



DOMES RESORTS

ELOUNDA • CHANIA • CORFU

Domes new normality



Our promise for a safe,
worry free stay

Welcome
once again!



DOMES RESORTS

ELOUNDA • CHANIA • CORFU

A new method

**for well-being
and safety in hospitality**

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& Reimagined Experiences

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& guests is what we do best

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is and always will be our
number one priority

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after all!



Elevated Hospitality & Reimagined *Experiences*

Your well-being
Our number one priority



Compliance with Marriott International Commitment to Cleanliness protocol and MILUX: Marriott International Luxury Brands guidelines



Cooperation with the University of Crete, Medical School for our associates' trainings in the new hygiene protocols and New Normality consultancy



Collaboration with our trusted partner Ecolab, a global leader in water, hygiene and infection prevention solutions and services



Health First Certification by the Hellenic Chamber of Hotels, which verifies compliance to the health protocols against Covid-19



Safe Restart Certification by Tüv Hellas/Tüv Nord Group, an independent third party organization assuring that all health protocols are in place



In compliance with WHO, ECDC and UNWTO guidelines





Caring for our associates
& guests

is what we do best.

and we do it with pride



Regular Molecular or Antibody
Covid-19 diagnostic tests for all
our associates



Assignment of the New Normality
“NN” Ambassador securing the
highest level of hygiene at all times



Public Health Declaration ques-
tionnaires prior to guests' arrival



Daily Temperature checks for all
our associates and guests entering
the resort



24/7 Doctor on call trained in
Covid-19 response



Personal Protection Equipment
PPE available for all our associates
and guests

Commitment to Cleanliness

Now more than ever



In partnership with Ecolab and under the guidance of Marriott Global Cleanliness Council a new breed of hospitality cleanliness standards have been developed



Enhanced cleaning and disinfection schedules have been applied in all our public areas, guestrooms, back of the house and particularly at high touching points



Fresh air purification is achieved throughout our indoor spaces

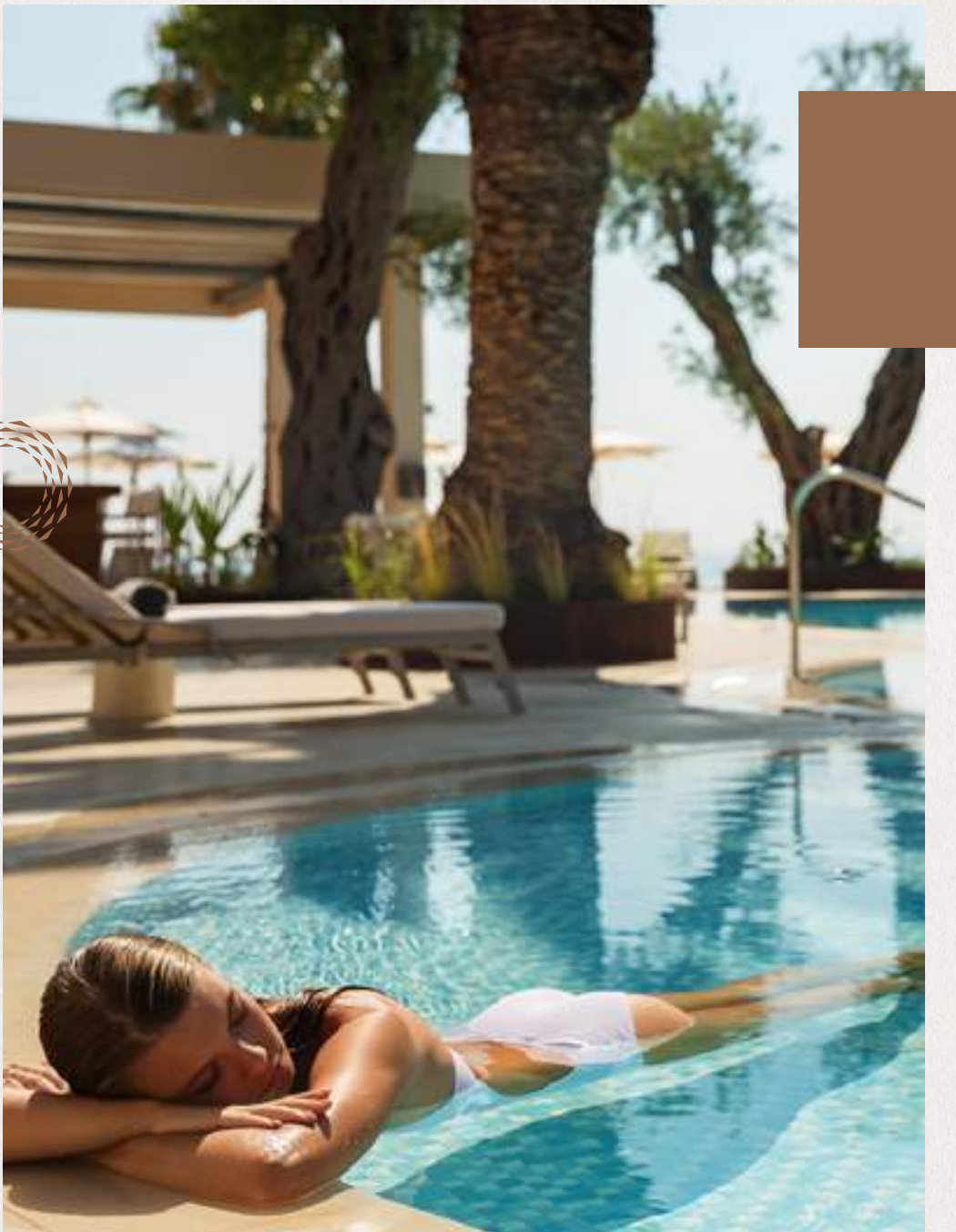
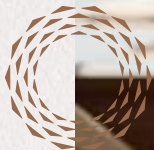


Deep and hygienic cleaning with steam pressure technology is used in all our public and room surfaces



Strict PPE protocols are adapted by our housekeeping associates





Commitment

to Cleanliness

Now more than ever



Water and air quality are monitored carefully as per international standards



Thorough disinfection of guestrooms' A/C ducts, filters and grills after every guest departure



All our 3rd party partners are in compliance with hygiene protocols



With the boundless devotion to our guests and associates' welfare, Domes resorts have been awarded with:

- 1 Food Safety System
ISO 22000 : 2005
- 2 Environmental Management
System ISO 14001 : 2015
- 3 Sustainable Tourism,
Gold Travelife Award
- 4 Blue Flag
- 5 Green Key

The Welcome

Experience

Enhanced Pre-Arrival communication with our guests ensures fast and contactless check in experience



A safe journey to the resort is ensured through our trusted partners



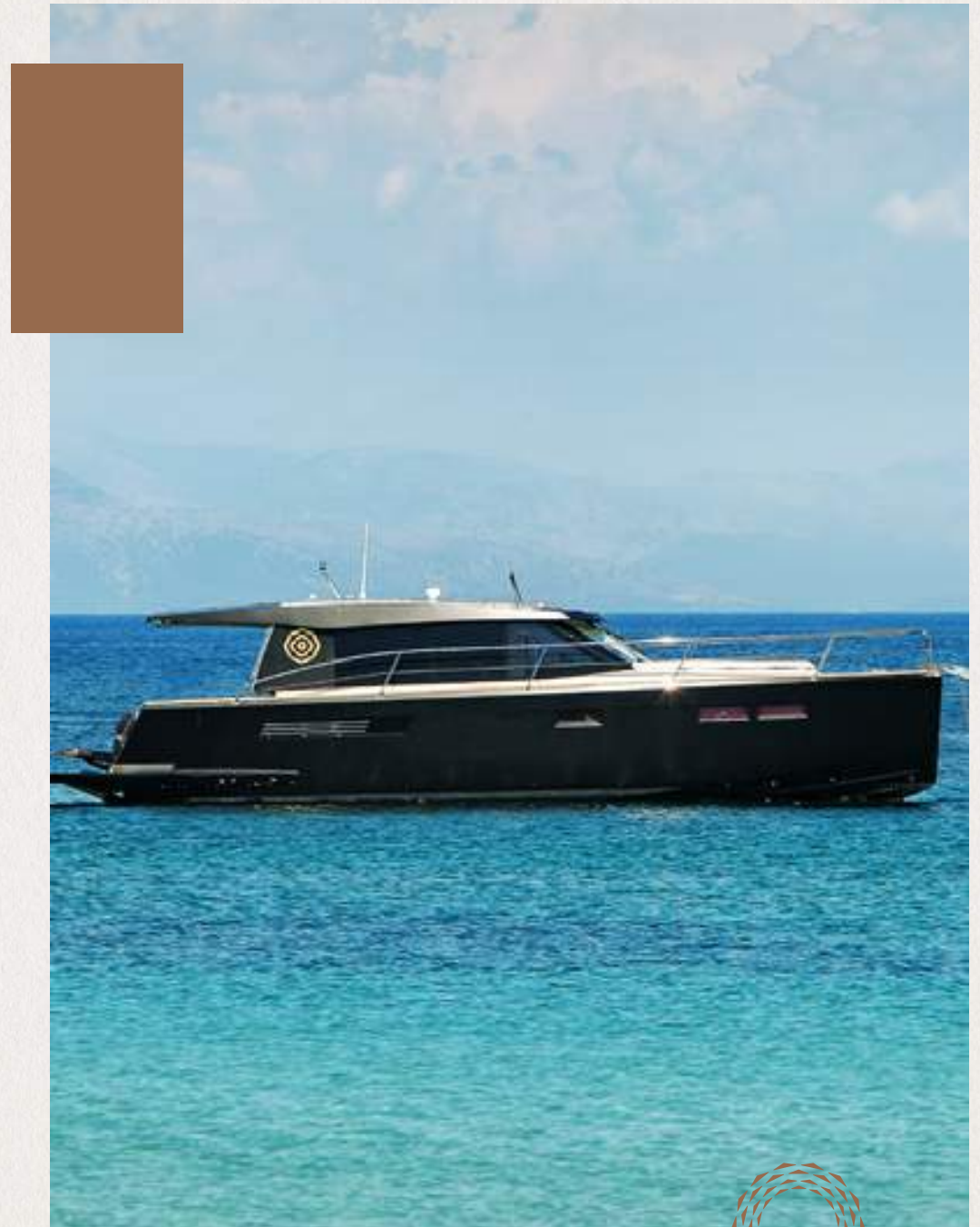
Guest luggage disinfection upon arrival in a designated area



Touchless sanitization stations and appropriate signage will be used to maintain social distancing



Contactless Check in & Check out procedures at outdoor spaces





The Welcome

Experience

Enhanced Pre-Arrival communication with our guests ensures fast and contactless check in experience



Furniture set up according to social distancing protocols - creating safe spaces



Key cards, POS and reception counters cleaning and disinfection procedures



Extended duration between check in & check out



Associates trained to offer the most comfortable experience and provide any assistance needed



Your Retreat

A safe haven



New standards and specifications for cleanliness management and hygiene



The frequency of our in-room housekeeping services has been adjusted in accordance with the new hygiene guidelines



A pre-arrival housekeeping menu is created and available to our guests for any additional needs and requirements



A sanitization message at the entrance door informs the guest about the date and method of the guest room's cleaning and sanitation



A welcome safety box with the essential PPE awaits for our guests in the room along with information about the Domes new normality experience





Your Retreat

A safe haven



Generous welcome treats are offered packaged upon arrival in the room



For our guests' well-being decorative or items of frequent common use have been removed from the guest rooms



Access to all menus and hotel information are easily available through QR codes and TV channel



Any indoor or outdoor Jacuzzis will remain out of operation

Domes profound Food & Beverage

Culture

Redesigning
culinary options



All bars and restaurants have extended outdoor capacity for a carefree culinary experience, giving the choice to dine exclusively at open air areas, if preferred



Buffet operations are replaced by à la carte only options



Pre-booked dining assuring safe spaces and social distancing



Knock & Go 24/7 room service choices available to our guests



Knock & Go Breakfast, Lunch and Dinner Box options in recycled luxury packaging



Digital menus are available through QR codes for a seamless and safe dining experience



Operations of outlets may vary depending on special conditions





Domes profound Food & Beverage

Culture

Redesigning
culinary options



Touchless payment options
and e-mail receipts will be
encouraged



Cleaning and disinfection of
all surfaces and furniture after
each service



Tables will be cleaned and dis-
infected after each seating



Touchless sanitization stations
and appropriate signage will
be used to maintain social
distancing



Associates are using PPE
during service in all bars
& restaurants



Enhanced HACCP
protocols

The pool and beach

life

It wouldn't be summer
without it



Blue flag awarded Beaches and
spacious outdoor Pools



Reinforced cleaning and dis-
infection of beach chairs,
sunbeds and all equipment
after use



Digital booking systems ensure
safe distances and comfort



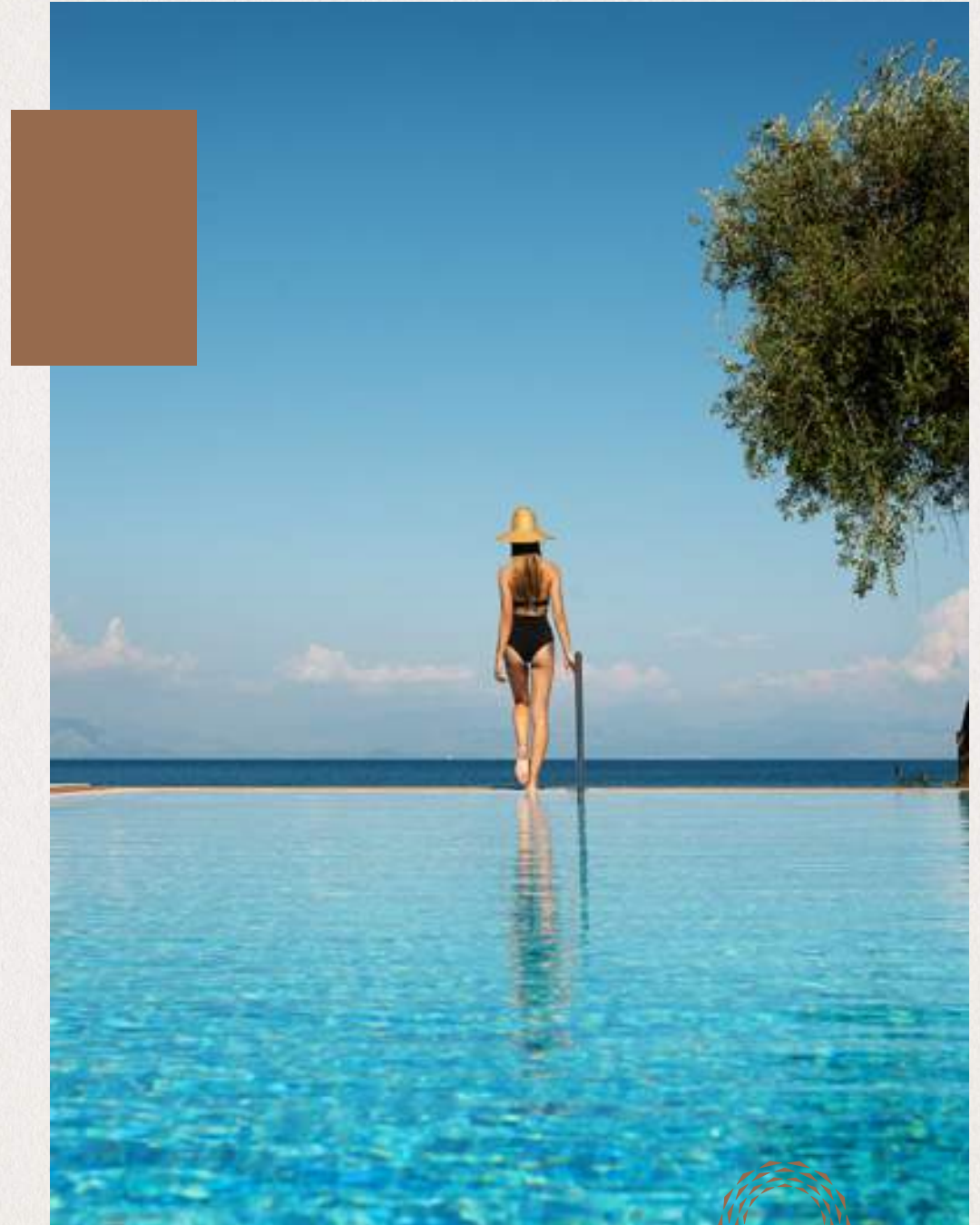
Social distance protocols
applied across all swimming
pools and the beach



Touchless sanitization stations
and appropriate signage will
be used to maintain social
distancing



Water quality controls are
conducted regularly to comply
with the highest hygiene
international standards





Your well-being is
and always will be our

*Number One
priority*

Redesigning a new outdoor
wellness philosophy



Selected Spa services designed
for the outdoors or exclusively
in treatment rooms with
windows, direct sunlight
and always fresh-air purified
wellness spaces



Spa therapists are to use PPE
during sessions, guests are
encouraged to use masks



30' intervals between sessions
will ensure thorough cleaning,
disinfection and space prepa-
ration



Touchless sanitization stations
and appropriate signage will
be used to maintain social
distancing

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Redesigning a new outdoor
wellness philosophy



Private or small group outdoor
Wellness Experiences including
Yoga & Meditation designed to
offer serenity and mindfulness



Wet facilities, Jacuzzi and
indoor pools will remain
out of operation



Outdoor-only, fully equipped
Fitness Zone regularly disin-
fected with personal training
support





Kids Club

Special care
for our extra special guests



Safe outdoor entertaining environment for our young guests



Outdoor kids activities only by appointment



Always monitored and operated by our qualified kids club associates



Selected activities with limited number of children per session to establish safe distancing regulations



Caring

is what we do best
after all!

We look forward to
welcoming

You!

We will make sure you enjoy your anticipated holidays
at Domes haven and take back moments you can savor forever.



Our Partners:



MARRIOTT INTERNATIONAL
LUXURY BRANDS



#DomesNN



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