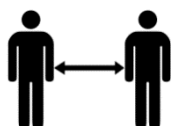


STAY SAFE GUIDELINES



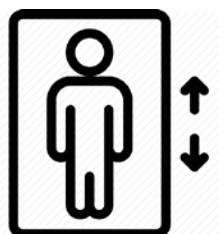
Hotel employees & Staff: Hotel employees follow strict guidelines, including utilizing Personal Protective Equipment, frequent and stringent hand-washing protocols, and housekeeper's staff wear both gloves and a mask. Employee workstations will be cleaned and disinfected after every shift. Social-distancing; frequent sanitization of all common areas



Social Distancing: Distance indicators are used throughout the hotel and in high-traffic areas for an extra level of precaution for our guests and our associates. Please keep a distance between yourself and others at least 2 m.



Arrival / Check-in / Check-out: Self-parking recommended; limited contact check-in and check-out process; contactless transactions when possible are recommended; hand sanitation at the entrances



Elevators: We have placed markings on the floor for social distancing and we do not allow the use of the elevators of more than 1 person at a time, except for family members; regular sanitation of high-touch point areas e.g. entire elevator cabin, especially operating buttons, with medical-grade antimicrobial agent; hand sanitation station available



Guest-Rooms & Housekeeping: Enhanced and thorough cleaning protocols; The following items are removed from the guest rooms: paper notepads and pencils, paper brochures, kettles, coffee & tea making facilities; Daily housekeeping service with high attention to frequently touched surfaces and items e.g. telephone, remote control, door/window/wardrobe handles, light switches, bathroom, in-room dining menu, safe, etc.; Use of fresh, clean set of microfibre cloths for each room and ventilation of the room by opening the windows after each cleaning. Disinfection of bins with appropriate anti-microbial cleaning agent; Bed-linen, towels and utensils are strictly sanitized.



Restaurants / Food & Beverage: Personal Protective Equipment for staff; all cleaning and disinfecting measures for dining tables, chairs and common furniture. Kitchens - deep cleaned and sanitized; hand sanitizing stations for guests at the entrance; one-way passages indicated; We exclusively provide 'A La Carte' service; We have reduced the number of tables to maintain social distancing norms;

Seating for the tables is reduced to maximum 4 persons at a table. Room-service is available.



Meeting & Events Spaces: Spaces are modified to allow proper social distancing; hand sanitation stations available; strict cleaning and disinfecting measures for furniture and with high attention to frequently touched surfaces and items



Outdoor pool & Beach area: Pool furniture arranged for proper social distancing - at least 2 meters; disinfecting of equipment regularly; Indoor swimming pool, thermal spa area /sauna, aroma sauna, steam bath, Jacuzzi/ and spa treatment are not available at the moment;



Fitness & Beauty Saloon: Personal Protective Equipment for staff; Hand sanitation stations; Updated capacity of the fitness– not more than 10 persons at the same time allowed to ensure a minimum space of 4 sq. m. per person; Use of personal towels for the fitness; strict cleaning and disinfecting measures for furniture with high attention to frequently touched surfaces and items; Used towels in the beauty saloon will be washed at a minimum of 60°C to kill potential bacteria. Advance booking is required!

