

AMANZOE COVID-19 POLICY

True to the spirit of Aman, the safety and wellbeing of our communities has always been a priority. As Amanzoe prepares to safely reopen its doors on 18 June, in the wake of the COVID-19 global pandemic, the hotel is sensitive in doing so, following the various compliance and government mandates, and keeping the expectations and comfort of guests and staff at the forefront of everything they do.

As we continue to deliver the professional, personalised, genuine and compassionate service at Amanzoe, we are aware that we need to continually evaluate, update, and where necessary innovate, our current standards of excellence. We have always prided ourselves on offering guests a generosity of space in our secluded hilltop location amidst abundant nature and fresh air. In addition to the guidelines laid out below the hotel will be further reducing its already low room count, as well as creating new private dining experiences as guests get used to being back in the company of others. This series of protocols and plans will constantly evolve and be updated as the situation changes. We hope the following instils comfort and confidence that wellbeing of Amanzoe guests and staff is of primary focus.

Putting distance between people is the principle strategy for reducing COVID-19 infection rates, as well as thorough and ongoing cleaning and sanitization. The below details some changes and procedures that guests can expect during their stay:

Guest Arrival

- Vehicles are sanitized thoroughly before and after each airport transfer and use
- A limitation of three people, per car, including the driver in accordance to Greek law
- Drivers collect guests from the airport wearing masks and gloves provided by Amanzoe
- Masks are offered along with hand sanitizer and a water bottle to arriving guests. Cars are also equipped with sanitizing lotion
- On arrival, disinfection the external part of guests' luggage is offered
- Wherever possible rooms are not allocated back to back – allowing up to 24 hours between arrivals. The rooms allocation will be done smartly in order to minimize the density of guests and staff alike
- Temperature checks with a non-contact thermometer takes place upon arrival at the hotel for all guests
- Check-in takes place outdoors, weather permitting or in the privacy of the guest pavilion unless the guest prefers to do the check in at the Front office area
- All of the paper collateral has been removed from the rooms. A digital copy of the compendium is loaded on the Guest Room televisions including all the menus for spa and restaurants

Housekeeping (Public Areas)

- Sanitizer gel or liquid is available in all public areas and re-filled throughout the day
- The thorough cleaning of public areas is done regularly with extra focus on disinfecting door handles, lighting switches and all other high use areas

Housekeeping (Guestrooms)

- All occupied rooms are sanitized daily with focus on specific touch points within the full room perimeter. To avoid cross contamination, cleaning equipment such as, cloths and mops are changed in each room
- Rooms are refreshed with fresh air by opening windows and doors during servicing
- Enhanced disinfecting of guest pavilions and replacement of all amenities upon departure

- On arrival, guests are advised that they can opt to have room linen changed, daily, once every two days or only on request. The same applies to the turn down service, with guests opting to have turn down service, or not. We fully understand that some guests may want less interaction and activity within their room.
- All employees that enter the room, will do so wearing masks, gloves and shoe covers

Food & Beverage and Dining

- We are offering options for different, more private, dining experiences, with menu's focusing on wellness options and local produce. Incorporate immune booster beverages in non-alcoholic beverage lists
- The thorough cleaning and sanitizing of all tableware, place mats, salt and pepper shakers will take place after each use
- We have reduced the number of non-residents dining
- Staff have been trained to have minimal contact and communication during service and will wear masks and gloves when serving guests
- Tables will be limited to groups of six, preferably members of the same household
- Tables are placed 2 meters/6 feet apart
- Tables set and utensils to be provided once guests have been seated
- In room dining will serve all food and drinks covered and staff will wear proper PPE, i.e. mask and gloves upon delivery
- All Amanzoe restaurants are outdoors. If weather dictates that meals need to be served inside, floor to ceiling windows are opened to allow for maximum aeration

Spa & Wellness

- Additional hygiene equipment (sanitizer wipes) will be placed next to fitness equipment, with the addition of staff cleaning it after each use
- The exercise room and stretching studio will be available at a limited capacity
- Employees will wear face mask/gloves and guests are required to wear face masks
- Steam and sauna can be used but will operate with a booking/reservation system and only members of same family can enjoy at same time
- Each treatment room will be stocked with (PPE) for both guests and employee use. Each room will also have enough sanitizer and wipes/cleaning supplies to ensure the room is cleaned thoroughly between each use.
- Rooms are cleaned and sterilised between sessions with a special focus on beds, headrests, bathrooms, doors and other high-touch items
- There will be a minimum of 30-minute turnover time between sessions to allow thorough cleaning of each treatment room
- Facials are not offered as part of our spa menu unless requested by the guest
- All guests have their temperature checked prior to treatment

General

- All staff are trained on COVID-19 safety and sanitation protocols and on how to react when an employee or guest tests positive to COVID-19
- Training on proper cleaning methods and chemical usage has taken place
- All employees, suppliers, partners etc. are temperature checked with a non-contact thermometer upon arrival and are not allowed entry if they have a temperature over 98.6° F/ 36.8° C
- All back-of-house areas are sanitized and social distancing is applicable in all areas
- Our kitchen is HACCP certified and follows all COVID-19 health and safety protocols and procedures
- Pools, Air conditions are cleaned and treated applying all protocol measures
- Sunbeds at pool and Beach Club are at least two meters apart