

HEALTH & SAFETY

When you choose to stay with us, we welcome you with a firm commitment that your health, safety, and well-being is our utmost priority. Though some offerings will be different during this period, we continue to offer choice, privacy, personalisation, and showcase the life, energy, and heartbeat of our resort, so you can experience an escape with the highest degree of safety.

Enhanced Health & Safety

We have always had a robust and comprehensive sanitation programme, and this strong foundation allows us to adapt quickly to evolving advice from the World Health Organization and our local health officials. We will continue to monitor their guidelines and adjust our measures, providing you with greater visibility.

These include:

TRAINING

- Our team has completed specific COVID-19 Training and re-certification of health and safety protocols so they can execute their roles with confidence.

COORDINATION

- We have appointed a new COVID-19 dedicated Health, Safety & Hygiene Manager in each resort who will take full responsibility for implementing our enhanced health and safety programmes.

TESTING

- Antigen test is available at a cost of 40 EUR per guest per test and can be charged to the guest room account. The test result is available within 12 hours.
- PCR test is available at a cost of 100 EUR per guest per test and can be charged to the guest room account. The test result is available within 24 hours and will be shared with the guest prior to departure.
- Test may be booked in advance through reservations or scheduled on-property with the guest services (GMH, FO, Butlers).

HYGIENE

- We have increased our visible hygiene and sanitation measures throughout our resorts, from increased frequency of cleaning, to new cleaning and hygiene standards. This was already in place throughout our resorts but will now be more visible for our guests.
- We have increased our housekeeping staff to include team members who are exclusively dedicated to sanitising public contact points. Additionally, all resort colleagues will be required to wear masks and practice physical distancing at all times.
- All non-personal guest transportation will be thoroughly sanitised after each use. Drivers will be required to wear masks at all times. PPE will also be readily available for guests to replace those worn at the airport, per request of the guest.
- Upon arrival, guests will also have access to touchless hand sanitiser dispensers placed throughout the resort.
- We are pleased to offer to sanitise your luggage on arrival. Each piece will be handled carefully to guarantee safety and cleanliness prior to placing them in your room.
- All rooms will be thoroughly sanitized and properly processed to complete an enhanced sanitation check.
- A welcome kit with protective and sanitising products is available for you to use throughout your stay.
- Spa changing areas will remain open, with a limited number of people, and under the supervision of Spa Attendants. Bathing suits are required to utilize all facilities. Wet facilities including steam room, sauna and hamam will be available by appointment only. Guests will be asked to wear masks during all salon services and while face-up during massage services. Spa treatment rooms will be thoroughly sanitised before and after every treatment.

PHYSICAL DISTANCING

- We have developed tools to enhance our guest experience without physical contact. All traditional publications have been removed from guest rooms and information is available through new digital platforms, such as Guest Messaging Hubs, TV messages, Apps, and our new website (including menus, your resort compendium, services, experiences, etc.)
- With a uniquely large footprint, our resort has always ensured high levels of personal space and privacy. We will continue to maximise the use of our space, from beaches and gardens to restaurants, to ensure you can relax at a safe distance.
- Restaurant tables, pool loungers, and other physical layouts will be rearranged to ensure appropriate distancing.
- We have introduced new outdoor activities for children, designed with physical distancing guidelines. Where possible, we also offer bespoke private children's arrangements.
- At the KidsOnly Club we have introduced new outdoor activities for children 4-11, designed with physical distancing guidelines. Temperature checks will be taken daily. Scheduled programming participation requires advance sign up. Where possible, we also offer bespoke private children's arrangements.
- We have always welcomed our guests with our 'Hand on Heart', a personal acknowledgement between guests and colleagues, replacing the handshake.

HEALTH

We have new equipment in place for discreet and private temperature checking, from thermal cameras to digital infrared thermometers.

CANCELLATION POLICY:

One&Only Portonovi remains committed to the joy of travel, an important part of our lives. Given the current uncertain environment, we have updated our cancellation policy. In the event that there is a COVID-19 related travel ban, health or quarantine restriction at your point of departure or at the resort destination that restricts you from traveling to the resort destination, the resort will provide a full refund for a pre-paid reservation and/or waive all applicable penalties. In the event that you are in-residence at the resort and unable to depart the resort destination on schedule due to a COVID-19 travel ban, health or quarantine restriction, the resort will extend your stay based on a discretionary reduced rate off Best Available Rate (BAR). For more information, please refer to the Resort's Booking & Cancellations page.

OUR COMMITMENT TO YOU

One&Only has always and will continue to collaborate with worldwide experts to achieve the highest standards and deliver the very best experience to you, our guest. This includes local and global authorities, Diversify in Food Safety Management System and LQA, but also our wellness partners, including industry leaders Chenot, who have endorsed our health programme.

Our resort remains a haven where you can retreat, breathe, and reboot among beautiful surrounds, with expert holistic care and programming.

If you would like to know more about our increased hygiene levels and safety measures, we would be happy to answer any specific questions you may have.

We will continue to safely deliver the experiences you love, how you like them, with genuine and authentic service, delivered from the heart.