ENSURING YOUR SAFE SPACE

OUR PROTOCOL

DAIOS COVE
LUXURY RESORT & VILLAS
OUR PROTOCOL

ENSURING YOUR SAFE SPACE

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

ENSURING YOUR SAFE SPACE
Our Human Element

- Team member training by the Medical School at the University of Crete
- Enhanced hygiene protocol certified by TÜV HELLAS
- Limited contact between team members ensuring secure service
- Use of Personal Protective Equipment (PPE) and sanitation measures
- Testing with non-invasive, touchless thermal imaging for temperature measurement
Ample Outdoor Spaces

- A spacious, secluded private beach and pool area with required safe spacing measures between parasols
- Elegant rooms, suites and villas with abundant space, verdant gardens and private terraces
- 165 individual and private sea water pools
- Exceptional room service available 24 hours
- Al fresco dining at all à la carte dining venues around the resort
- All-day service at the beach and swimming pool with a vast selection of dishes and beverages in the stunning outdoors
- Plentiful outdoor sports facilities and water activities
OUR PROTOCOL
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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.
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YOUR SAFE HOLIDAY EXPERIENCE STARTS UPON LANDING ON THE ISLAND OF CRETE

- 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

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)
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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

ENSURING YOUR SAFE SPACE
O U R  P R O T O C O L

I N & A B O U T  T H E  C O V E

S A F E T Y  A N D  C A R E  I N  A L L  P U B L I C  S P A C E S

- **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 in operation with regular daily hygiene checks and measures carried out. 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.
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DINING
EXPERIENCE DINING OUTDOORS SAFELY

Restaurants & Bars
All team members trained in Covid-safe procedures and equipped with full PPE changed on a regular basis

Digital Menus
Menus in digital form available via the Daios Cove mobile app. Printed menus available upon request

Space Capacity
Required safe spacing between tables with reduced seating. Contactless reservations available via the Daios Cove mobile app at all dining venues to minimize physical contact

Kitchen Protocols

Facility Sanitation
Regular equipment and machine disinfection, sanitation of all high-touch surfaces and POS machines

Dining
À la carte dining available in all three restaurants

ENSURING YOUR SAFE SPACE
**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.

**Ensuring your Safe Space**
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

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

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

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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