

COMMITMENT TO SAFETY

# AVRA IMPERIAL PROTOCOL

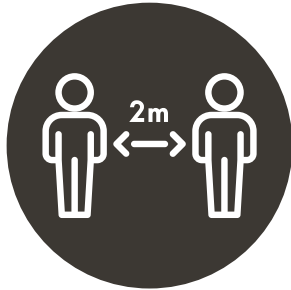


## YOUR OWN SAFE AVRA EXPERIENCE

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)



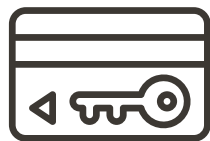
Authentic Cretan welcome by our people



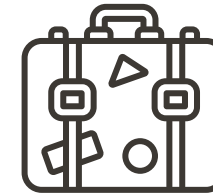
Sanitizing station & personal protective equipment available



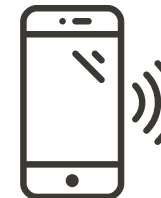
Disinfected hotel room card, delivered sealed



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, 24hrs in-room dining, 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

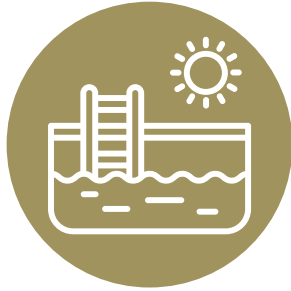
Housekeeping staff  
protection



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



# GREAT OUTDOOR & PUBLIC AREAS



4 outdoor pools,  
2 outdoor pools for children  
& 1 indoor heated pool



Recommended shower use  
before & after entering  
the pools



Spacious outdoor  
seating & lounging

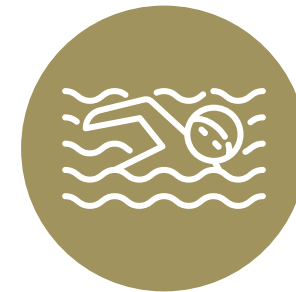


Pebble beach



Sun loungers disinfection  
after every use

2m minimum distance  
between umbrellas



Capacity limit in the indoor pool:  
1 guest per 1.5m<sup>2</sup>

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)

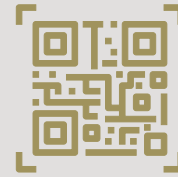


Special floor markings  
inform about safe distancing  
where & as required

CULINARY OUTLETS



5 restaurants with spacious outdoor dining

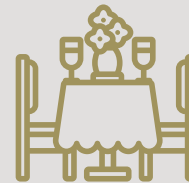


All menus are displayed in QR codes & digitally via our Hotel App

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

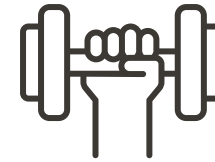


Reservations available via our Hotel App

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)



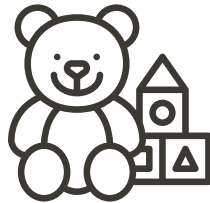
Fitness center & gym equipment is disinfected between sessions (all sessions can be booked via our Hotel App)

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



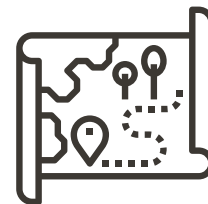
Specific store's maximum capacity according to available space with required physical distancing

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

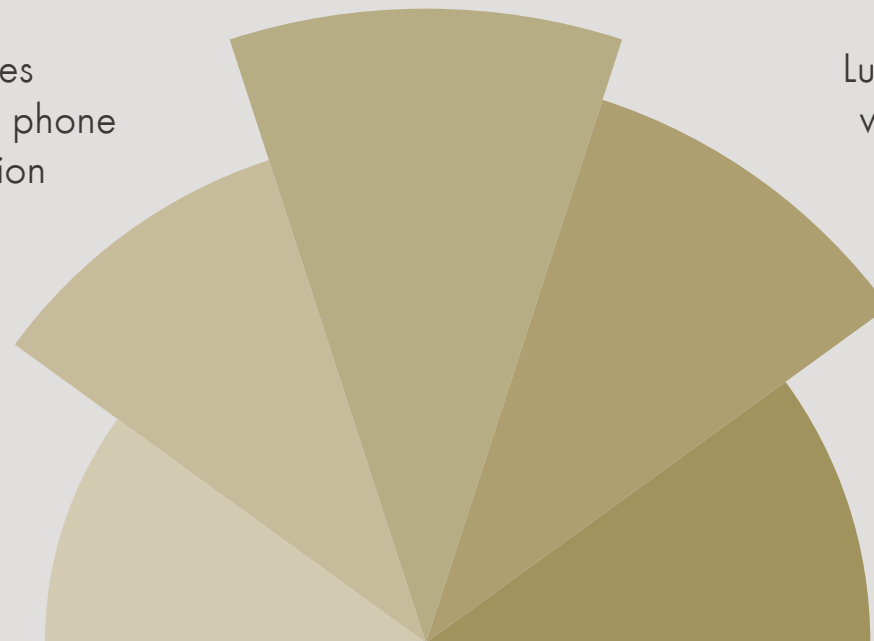
110 private pools available  
in all types of rooms & suites

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



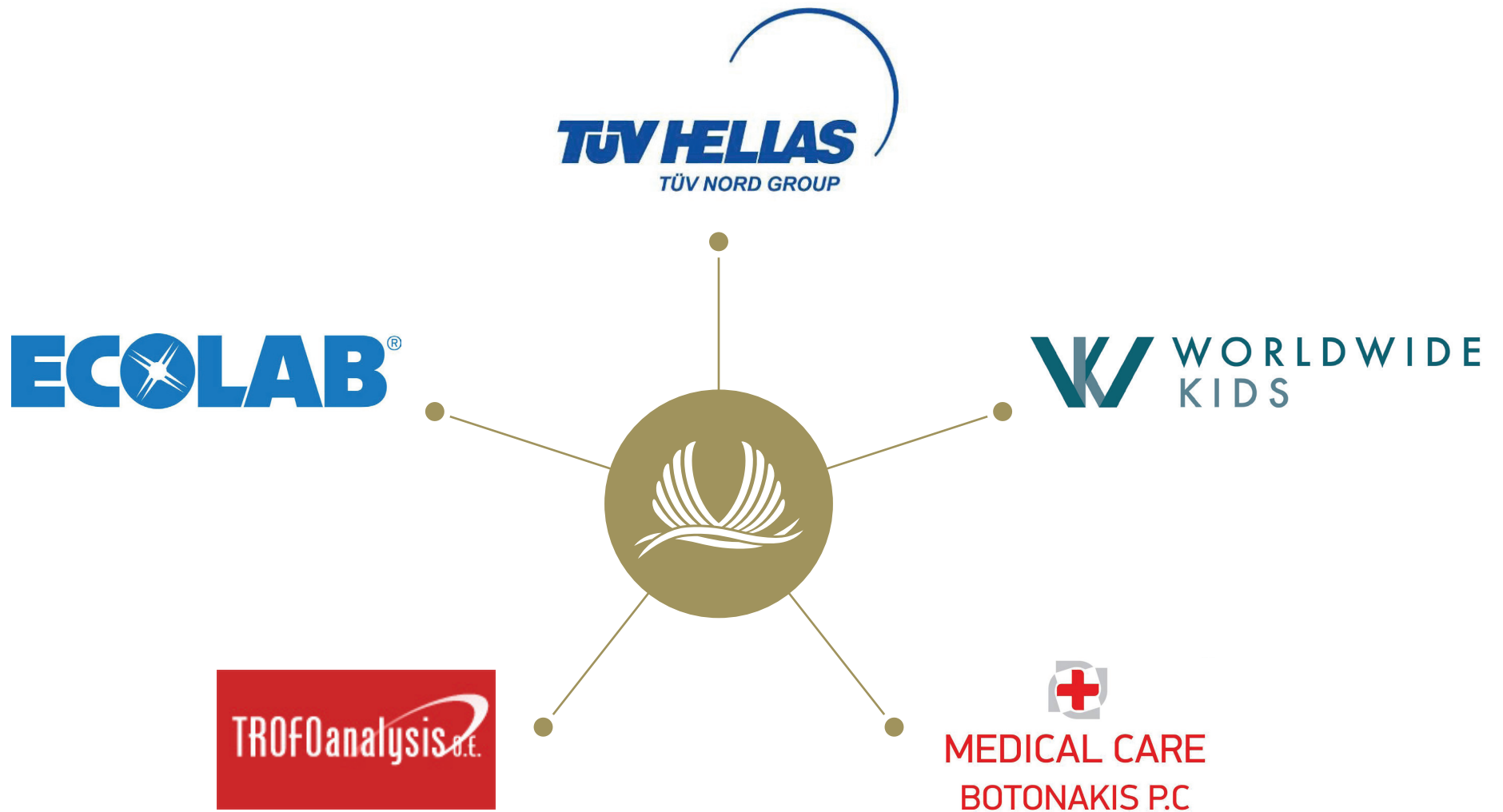
Contactless POS  
payment

Digital invoice  
available



Designated check-out  
desk with signage  
for safe spacing

# PARTNERSHIPS







Kolymvari 73006, Chania, Crete, Greece  
T. +30 28240 84500 • F. +30 28240 84555  
info@avraimperialhotel.gr • www.avraimperialhotel.gr