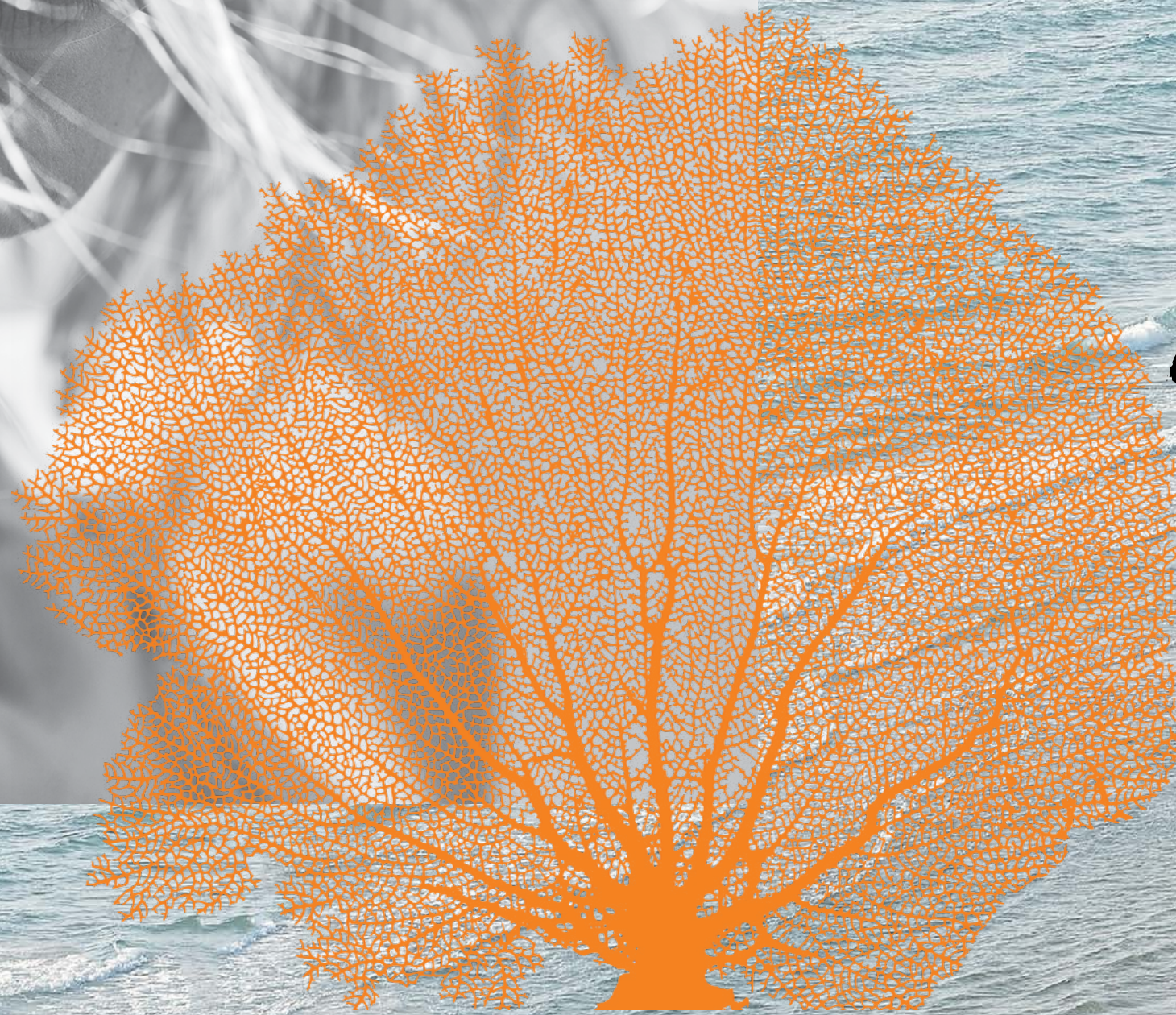




feel Safe
feel Grecotel

#FEELSAFEBYTHEBEACH
#FEELGRECOTEL

*Welcome
back*





WE'RE GOING TO *keep making a difference*

HERE AT **GRECOTEL**, OUR NUMBER ONE PRIORITY HAS ALWAYS BEEN AND WILL ALWAYS BE THE SAFETY AND WELL BEING OF OUR GUESTS & EMPLOYEES WITHOUT MAKING ANY COMPROMISES TO THE QUALITY OF THE EXPERIENCE.

In 2020 we introduced **"The Stay Safe Commitment"**, establishing a safe environment for our beloved guests. We are proud to have **successfully operated 15 Hotels & Resorts** and hosted 50.000 guests to date. We are grateful to announce **NO Covid cases at** our properties!

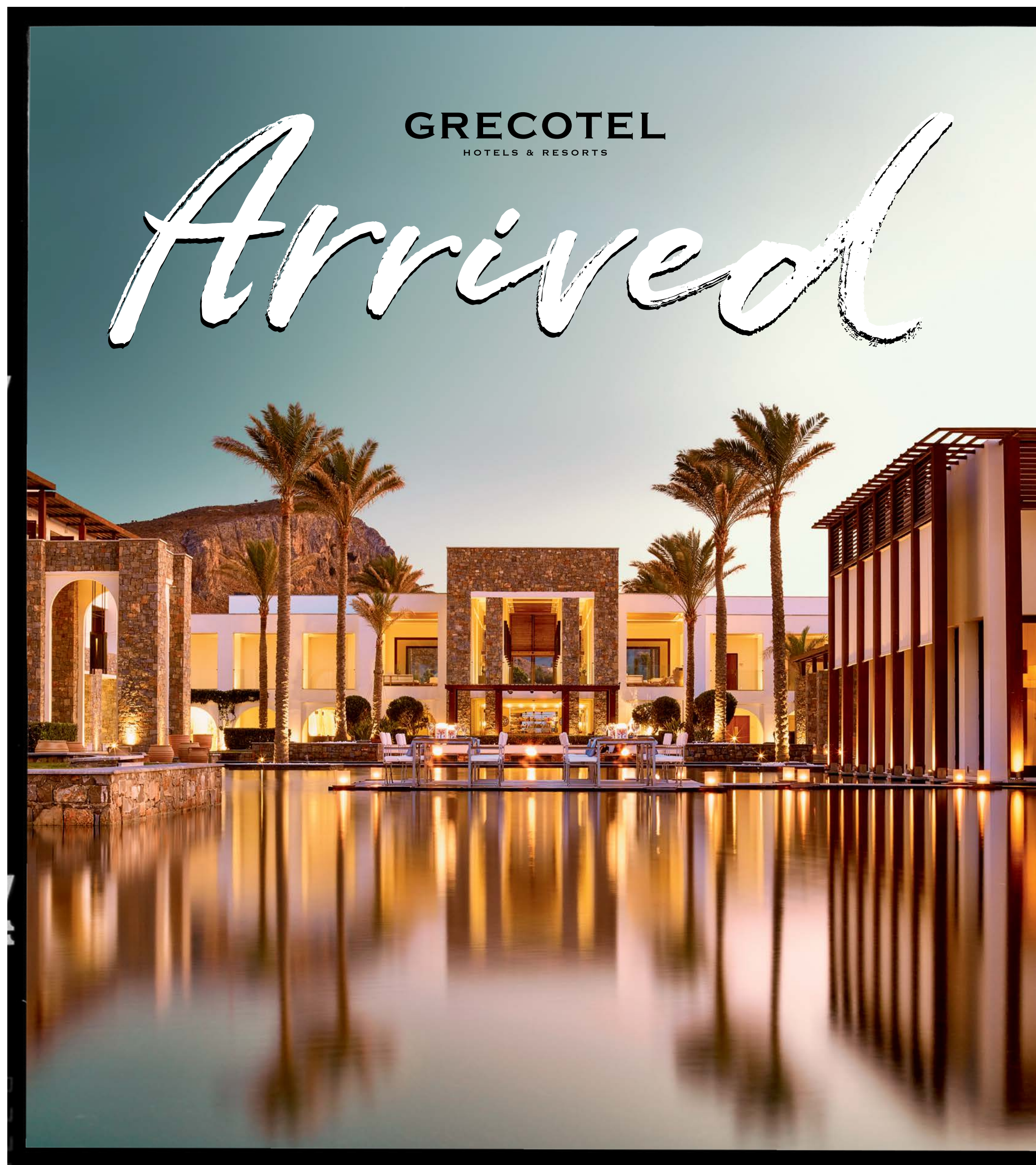
We dedicate this achievement to our employees and our beloved guests who entrusted us with their holidays.

WE HAVE BEEN AND WILL CONTINUE WORKING SYSTEMATICALLY BEHIND THE SCENES TO PREPARE THE 2021 OPENING OF OUR HOTELS & RESORTS LOOKING FORWARD TO WELCOMING BACK OUR BELOVED GUESTS IN ABSOLUTE SAFETY. WE WILL KEEP UPDATING OUR "GRECOTEL STAY SAFE PROTOCOL", KEEP PUTTING IN PLACE HEALTH & SAFETY TRAINING PROGRAMS FOR OUR EMPLOYEES.

WE KEEP MONITORING THE SITUATION CHANGES AND, IN A COMMITMENT TO OFFER YOU A **SAFE 2021 SUMMER BY THE SEA, WE WILL KEEP ENHANCING OUR OFFERINGS AND ADAPTING THE GUIDELINES GIVEN.**

JOIN US WITH CONFIDENCE!





BEFORE GUESTS' ARRIVAL

OPEN AIR SETTING OF OUR RESORTS WITH GENEROUS OUTDOOR SPACES & GARDENS ENSURING SOCIAL DISTANCING



Specialized partnerships with TUV Austria, DQS Hellas & Sealed Air Diversey Care



Compliance to the National Health & Safety protocols



Enhanced health & safety training programs for all our employees (*Authorized Health First Certification in all aspects of health, safety & hygiene*)



24/7 Doctor available



Personal Protective Equipment to be worn by all guests & employees throughout the hotels (PPE) *

**subject to change depending on government's guidelines*



Designated disinfection teams formed in each property

ON THE WAY TO THE HOTEL

FILLING OUT THE FORMALITIES PRIOR TO THE ARRIVAL IS RECOMMENDED



Transfers to be arranged with partners who comply strictly with hygiene procedures



Limited number of passengers per vehicle, in accordance with guidelines



All contact surfaces including seats, door handles etc. are sterilized between each transfer



Additional information may be requested (ie guests' itinerary & route and negative Covid test result subject to government's guidelines)

UPON ARRIVAL

OUR GUESTS ARE ENCOURAGED TO DISCUSS PERSONAL PREFERENCES ON SERVICE LEVEL AT THE TIME OF RESERVATION, TO MINIMIZE PHYSICAL INTERACTION AT THE RESORT



Guests are welcomed in our outdoor spaces & gardens with safe distances for a contactless check-in process



Online completion of formalities is recommended prior to arrival



Temperature measuring with touchless devices



Disinfection of guests' luggage & handling with PPE and sanitization sticker is applied



Guest portal app available with all hotel's features for enhancing a more contactless experience



Capacity in our club cars will be limited to those staying in the same room

WITH SPECIALIZED PARTNERS. OUR STAY SAFE COMMITMENT



TUV Austria for Healthy & Safety Certification across our Hotel portfolio



Sealed Air Diversey Care, a global leader in providing smart, sustainable solutions for cleaning & hygiene



DQS Hellas, world's Premier Audit Company with provision of Quality assurance

welcome to YOUR ROOM

YOUR ROOM IS NOW YOUR PRIVATE SPACE. OUR GUESTS ARE ENCOURAGED TO DISCUSS PERSONAL PREFERENCES ON LEVEL OF SERVICE, AT THE TIME OF RESERVATION, TO MINIMIZE PHYSICAL INTERACTION AT THE RESORT

ROOM SANITIZED



Rooms are thoroughly sanitized with industry-leading cleaning & disinfecting products in cooperation with **Diversey**.



Sanitization sticker applied to each guestroom upon completion of cleaning process.



Reinforced room cleaning protocols, to include extra disinfection of high touch room & bathroom areas before guests' arrival



Guest Services team to escort guests to accommodation, whilst providing information about resort & room facilities, in full compliance with hygiene guidelines



Verified A/C Hygiene by DQS



Guests are required to follow **elevator guidelines** and not exceed the number of persons allowed



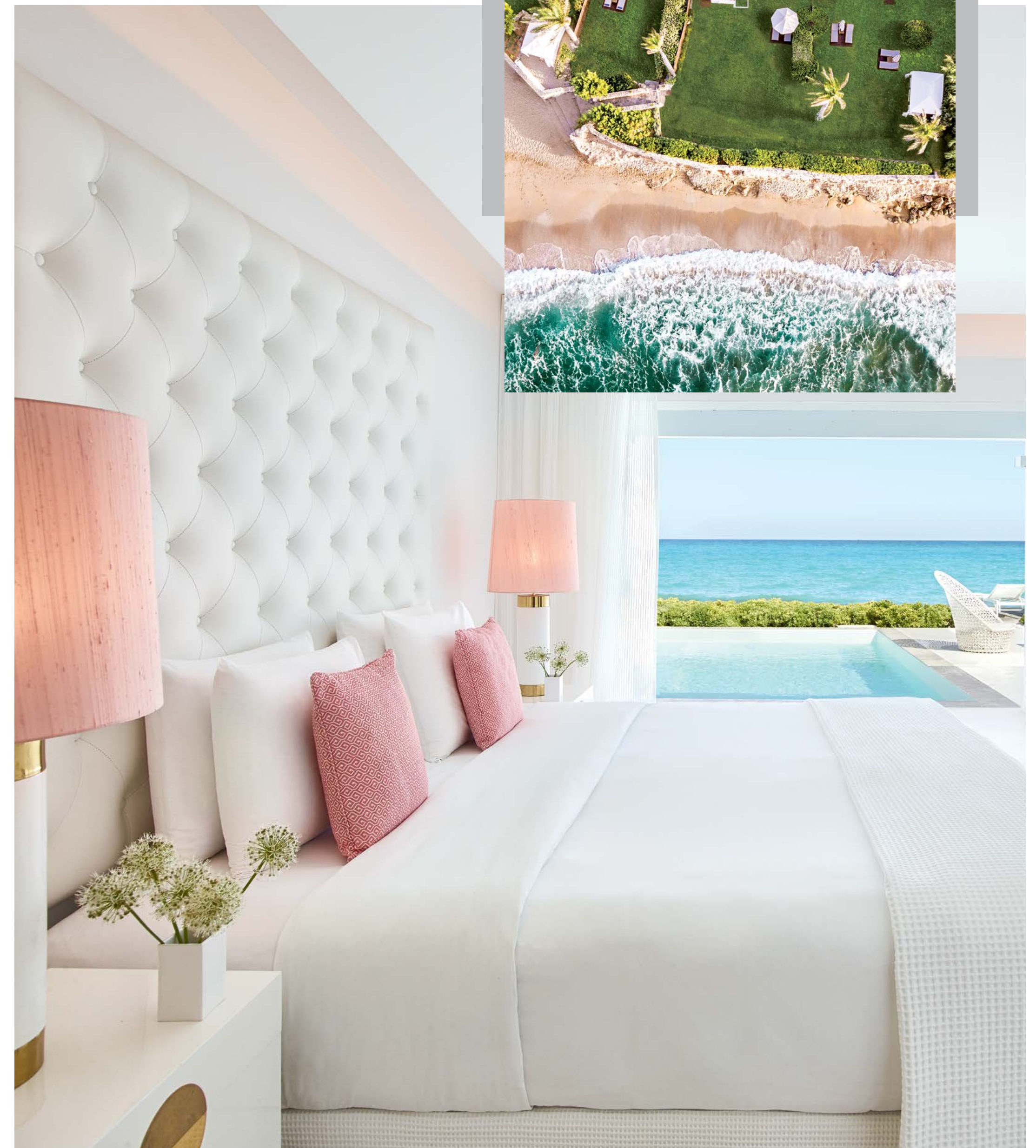
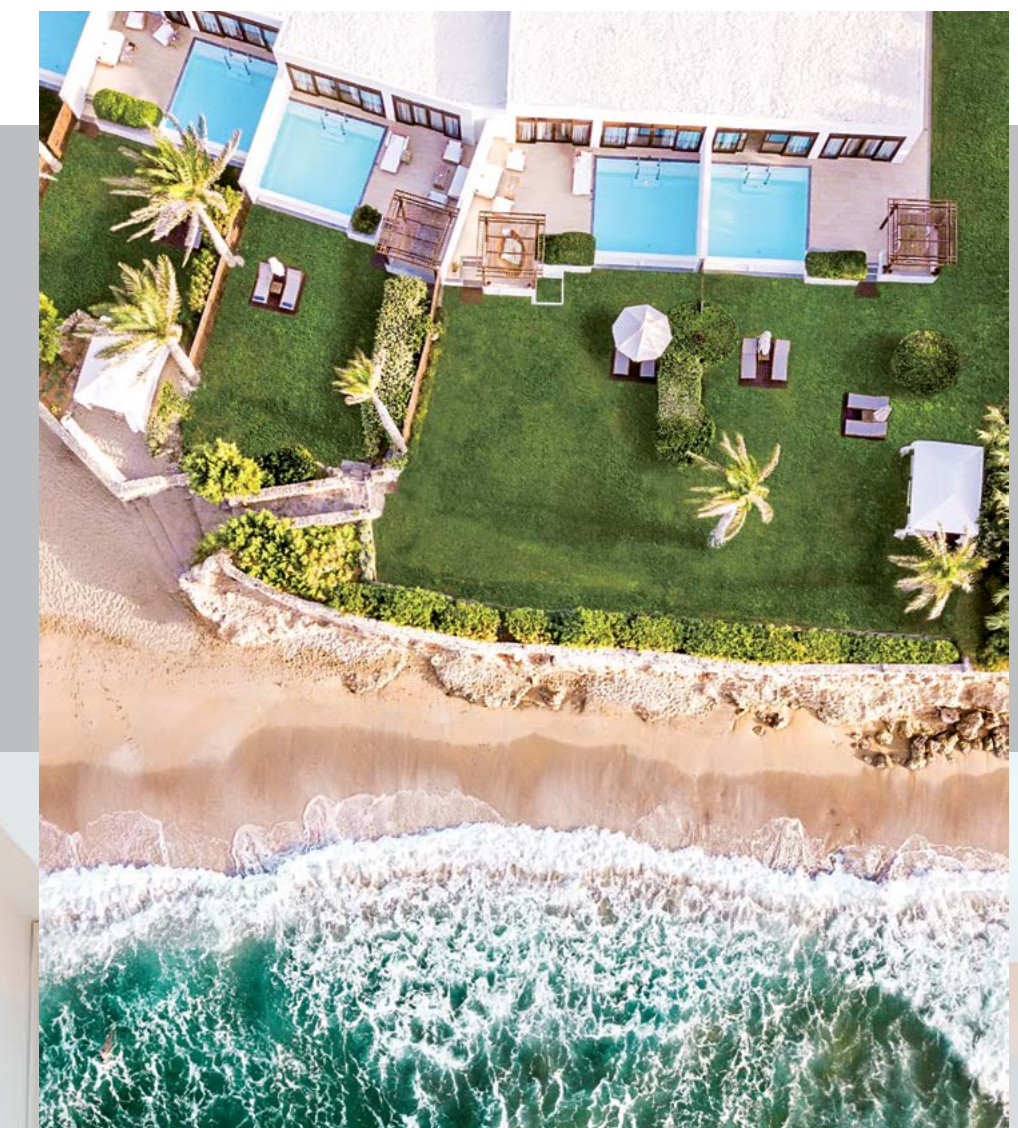
WELCOME SELF CARE BOX

Welcome self care box with personal hygiene products & safety kit (includes antiseptic, disinfectant wipes, masks) provided in every room upon arrival.



COMPLIMENTARY WELCOME GOODIES: Upon arrival, a generous offer of water, soft drinks, goodies and packaged delicacies will be placed in the room

All additional non-basic equipment like magazines, bathrobes, decorative pillows & covers will be removed from the room



GASTRONOMY

100% OPEN-AIR SETTING OF OUR RESTAURANTS, DISTANCING 1,5-METER SPACE BETWEEN TABLES



Breakfast & dinner operating hours are extended.
At certain periods double seating will take place.
Reservations required for all restaurants



Single use or digital menus available through Guest portal App or QR code



Extra sanitization practices in all food production areas above and beyond their HACCP Kitchen Protocols



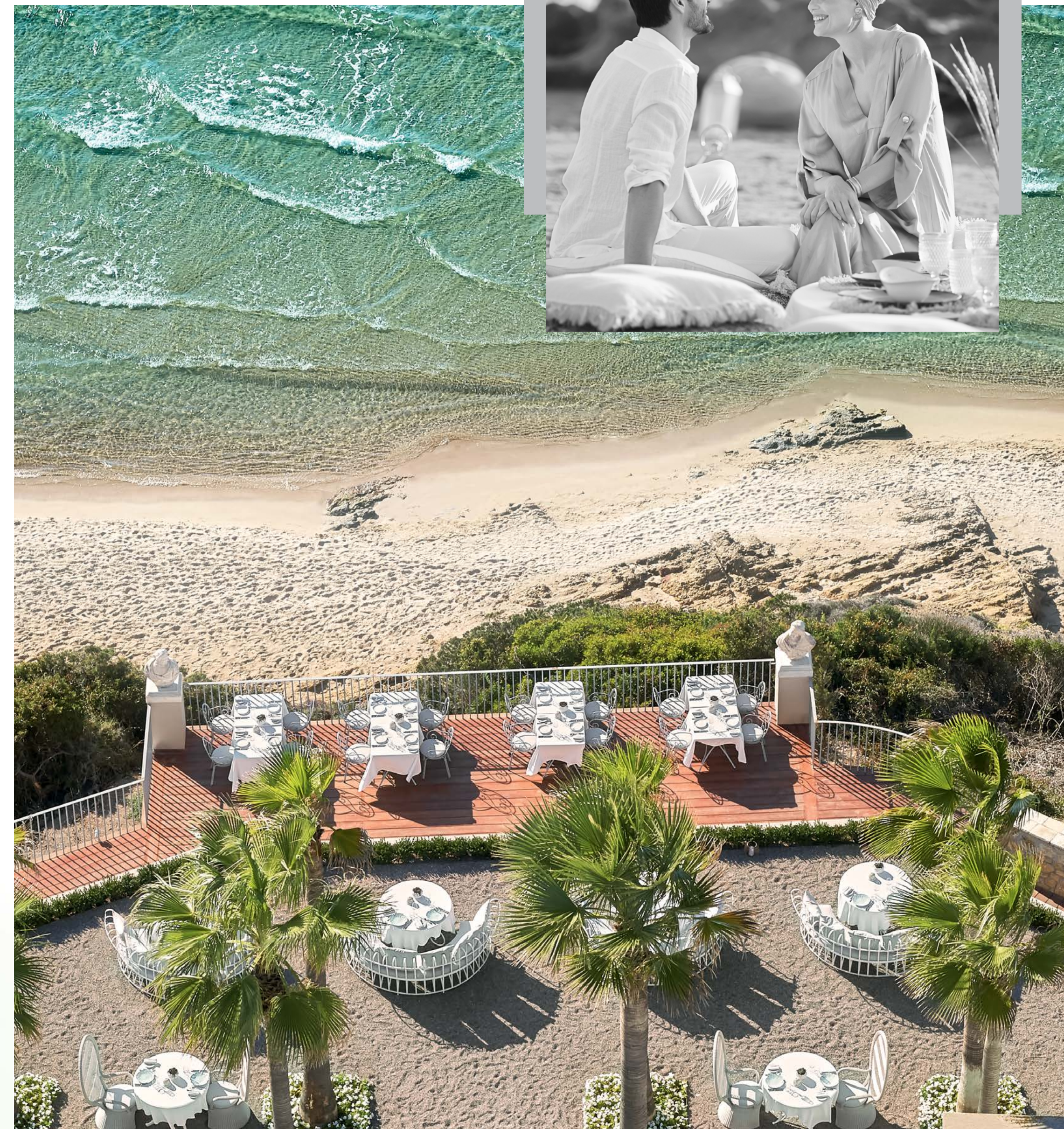
Contactless payment options made available at all restaurant & bars



Employees wear PPE during the operation of the restaurants and bars



Adaptations to our food service styles are made. For breakfast & dinner options, food is offered in rich combination of serviced style buffets, open-air life grill stations and family style dining with large setting platters on the table, tailored-made for each resort.
Dining at the à la carte restaurants is fully serviced.



Sun kissed **BEACH & POOLS**

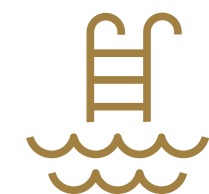
THE GENEROUS AREAS OF GRECOTEL PROPERTIES AND THE PRIVATE BEACHES ALLOW FOR GREATER DISTANCES BETWEEN THE SUNBEDS, UMBRELLAS & GAZEBOS IN MOST OF OUR HOTELS.



Safe distances between
sunbeds & umbrellas



Reinforced cleaning &
disinfection of all sunbeds
after use



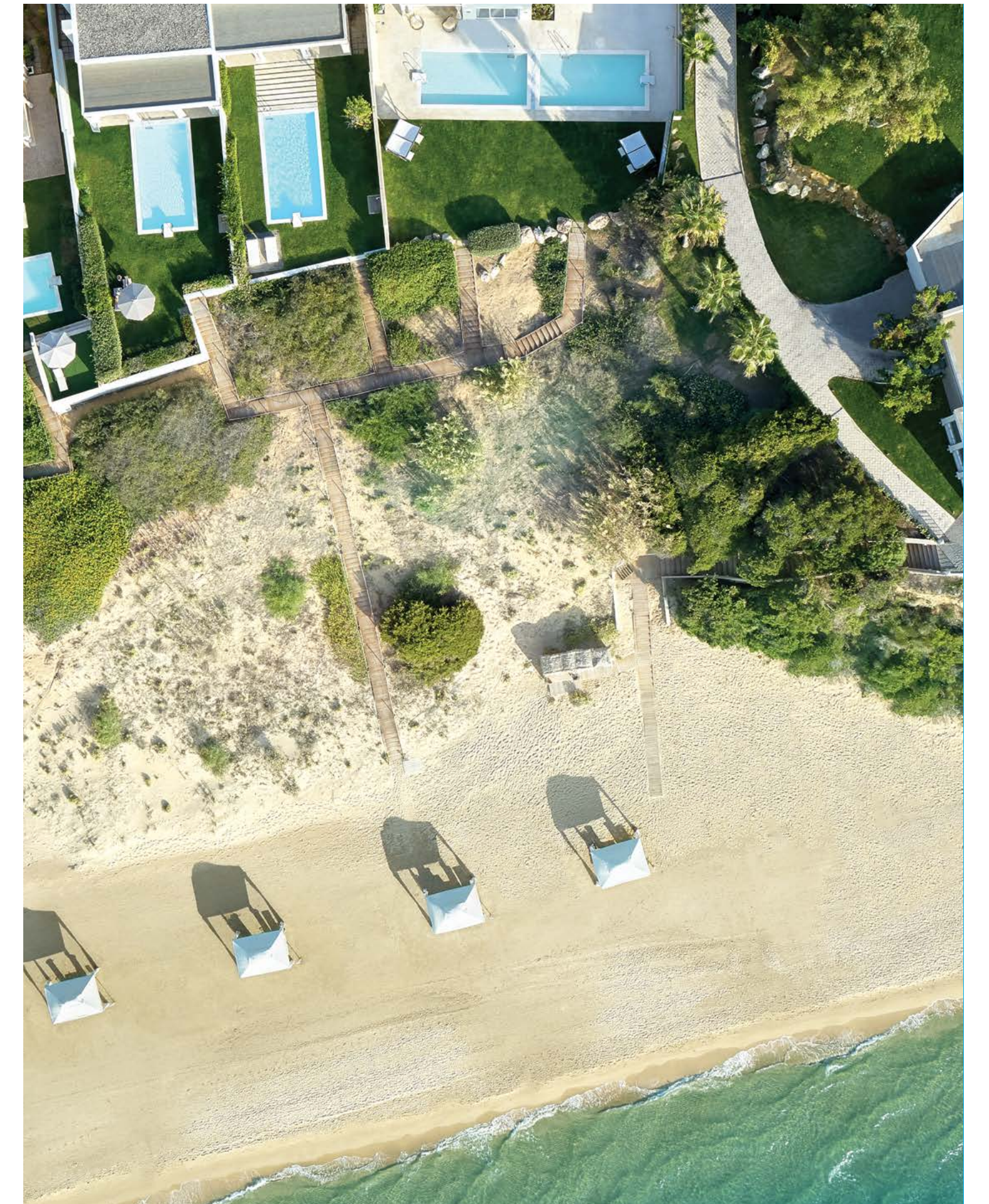
Systematic chlorination
of pools with disinfectant
products as designated
by our specialist partners



Sanitization stations for
guests & employees

Indoor pools will not
operate this season

GRECOTEL
HOTELS & RESORTS





Open-Air PUBLIC AREAS

UNIQUE DESIGN OF THE HOTELS WITH FRESH AIR CIRCULATION



Multiple sanitization stations for guests & employees



Rigorous cleaning schedule of all public areas, resort outlets, shops & elevators with frequent disinfection of all high contact surfaces



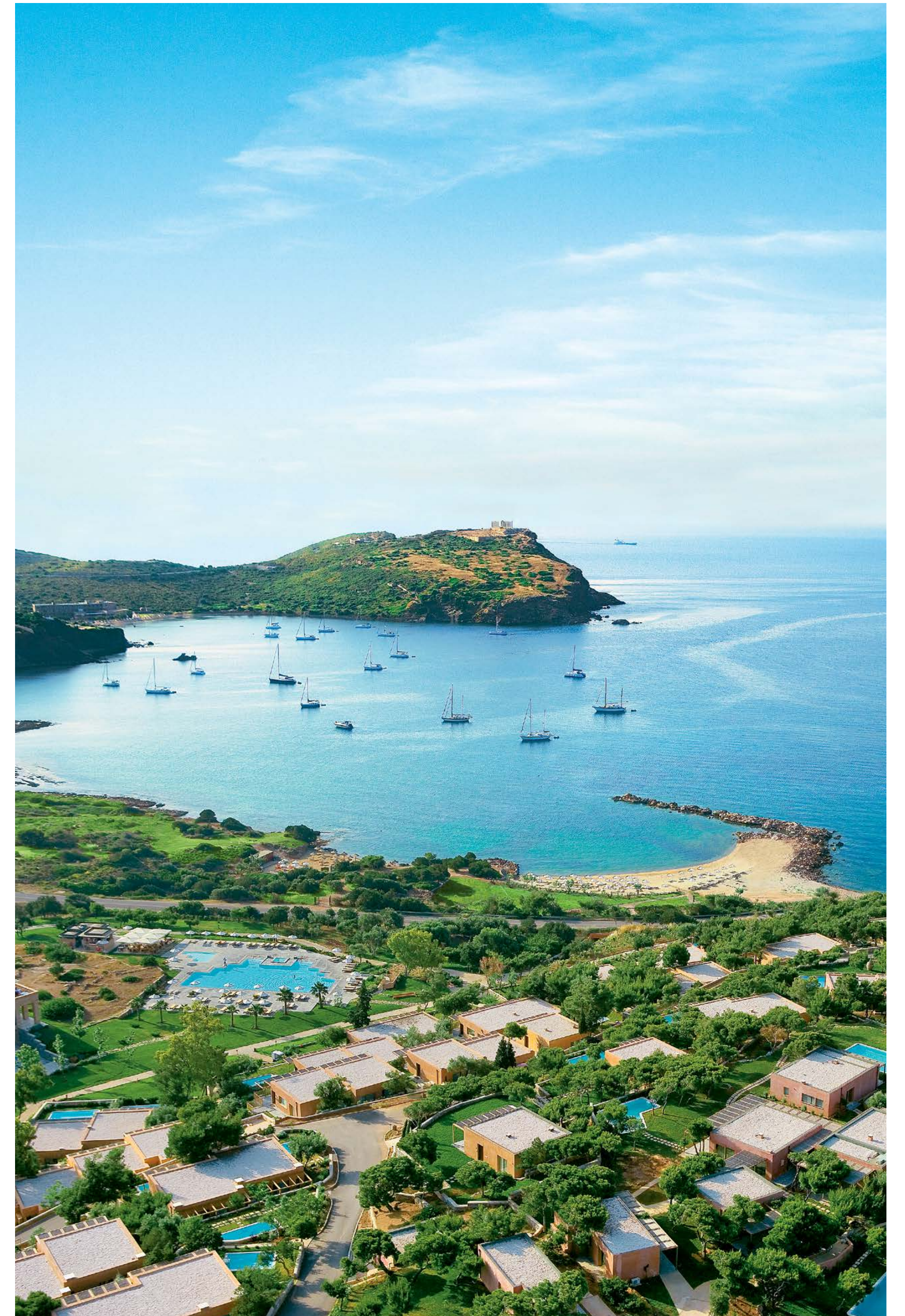
Clear signage of cleanliness procedures & routes demonstrated in all common areas



Guests are required to follow elevator guidelines and not exceed the number of persons allowed



In most of our hotels, Mini Markets, Boutiques, Charisma Jewellery shops, Agreco Stores are operating in compliance with the new procedures





SPORTS & ACTIVITIES

SPORTS & RECREATIONAL ACTIVITIES THRIVE AT GRECOTEL RESORTS THIS SUMMER AND CONTINUE TO HOLD A SPECIAL PLACE IN OUR GUESTS' HOLIDAY EXPERIENCE!

- Emphasis on outdoor sports, sea activities & watersports, in most of our resorts. Smaller groups or families for physical distancing.
- Mini soccer & Tennis are available for families in most of our resorts.
 - Nature nearby walks or near the sea.
- Disinfection of all equipment at regular intervals and between use. Sanitization stations for guests & employees



ENTERTAINMENT

At Grecotel this summer we will continue to enjoy entertainment including live music, DJ & other performances, mainly outdoors and with variations from Resort to Resort.



WELLNESS & GYM

WE ARE ADAPTING OUR WELLNESS & FITNESS ROUTINES, WITH PRIMARY FOCUS ON THE BEAUTIFUL OUTDOORS.

- Treatments & Gyms will operate at a reduced capacity and adjusted layout
 - Treatments and gym use by appointment only
 - Personal training sessions will be available upon request
 - Cleaning and sanitization between sessions
- Wet areas such as steam baths and saunas will not operate
 - Indoor pools will not operate
- Guests must wear face masks during treatments



KIDS

AT GRECOTEL WE CHERISH FAMILY, FROM GRANDPARENTS TO NEWBORNS. OUR RESORTS ARE THE IDEAL FAMILY-FRIENDLY HOLIDAY VENUES.

- Aqua parks, kids activities & Grecolands will be operating.
- All precautionary measures are taken keeping children's safety as our number one priority
 - Programs and operation are being adjusted according to governments guidelines and reduced kids participation per activity



DEPARTURE

CONTACTLESS DEPARTURE & CHECK OUT PROCESSES ARE PUT IN PLACE
FOR GUESTS WHO REQUIRE THEM



Advance checkout is available to guests - bills prepared without physical contact



Contactless payment options are encouraged & available
Credit card charge upon client's confirmation of the balance



Farewell letter & invoice to be sent by e-mail



Travelling home worry free!
AT GRECOTEL, WE ARE TAKING CARE EVERY DETAIL OF YOUR JOURNEY.

IN AN EFFORT TO MAKE YOUR EXPERIENCE AS WORRY FREE
AS POSSIBLE, WE ARE ABLE TO OFFER YOU APPROVED
ONSITE PCR OR RAPID TESTS*.

*COST APPLIES



GRECOTEL

HOTELS & RESORTS



Keeping the distances



**Personal Protective Equipment
to be worn by all guests & employees
throughout the hotels (PPE) ***

*subject to change depending on government's guidelines



**Applying contactless procedures:
check-in/out, menus, Guest portal app**



Checking guests & teams temperature



**Adapting reinforced program of
disinfection & sanitization in all public
areas and rooms of all our properties**



**Daily auditing check lists of
compliance to measures**



**Enhanced health & safety training
programs for all our employees**

(Authorized Health First Certification in all aspects
of health, safety & hygiene)



*

**Available approved onsite PCR
or rapid tests upon request.**

*cost applies & varies depending on destination Rapid test price
range from 20 to 40 / PCR test price range from 60 to 110



**THE GRECOTEL FAMILY
IS READY TO WELCOME YOU TO**

*a Safe Summer
by the Sea*

JOIN US WITH CONFIDENCE IN 2021!