfection
after every use

4m minimum distance
between umbrellas



Capacity limit in the pool
1 guest per 5m²

Pool water quality testing
is constantly carried out

GREAT OUTDOOR & PUBLIC AREAS



All day service at the beach
& swimming pool areas
with endless options
on food & beverages



Hand sanitizers
are available
in all common areas



Continous ventilation
in all indoor areas
& lounges



2 people maximum safety capacity
in elevators, excluding families
& people staying in the same room
(elevators are constantly disinfected)

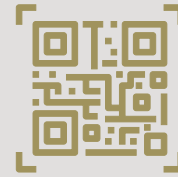


Special floor markings
inform about safe distancing
where & as required

CULINARY OUTLETS



5 restaurants with spacious outdoor dining

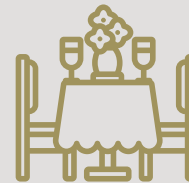


All menus are displayed in QR codes & digitally via our Hotel App

4 bars with open air lounging & seating areas

F&B program certified with HACCP (ISO 22000)

Seating & dining areas are sanitized after every use



Required space distance between tables

New buffet dining experience & extensive à-la-carte preferences

Sanitation of all food & beverage facilities

Personal protective equipment & sanitizing stations available for guests

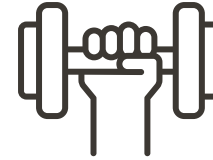


Reservations available via our Hotel App

PPE is provided to all F&B staff members

LEISURE

Spa treatments are available for booking via our Hotel App (treatments are performed with a minimum 30' break time in order to disinfect the cabins)



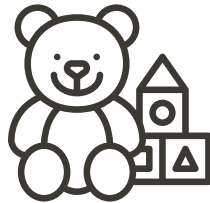
Fitness center & gym equipment is disinfected between sessions (all sessions can be booked via our Hotel App)

Tennis courts' maximum capacity is 4 players per court (equipment is cleaned & sanitized between sessions)



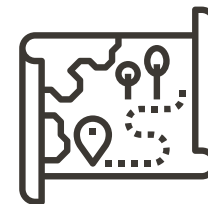
Specific store's maximum capacity according to available space with required physical distancing

Kids Clubs & babysitting service are available (our kids club program is certified by Worldwide Kids)



Entertainment available with PPE & physical distancing

The outdoor playground can be used by our little guests while all outdoor toys are cleaned regularly throughout the day



Outdoor activities such as scuba diving, watersports, boat trips, bikes & excursions, can be arranged by our Concierge team

PRIVACY & SECLUSION BY AVRA IMPERIAL

110 private pools available
in all types of rooms & suites

Vast in-room services
via our Hotel App or via phone
contact with Reception

Luxurious rooms & suites
with spacious outdoor
verandas & terraces

Luxurious private transfers
can be arranged
by our Hotel team

Room access through
outdoor pathways



DEPARTURE



Check-out in advance

PCR test available on-site
upon request

Billing available for review
via our Hotel App
or via email

Transfer details can be sent
to your email



Contactless POS
payment

Digital invoice
available



Designated check-out
desk with signage
for safe spacing

PARTNERSHIPS





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