

# EUPHORIA COVID-19 POLICY

## Travel With Confidence

The health and wellbeing of our guests, team and partners has always been of paramount importance at Euphoria Retreat. The COVID-19 pandemic has highlighted the necessity of maintaining our high standards, and reinforcing them with special protocols and extra sanitary measures to provide a safe environment to combat the virus.

Working closely with the National Public Health Service and other medical and multidisciplinary experts, we've compiled these additional measures to safeguard your health and wellbeing while remaining faithful to the mission and values that inspire our brand.



## Delivering Health and Safety for All

We've introduced a series of special measures to help prevent the transmission of COVID-19.



All Euphoria Retreat staff are tested for COVID-19 at regular intervals, and temperature-checked at the start and end of each shift.



Our staff members are fully trained in hygiene protocols for COVID-19, including hand-washing, sanitising, and avoiding unnecessary physical contact such as handshakes. We wear single-use uniforms, masks and gloves at all times when in contact with our guests.



We ask all guests to have their temperatures checked upon arrival.



Guests and staff are monitored continuously while on site, and there is a doctor available.



Signs are installed throughout the premises indicating safe distancing between guests.



We carry out daily checks to ensure that health and safety procedures are adhered to at all times.



## Superlative Hygiene Standards

We've increased our stringent hygiene controls for your comfort and peace of mind.



Hand sanitisers are installed throughout Euphoria Retreat.



Disinfectant wipes, masks and gloves are available in all rooms.



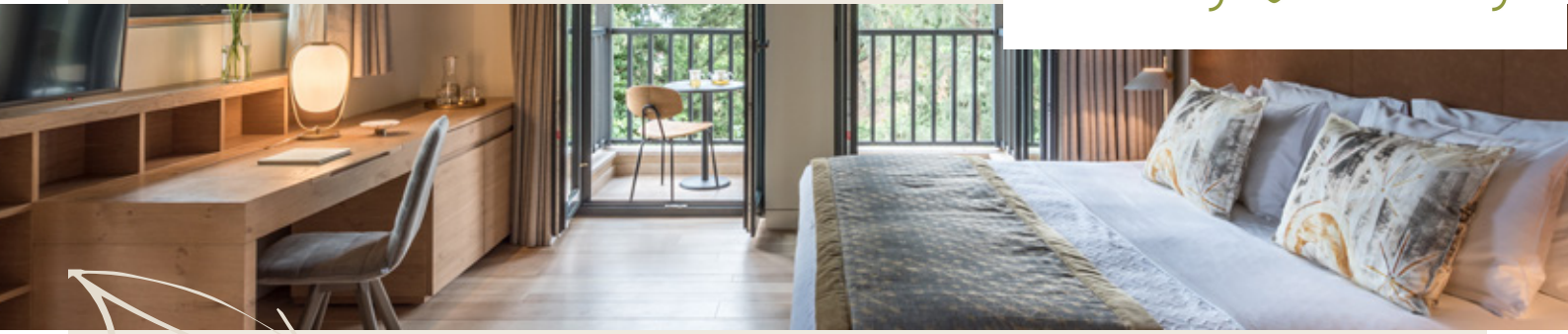
All public spaces and surfaces are cleaned and disinfected using special machines at frequent intervals throughout the day.



Guest rooms and spa treatment rooms are cleaned and sanitised to medical-grade standards.



Robust ISO 22000 certified kitchen protocols further enhanced in line with COVID-19 procedures.



## Safe and Welcoming Environment

We warmly welcome our guests, while offering reassurance and health and safety guidance.



Paperless self-check-in for a contactless service.



Key cards disinfected before check-in and after checkout.



While you're checking in, your luggage will be disinfected and delivered safely to your room.



Minimum of 24 hours between occupancy in each guest room.



Removal of all unnecessary items from guest rooms, including room directories, menus, magazines, stationery and mini bar items.



Guests are provided with a personal safety kit, containing masks, gloves, hand sanitiser and disinfectant wipes.



Water bottles have been disinfected.



Telephones and other amenities are disinfected, and TV remote controls wrapped in plastic.



No housekeeping while you're in the room.



Room cleaning and turndown service available on request.



Day guests and other non-residents are not permitted to enter the hotel area without prior appointment.



## Euphoria Spa

We've thought of everything, so you can relax, unwind and focus on your wellbeing.



Euphoria Retreat has an exciting range of new spa programs in light of COVID-19 restrictions.



Private spa treatment areas outside.



Sunbeds disinfected before and after each use.



Swimming pools, hydromassage and hydrotherapy operate in accordance with COVID-19 protocols.



Water chlorination and pH adjustment is monitored and regulated continuously by automatic analysers and controls.



Strict controls over the number of people allowed in swimming pools at any given time. This never exceeds one swimmer per 2.5 m<sup>2</sup> of water surface.



## Social Distancing Comes Naturally

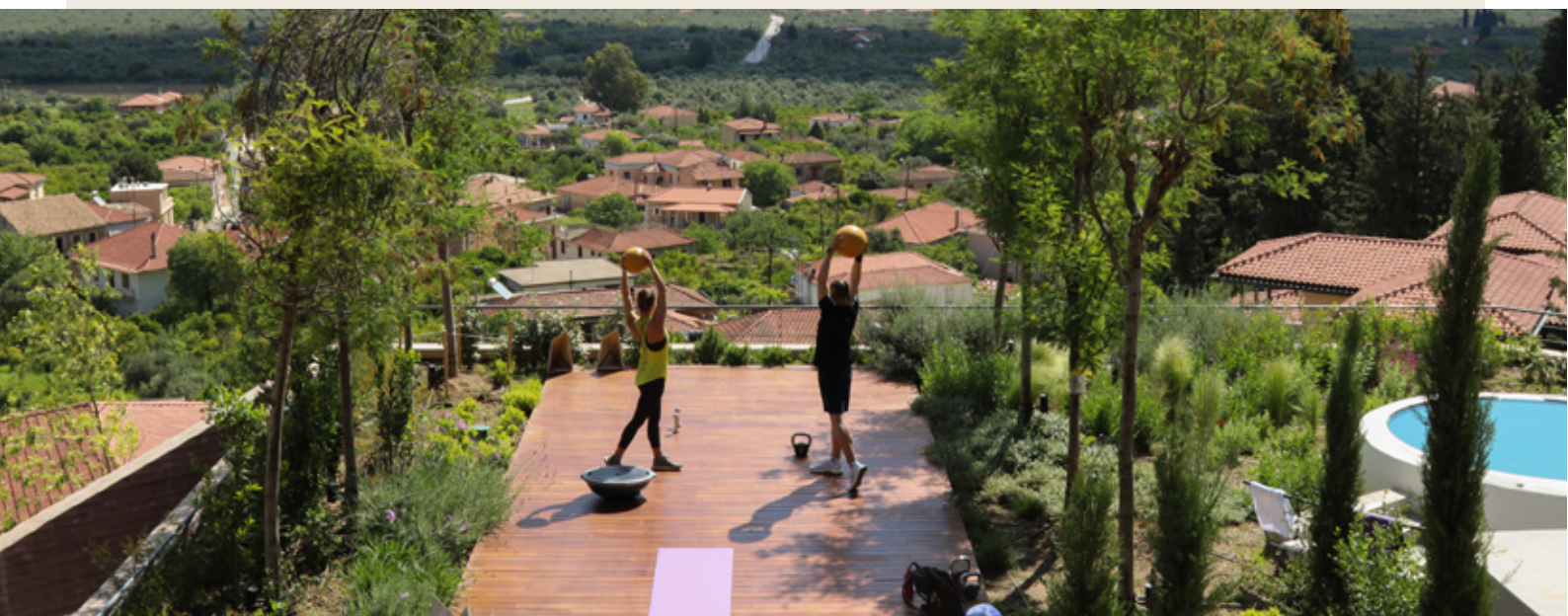
Set within an area of 50 acres, surrounded by an extensive private forest and orange grove, there's plenty of space for everybody at Euphoria.

Increased range of outdoor activities and training sessions.

Outdoor exercise and gym areas.

Daily hikes on the forested slopes of Mt. Taygetus, accessible also for biking and outdoor training.

With 45 guest rooms spread across a vast area and a mansion which can be booked for exclusive use, you will have ample room to relax and enjoy uplifting and peaceful views from your balcony, the terrace or the courtyard.



## Dining at Euphoria

Nutrition is an important element of your stay at Euphoria Retreat. We've taken extra measures to ensure dining remains a pleasure.



Compulsory use of hand sanitiser at the restaurant entrance.



Restaurant tables comply with social distancing measures, including the outdoor dining veranda.



Tables and chairs are disinfected before each use.



Digital or single-use menus.



Thorough sanitisation of all kitchen utensils.



Room service is provided at no extra charge.



## Worry-free transfers

We ensure that your arrival to and departure from Euphoria takes place in safety and comfort.



Vehicles are fully disinfected before each use.



Each transfer has a maximum of two passengers and a driver.



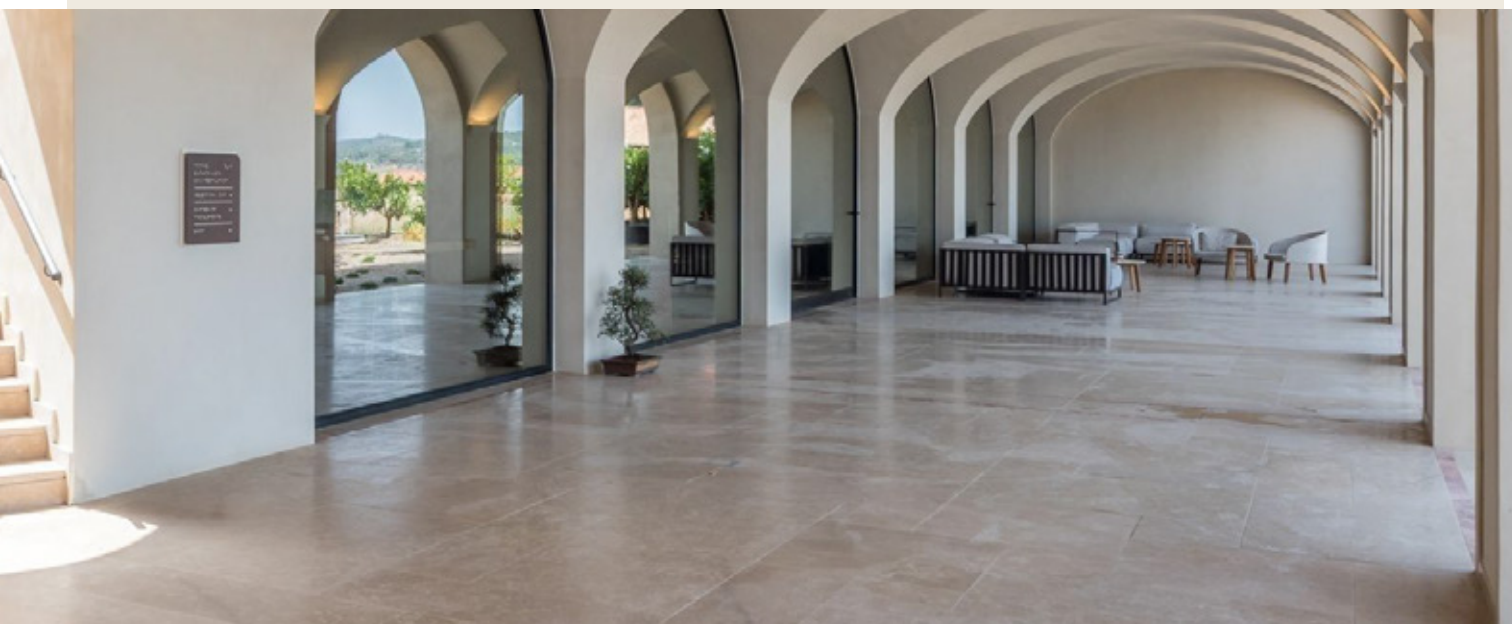
Masks are compulsory for both the passengers and driver.



Disinfectant wipes and hand sanitiser available from the driver.



The driver will ensure the vehicle is ventilated naturally.





## Compliance with Health Authorities' Guidance

We've taken a number of additional measures to ensure we comply with all Ministry of Health guidance concerning COVID-19



Compliance with air-conditioning and ventilation regulations.



Follow the 'ESGLI guidance for managing legionella in building water systems during the COVID-19 pandemic' instructions every three days.





## Flexible Cancellation and Rebooking Policy

Euphoria is committed to guest satisfaction. We've compiled the following booking and cancellation policy for your peace of mind.

If you wish to make a booking between now and 31 August 2020 for travel between 28 June 2020 and 31 December 2020 and are unable to travel due to current travel restrictions, you may reschedule your stay within 48 hours prior with no penalty fee – the rescheduled date must be completed by 30 April 2021. The booking can only be amended once.

For any further cancellation or should you wish to cancel outside the 48-hour period prior to your arrival (or you chose an early departure or are a no-show), 100% penalty of the total reservation rate will apply. Your accommodation and any wellbeing programs are non-refundable outside the stated cancellation period.

All modifications are subject to availability and blackout dates. Guests who booked via online travel agents or other third-party travel professionals are advised to contact their booking provider for information on their policies. Please note, this policy does not apply to travel associated with a group booking.

We will be here when you are ready to travel again. We will be here to soothe your soul, to offer you care and support, and to make sure you feel safe and warm. **We look forward to welcoming you back to Euphoria Retreat. Till then, stay safe!**