we care

ELOUNDA GULF VILLAS
ELOUNDA • CRETE
Dear Beloved Guest,

We are delighted to announce our opening for 2020 Season on August the 1st!
Now more than ever your health and safety is our primary concern. Our key aspiration is to offer you and your loved ones a safe holiday, complying with directives imposed by the Greek State and the World Health Organization, without compromising on your experience while staying with us.

Below you will find the EGV “We Care” Safety Plan which offers useful information regarding your upcoming holiday at our family owned and run boutique Villa-Hotel.

We look forward to welcoming you at Elounda Gulf Villas to celebrate the Cretan summer together carefree!

Anna, Charitini and Anthi Kadianakis
Owners
Trained and certified by the Faculty of Medicine of the University of Crete

Aware of how the Covid-19 virus is transmitted and are able to provide information to the Guests

Trained on cleaning, disinfecting practices and on following personal hygiene rules

Provided with PPE

Undergo thermal screening daily
**Health & Safety Plan**

**Care upon arrival and transfer**

- Private transfer vehicle/mini buses cleaned and disinfected after each use
- Transfers through external experts *comply with protocols* outlined by the Greek Government
- **Luggage disinfected** upon arrival
- Guests will undergo temperature checks upon arrival
- Implementation of **physical distancing** across all public areas
- Buggy capacity limited to Guests staying in the same Suite/Villa
- Buggy drivers wear **PPE**
- All **buggies disinfected** after each use
Reception

- New Check-in time at 3pm and check out time at 11am
- Comfortable check-in procedures with safe distances
- Option of check-in outdoors
- All key cards disinfected before given to the Guests
- EGV Team members wear PPE and greet Guests without shaking hands
- Card payment strongly recommended, POS equipment disinfected after each use
- Frequent disinfection of Reception high touch points during the day
- Sanitizing station available for Guests’ use
- Visible safety signage and information leaflet available
- A medical kit available

Public areas

- Implementation of improved disinfection and deep cleaning practices (public areas, main entrance, reception, door handles, counter tops, tables, handrails and other high-frequency touch points will be sanitized and disinfected frequently during the day)
- Sanitizing stations available throughout the public areas
- All air-conditioning units have received enhanced maintenance
- Non-residents not allowed in the Hotel premises during 2020 Season
Villas/Suites

- The highest standards of cleaning and sanitization carried out in each Villa/Suite. The approved cleaning products from the global hygiene expert Ecolab® are used following the directive by the Greek State
- Hand sanitizers available in all Villas/Suites
- Villas/Suites receive additional cleaning upon Guests’ departure, paying particular attention to most frequent touch points
- The frequency of Villas/Suites housekeeping will be at Guests’ discretion and kept to the minimum possible. Every day housekeeping not allowed.
- Laundry, bedding, and linens washed at 70 Celsius temperature to ensure sterilization
- Villas/Suites sanitized and sealed before the Guests’ arrival
- Every object such as extra pillows, bedding, and shared multi-purpose items removed from the Villas/Suites making them only available upon Guest’s request
- The coffee & tea amenity available in the Villas/Suites, disinfected prior to check-in and after check-out
- Fully pre-stocked mini-bars are suspended
- Electronic devices, such as remote controls, wrapped in one-use covers and sanitized
- Furniture upholstery cleaned
- All a/c units received enhanced maintenance
Food & Beverage

- The Hotel is certified with HACCP (Hazard Analysis Critical Control Points), an internationally recognized method of identifying and managing food safety related risks
- Breakfast service offered a la carte at the Argo Restaurant
- Room Service offered at no service charge and private dining options available upon request
- Spacious outdoor sitting available
- Daphni a la carte Restaurant remains closed
- EGV Team members wear PPE
- Digital menus available for Guests to view on personal mobile devices. Printed menus available on request only.
- The indoor restaurant area always open to maintain fresh air circulation
- Drinks accompanied with pre-packed bar snacks

Elixir Spa Gallery

- The Gym facility available by appointment only can be used by only one Guest per appointment (family members can use the space at the same time)
- Disinfection of all gym equipment after every use
- Sanitizing station available
- All massage and spa therapies available with a reservation only and take place at the Guests' Villa/Suite
Main pool area & Private beach club

- **Increased** pool water quality controls in place
- Limited capacity at the main pool (1 Guest per 5 sq.m)
- Sunbeds sanitized after each use
- Safe distance of **2 meters between each set of sunbeds**
- Water sports available on the Private Beach Club upon request
- Food menu at the Private Beach Club available in electronic form. Printed menu available upon request

EGV Cool Kids Club

- EGV Cool Kids Club operates only **outdoors**
- Playground and outdoor area is **shaded**
- All activities are adjusted and **equipment disinfected after use**
- Junior Guests accepted upon reservation only
- Baby sitting services take place with our **childcare specialists** wearing **PPE** and following protocol procedures
Back of the house

- Increased cleaning focusing on high-touch areas like associate entrances, rooms and offices
- Health and Safety reminders placed in critical areas

Extra health care measures

- Appointed Doctor trained and qualified for Covid-19 available 24-hours
- Teamed up with private medical Covid-19 certified expert
- Molecular Covid-19 testing available for any Guests or employees feeling unwell
- The Hotel has been certified by the Greek State with the HEALTH FIRST certificate

Collaboration & resources

have a beautiful and safe summer