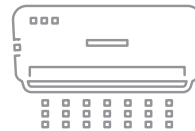


DIVANI APOLLON PALACE & THALASSO COVID-19 POLICY



All surfaces are disinfected on a regular basis. Emphasis is placed on frequent contact areas that include, but are not limited to, doors, handles, reception desk, public telephones, computers and accessories, desks, elevators and elevator buttons, switches, machines, public bathrooms, ATMs.



AC filters and grills are being disinfected regularly.



On a monthly basis, a professional partner takes water samples to ensure hygiene standards are preserved.



Thorough staff training on PPE use as required by local health guidelines and the Greek government.



As we welcome you back to our hotels, we are committed to providing you with a safe environment that aligns with expert protocols from the World Health Organisation and regulations from the Greek government for working to defeat COVID-19.

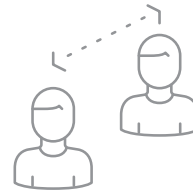


Elevators have clear instructions & pictures on social distancing. Staff will be present to disinfect button panels at regular intervals.

DIVANI APOLLON PALACE & THALASSO COVID-19 POLICY



Arrival times are scalable to ensure social distancing protocols and avoid large crowds at the same time. Check-in time is set at 3:00 p.m. and check out by 11:00 a.m.



Signage in Lobby & Reception area to remind customers of social distancing.



Hand sanitizers easily recognizable and available throughout the hotel.



To minimize time spent in the lobby area we have upgraded our systems to offer the option of Online Check In.



Room cards will be sanitised with a UV disinfection box and then placed directly on the counter to avoid physical contact.



Our guests have the option to take the PCR Covid test during their stay.

DIVANI APOLLON PALACE & THALASSO COVID-19 POLICY - GUEST ROOMS



All rooms & suites after being cleaned are sealed with a special sticker, showing that you are the first to enter the room.



Elevated and rigorous cleaning protocols have been put in place to thoroughly clean all surfaces with appropriate disinfectants.



Frequently touched areas e.g. light switches, door handles, remote controls etc, will be disinfected regularly and cleaned with a fresh clean set of microfibre cloths.



Naturally ventilating rooms for at least 24 hours between guests' stay.



All paper amenities such as pens & papers, magazines etc, will be removed and will be available upon request. Our Hotel Directory will be available remotely.



Bed linen & towels will be handled with extreme care to avoid contamination. Used bedding and towels will be washed at a minimum of 70°C.

DIVANI APOLLON PALACE & THALASSO COVID-19 POLICY - FOOD BEVERAGE



Reduced number and 1.5 m space between tables to maintain social distancing norms.



Reservations are advised in order to avoid congestion.



Digital menus and single use menus to comply with hygiene standards.



Complete sanitation of all restaurant facilities, POS machines & equipment, after each customer change.



All restaurant employees wearing PPE.



Hand sanitizers located in all venues & disinfectant wipes available upon request.



HACCP kitchen protocols have been further enhanced.

DIVANI APOLLON PALACE & THALASSO COVID-19 POLICY - BEACH & POOLS



Scheduling visits and booking of sunbeds is advised to avoid congestion.



Sunbeds and umbrellas placed to comply with local health guidelines and social distancing norms.



Wherever towels are offered it will be in a sealed individual case.



Disinfection of sunbeds, tables, chairs, private safety boxes, staff notification buttons after each guest.



Guests will find digital menus for their convenience.



F&B options are served in sealed food packaging for customers' safety.

DIVANI APOLLON PALACE & THALASSO COVID-19 POLICY - SPA



Our SPA & Thalasso Center operates in reduced capacity, to avoid congestion.



Reservations are required by phone or mobile app to ensure social distancing.



Disinfection mat placed at the entrance for shoe sanitation.

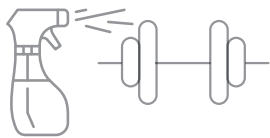


All employees wearing PPE as required by local health guidelines.



30 minute gaps between sessions to allow deep cleaning and sanitation of the cabins.

DIVANI APOLLON PALACE & THALASSO COVID-19 POLICY - GYM



Exercise equipment sanitised after each use
with appropriate disinfection products



Reservations are required
by phone or mobile app
to ensure social distancing



Furniture and exercise equipment
re arranged, to allow proper
social distancing.