

ENSURING YOUR SAFE SPACE

OUR PROTOCOL

DAIOS COVE

LUXURY RESORT & VILLAS



Welcome in!

SAFETY AND CARE BY DAIOS COVE



Our human
element



Ample
outdoor spaces



Safe and
seamless
experiences



Non-invasive,
contactless
health checks



Fostered
and certified
by experts

Our Human Element

Enhanced hygiene
protocol certified by
TÜV HELLAS

Use of Personal Protective
Equipment (PPE) and
sanitation measures

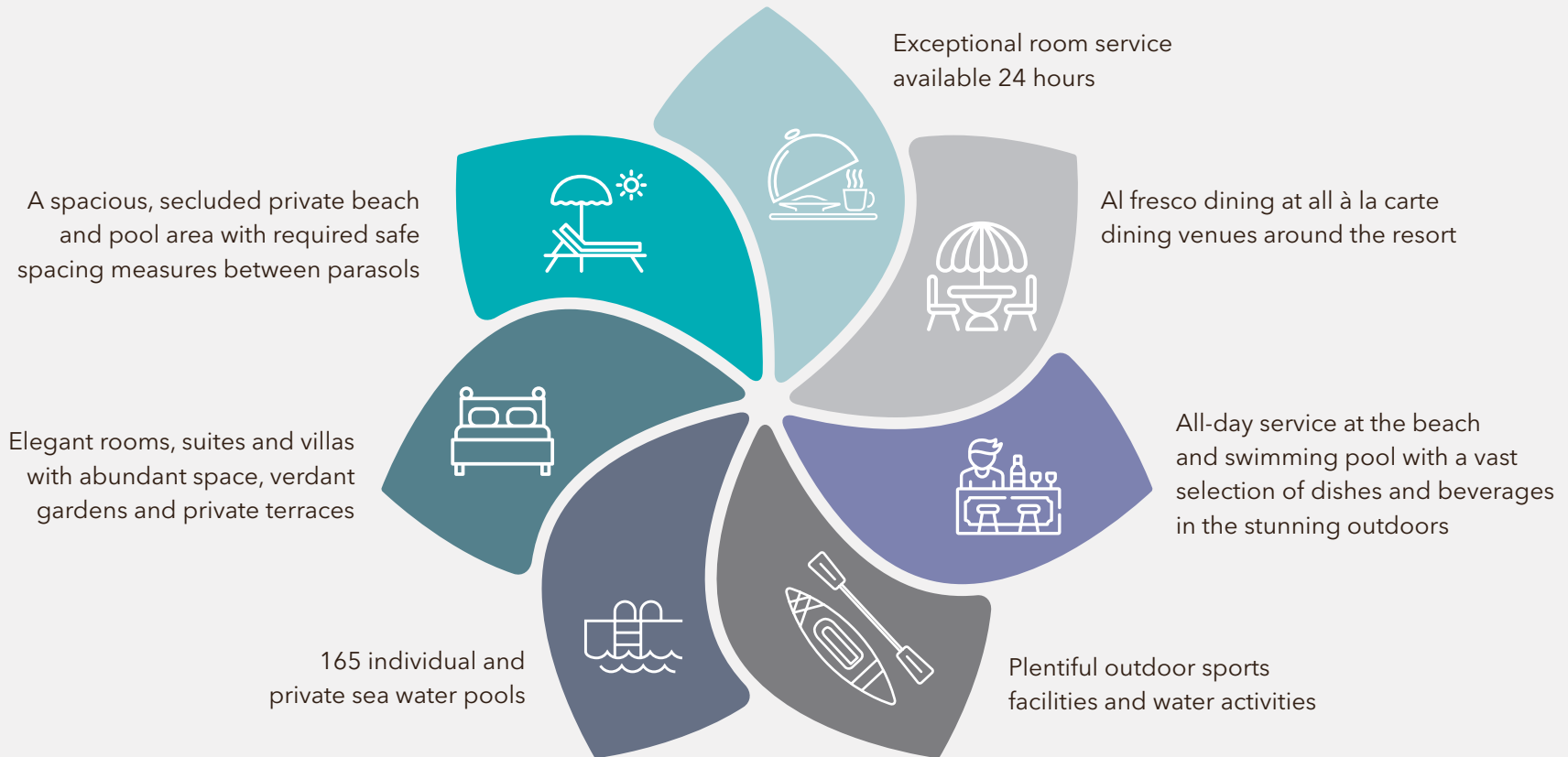


Team member training
by the Medical School at
the University of Crete

Limited contact between
team members ensuring
secure service

Testing with non-invasive,
touchless thermal imaging for
temperature measurement

Ample Outdoor Spaces



Safe and Seamless Experiences



Arrival

The safe experience starts upon landing on the island of Crete

Staying With Us

Hygiene and safety procedures in all rooms, suites and villas

In & About the Cove

Safety and care in all public spaces

Dining

A great dining experience outdoors with safe spacing

Sports & Wellness

Rigorous hygiene measures at all sports facilities and spa

Departure

Contactless procedures for safe check-out



**Your safe holiday
experience starts
upon landing on the
island of Crete**

ARRIVAL

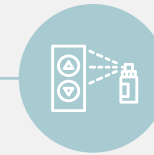
YOUR SAFE HOLIDAY EXPERIENCE STARTS UPON LANDING ON THE ISLAND OF CRETE

Cars and minibuses are rigorously sanitized after each use. For transfers arranged directly by Daios Cove, only guests in the same room travel together per car or minibus

Baby and kiddie seats provided upon request, thoroughly cleaned and sanitized after each use

For transfers arranged through travel experts, safety protocols outlined by the Greek governmental authorities are applied

Disinfection of guest luggage and handling with personal protective equipment (PPE)



Contactless opening of doors automatically at arrival

Fresh air circulation in all indoor areas of the resort

Thorough, regular cleaning of surfaces, door handles, buttons with professionally certified disinfectants. Sanitation of POS equipment, room keys and ATM machines

Touchless check-in procedure with safe spacing and PPE in place

STAYING WITH US

HYGIENE AND SAFETY PROCEDURES IN ALL ROOMS, SUITES AND VILLAS

Pre-arrival Disinfection

Thorough room disinfection following our enhanced hygiene protocols. Use of leading disinfectants and aerial equipment certified by our expert partners



Room Sanitation

Deep cleaning of all rooms, suites and villas with full sanitation of high-contact surfaces - door handles, fittings, telephone, electrical equipment, switches and bathroom accessories



Housekeeping

Housekeeping cleaning services are scheduled to match guest's preferences in order to minimize physical contact



Linen Service

All sheets and towels are changed every second day according to our enhanced hygiene protocol unless otherwise requested by our guest



A/C Disinfection & Water Control

A/C filters, air ducts and screens are thoroughly disinfected, and air quality and water tested for optimum levels



Individual & Private Pools

Rigorous water testing and cleansing for maximum water efficiency. Thorough water quality checks on our sea water chlorinated pool following WHO guidelines



IN & ABOUT THE COVE

SAFETY AND CARE IN ALL PUBLIC SPACES



Shopping

Safe spacing in place with maximum capacity for each outlet as well as disinfection of any items used on the premises



GOCO Spa

30-minute allowance between treatments for sanitation of treatment cabin.

Thermal Spa Suite and Indoor pools not in use



Main Pool

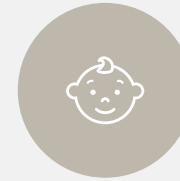
Required safe spacing measures between parasols and loungers with regular disinfection of sunbeds, loungers and equipment after each use.

Thorough water quality checks on our heated sea water chlorinated pool following WHO guidelines



Beach

Required safe spacing measures between sunbed sets with regular disinfection of sunbeds, loungers and equipment after each use



Kids & Babysitting

Service available with personal protective equipment and sanitation protocols in place.

Outdoor activities on Kids' Club premises

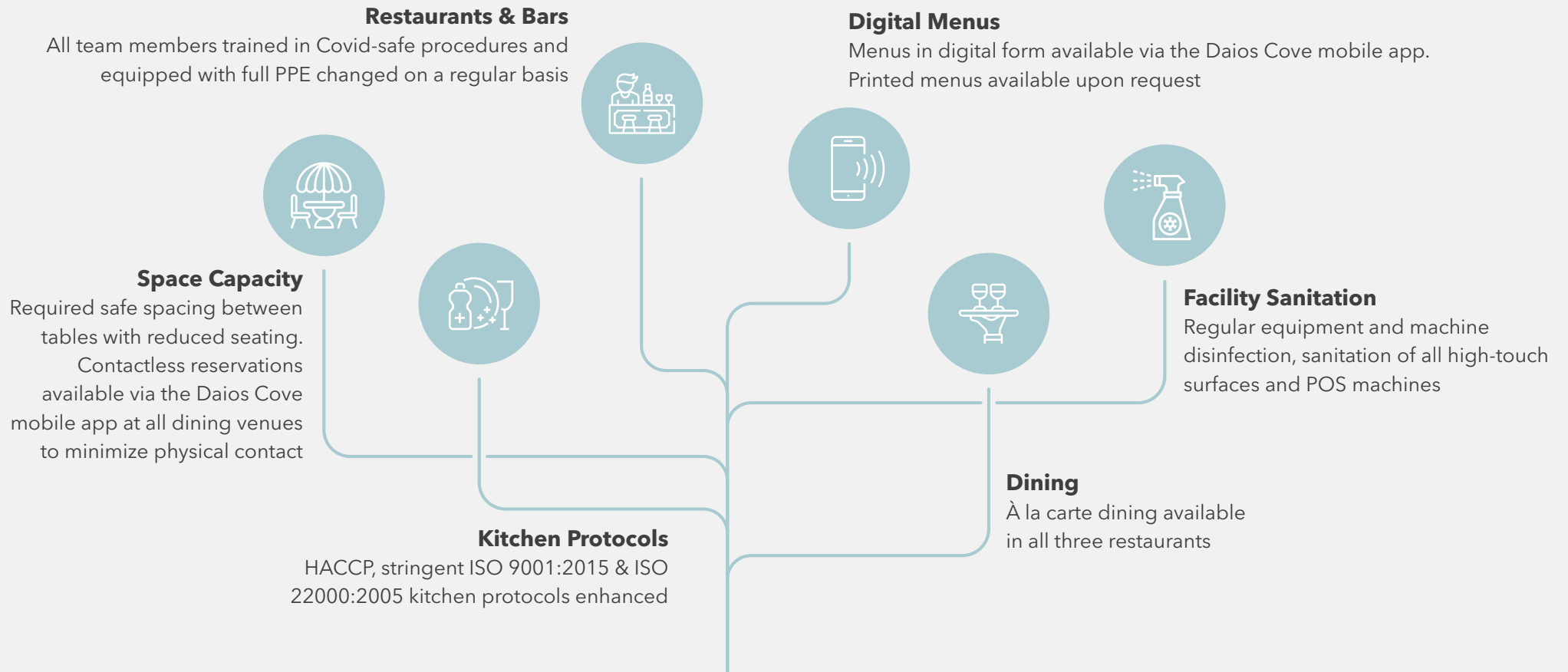


Funiculars & Elevators

Max 2 guests permitted per funicular / elevator or family travelling together. Buttons inside and outside funiculars and elevators regularly sanitized. Hand sanitation stations available outside elevators

DINING

EXPERIENCE DINING OUTDOORS SAFELY



SPORTS & WELLNESS

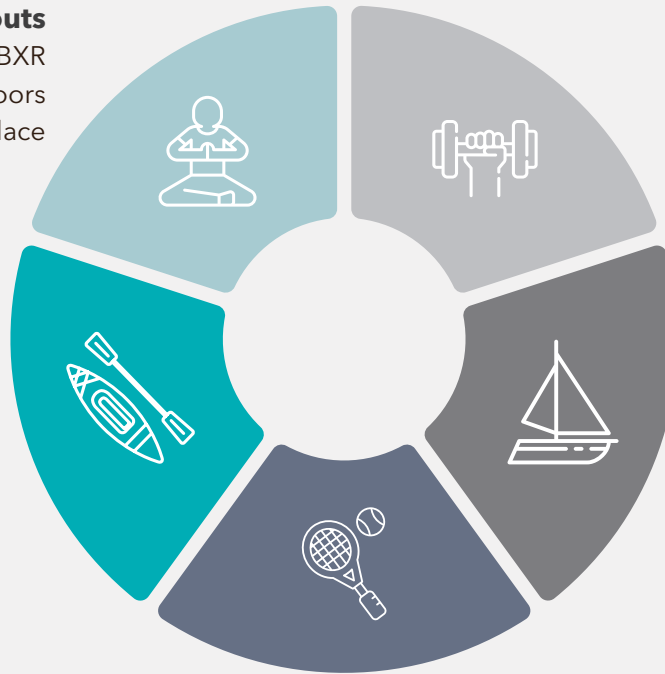
RIGOROUS HYGIENE MEASURES IN ALL SPORTS FACILITIES AND SPA

Outdoor Wellness Workouts

Fitness programmes designed by BXR London, yoga and pilates classes outdoors with full hygiene standards in place

Gym

Pre-booking required to ensure safe spacing. Full sanitation of all gym equipment after each use and daily deep sterilization. Sanitation stations provided for guests



Water Sports & Scuba Diving

Reservations for small groups with all equipment sanitized between uses

Sailing & Rib Boat

Reservations for small groups. All surfaces disinfected between sessions and PPE used by instructors

Tennis Court

Maximum number of participants on court: 4
All equipment cleaned and sanitized between uses

DEPARTURE

CONTACTLESS PROCEDURES FOR SAFE CHECK-OUT



Advance check-out

Billing, charges and transfer details sent to guest via email for review



Reception Desk

Limited desk capacity to minimize physical contact



Signage

Designated reminder displays for safe spacing

Our Expert Partnerships



TÜV HELLAS provides world-class training services in the field of various Management Systems and Auditing Practices to their national and international clients. The training courses are created to meet the current and evolving needs of existing and potential clients.



Creta Interclinic is an established private company providing advanced medical assistance on the island of Crete with a private hospital and ambulances fully equipped for all medical emergencies. Offering exceptional patient-focused assistance 24/7, the company's multilingual team of expert doctors and medical staff are on hand for in-resort visits.

MOBOTIX

Mobotix thermal screens are used throughout the resort providing temperature checks for team members and guests. Distinctly characterized as a pioneering global company, Mobotix are camera and software specialists developing solutions based on the German philosophy of engineering.



Tana Professional and Green Care Professional are the two established brands of Werner & Mertz Professional providing comprehensive cleaning and sanitation solutions.





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