

# INFINITE CARE PROTOCOL



THE IKOS WORLD  
OF SAFETY AND FREEDOM

# The Ikos World of Safety & Freedom



Testing of guests and employees



Boundless space inside and out, with countless beach  
and al fresco dining options



A touchless, safe, world-class *Ikos Infinite Care* guest journey



Foremost expert programme partnerships

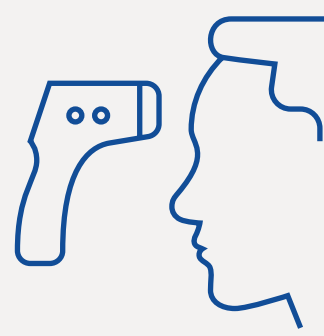


# Testing Guests & Employees

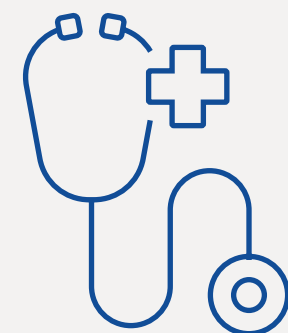
- Guests strongly advised to undergo a test 72 hours prior to arrival
- In case of no testing before travel, a complimentary rapid antibody test performed upon arrival
- Molecular diagnostic testing performed periodically for employees



**Quick and easy**  
procedure at  
a designated  
testing area



Non-invasive,  
**touchless temperature  
measuring devices at  
all resort entry points**



**Doctor and  
ambulance available  
24/7** within resort  
premises



Possibility to explore  
**insurance options** at  
time of booking

# Space Inside & Out

A wealth of **à la carte dining** options at spacious restaurants or in your own garden

**Spacious rooms & elegant suites** with sizeable terraces and private gardens all to yourself

**Service on the beach,** with all-day snack menus, cocktails and drinks or al fresco in unspoilt nature

**Secluded Blue Flag beaches,** with a minimum of 4 metres between each umbrella

**24-hour in-room dining**

**ikos**<sup>™</sup>  
RESORTS

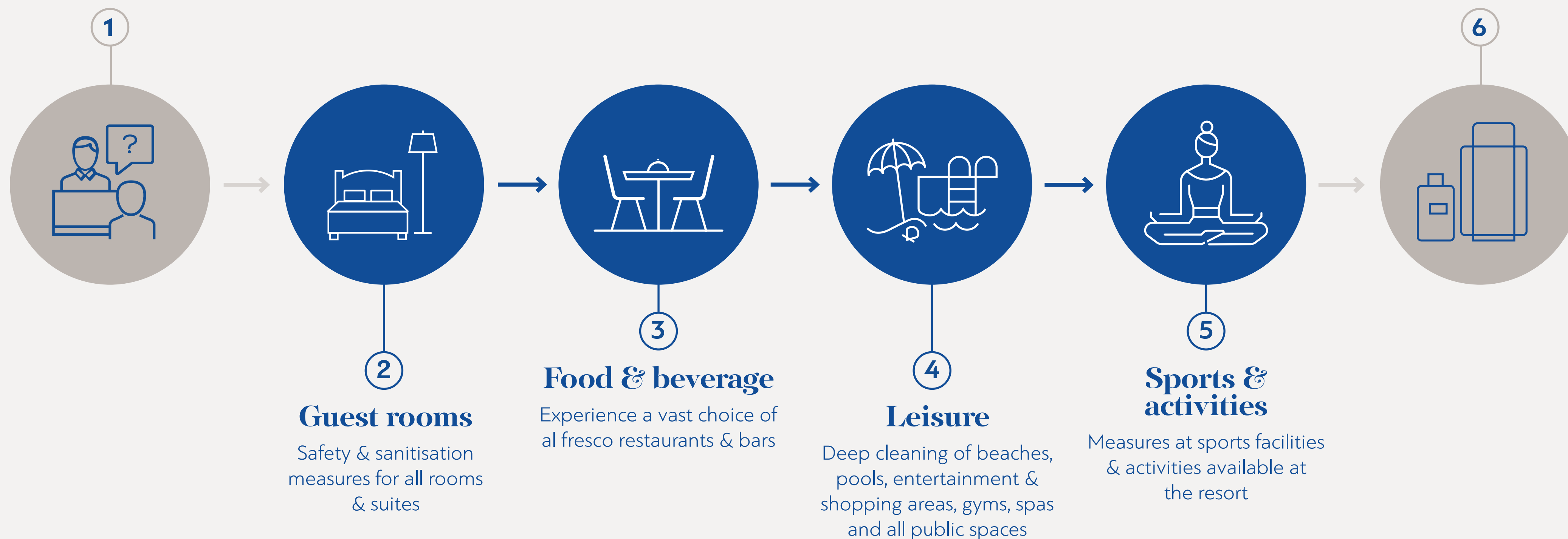
# A touchless & safe guest journey throughout your holiday experience

## Arrival

Your journey begins with arrival at the hotel & your room

## Departure

Advance checkout & safety measures during departure



# Guest Arrival

## Resort Entrance



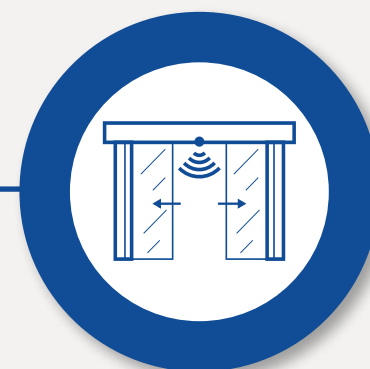
Antibody testing and temperature checks



Transfer from airport, only guests of the same room permitted per car or minibus, thoroughly disinfected after each use



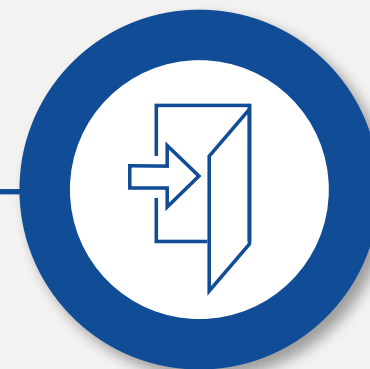
Guest luggage disinfected and handled with personal protective equipment (PPE)



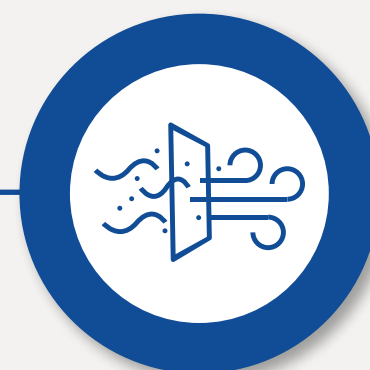
Doors opened automatically or by staff



Regular sanitisation of door handles, surfaces and buttons with Ecolab Oasis Premium 20 specialist disinfectant



Reduced points of access and limited designated entrances

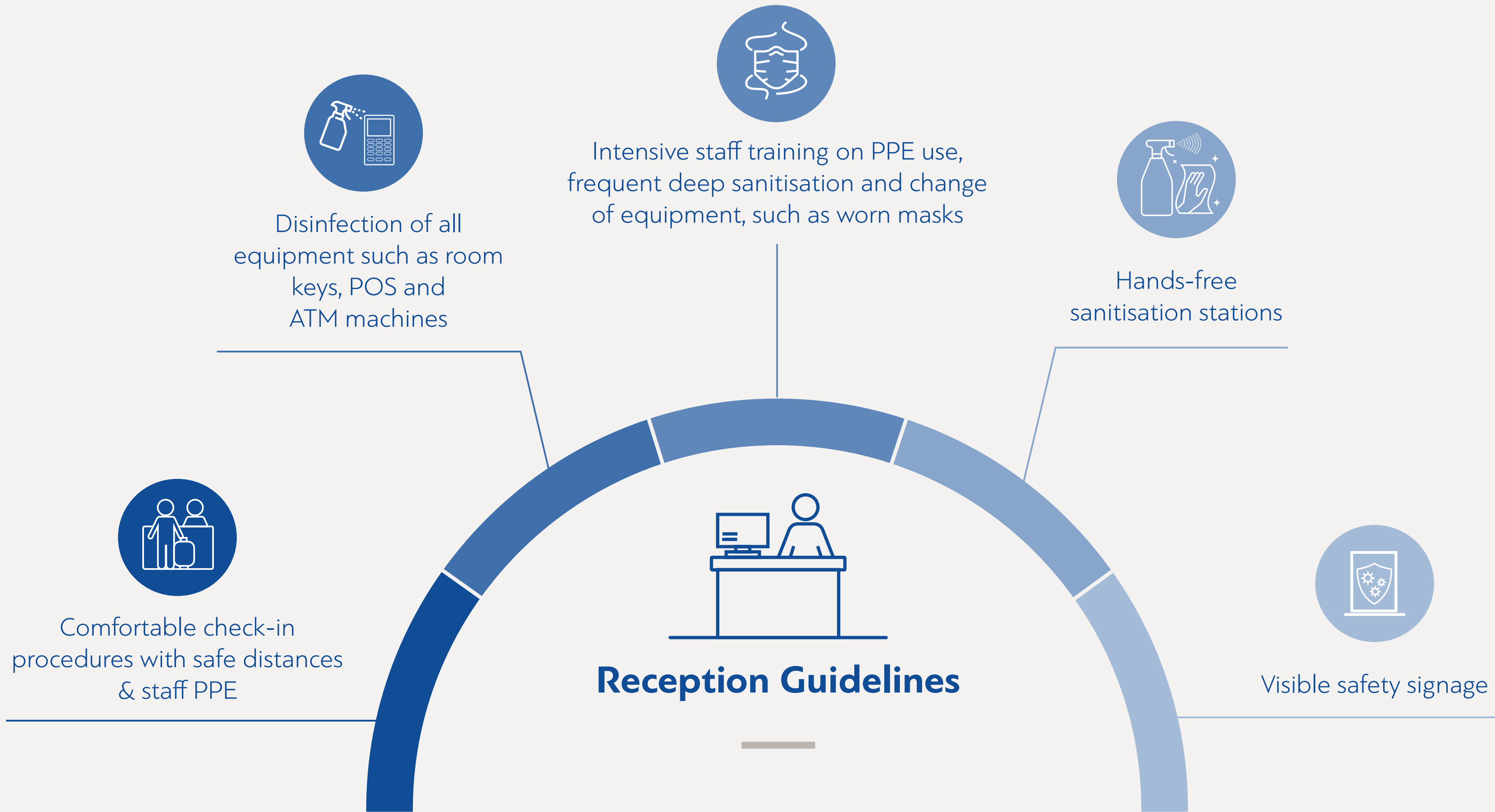


Airy spaces, with fresh air circulating in all indoor spaces and common area A/C not in use across resort



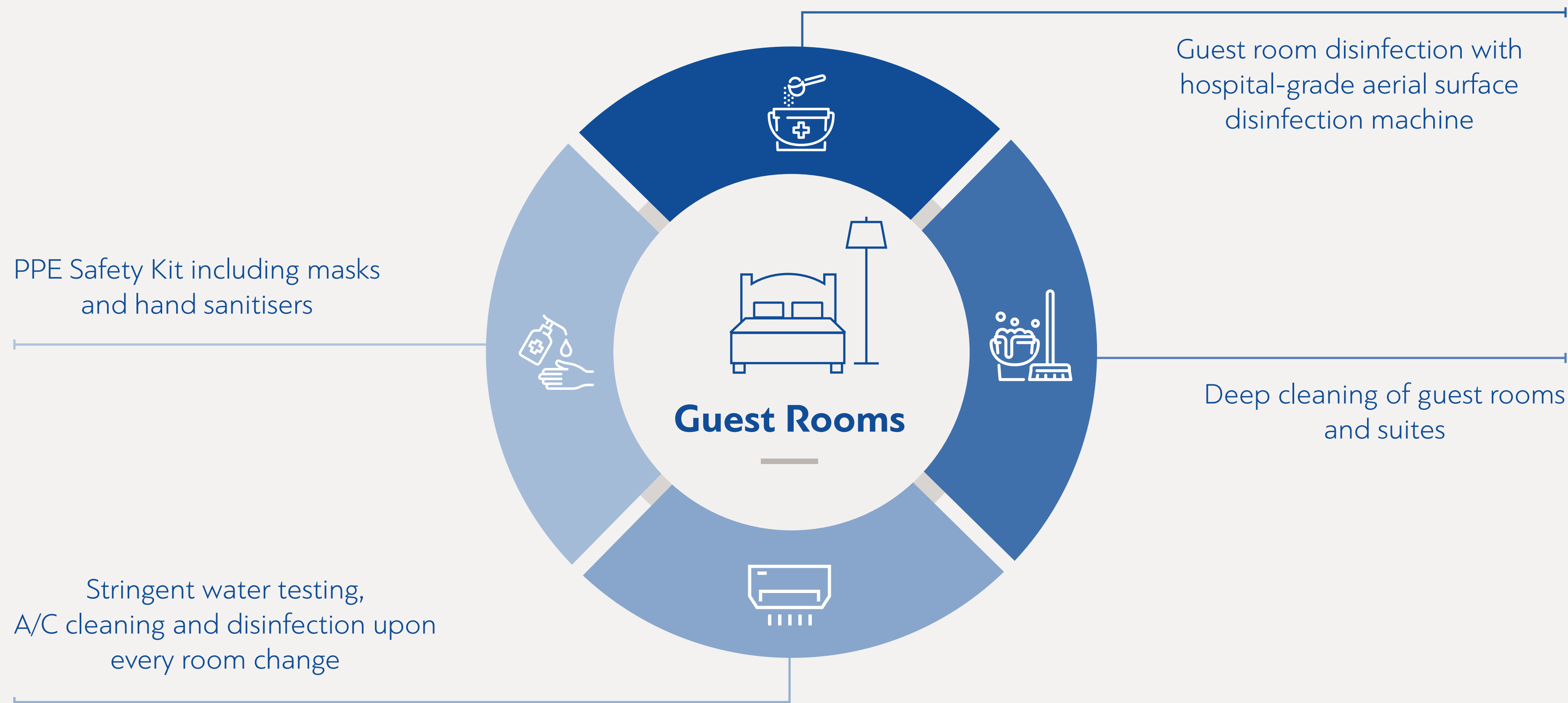
# Guest Arrival

## Reception



# Guest Rooms

Safety & sanitisation measures for all rooms & suites





# Guest Rooms

## Safety & sanitisation measures for all rooms & suites

### Guest room disinfection



Use of industry-leading cleaning and disinfecting protocols to clean guest rooms.

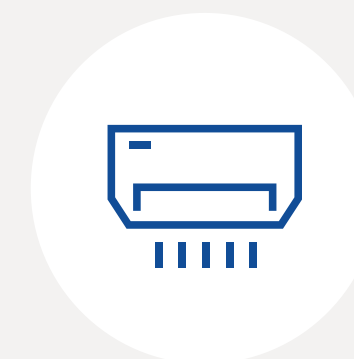
Each room is thoroughly cleaned and disinfected with a hospital-grade aerial surface disinfection machine upon every room change, as well as with Ecolab Oasis Premium 20 solution and ECOLAB-certified cleaning equipment

### Deep cleaning of guest rooms and suites



Daily deep cleaning of rooms and suites-high contact areas such as door handles, switches, furniture, bathroom fittings and room accessories fully sanitised

### Water testing and A/C cleaning & disinfection



Water and air quality testing carried out in rooms  
Air ducts, filters and grills disinfected upon every room change  
The usage of A/C within rooms at guests' discretion

### Personal safety kit



A PPE safety kit-including hand sanitisers, disinfectant wipes, masks and gloves-available in all guest rooms

# Food & Beverage

Experience a vast choice of al fresco restaurants & bars



# Food & Beverage

## Safety & sanitisation measures for all restaurants & bars

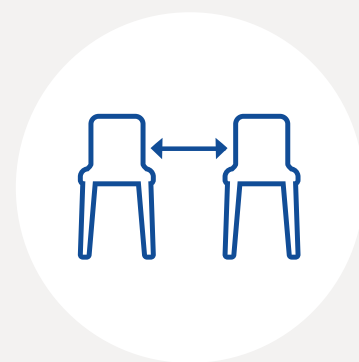
### No buffets - only à la carte options



No buffets - only à la carte dining available in restaurants

All food served by staff wearing appropriate PPE

### Spacious restaurant capacity



Seating reduced by 30%  
2-metre space between tables ample for safe distancing

One family per table at a time

Reservations required to facilitate safe spacing

### Menu



Single-use and digital menus available to minimise physical contact, via the Mobile App and QR Codes

### Sanitisation of all restaurant elements



Frequent disinfection of all high-touch surfaces after each reservation

Overnight restaurant deep disinfection with aerial surface disinfection machine



Guest hand sanitisation stations located in all venues and sanitisers and disinfectant wipes available for guests' personal items



POS machines and equipment sanitised between every use



### Guest & employee PPE

All employees wear masks and gloves for indoor serving

Gloves and masks are changed regularly and staff receive intensive covid-safe PPE training

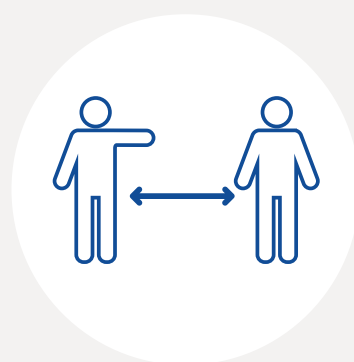
Personal protective equipment (gloves and masks) is provided to all guests

# Food & Beverage

Robust kitchen protocols further enhanced



## Limited contact



Staff workstations are spaced out to limit face-to-face interactions and secure appropriate social distancing

## Cooked options



Menus adjusted to increase options of cooked food available instead of raw food

## Ingredients



Appropriate cleaning of all materials and ingredients used in kitchens

## Sanitising products



Approved cleaning products and disinfectants used throughout kitchen areas

## Kitchen utensils



Thorough sanitisation of all kitchen utensils

# Leisure

Measures taken to maintain safety in leisure areas



# Leisure

## Measures taken to maintain safety in leisure areas

### Beaches & pools



- Safe distance of 4 metres between sunbeds & lounge chairs
- Disinfection of sunbeds, pool areas and equipment
- Increased water quality controls
- Indoor pools not in operation

### Spa



- Operating at capacity of 50% with 1 person per treatment cabin
- Minimum 30-minute gaps between sessions to allow deep cleaning and sanitisation
- Wet area (steam bath, sauna) and indoor pools not in operation
- Guests wear face masks during treatments

### Babysitting & Kids Clubs



- Baby sitting services operating with protective equipment and sanitising protocol procedures
- Monitored operation of Creche, Kids & Teen Clubs with WorldWideKids health protocol and measures at designated outdoor areas
- Babewatch service available

### Entertainment



- Live music entertainment available with PPE and physical distancing rules
- The Garden Theater, parties and events unavailable

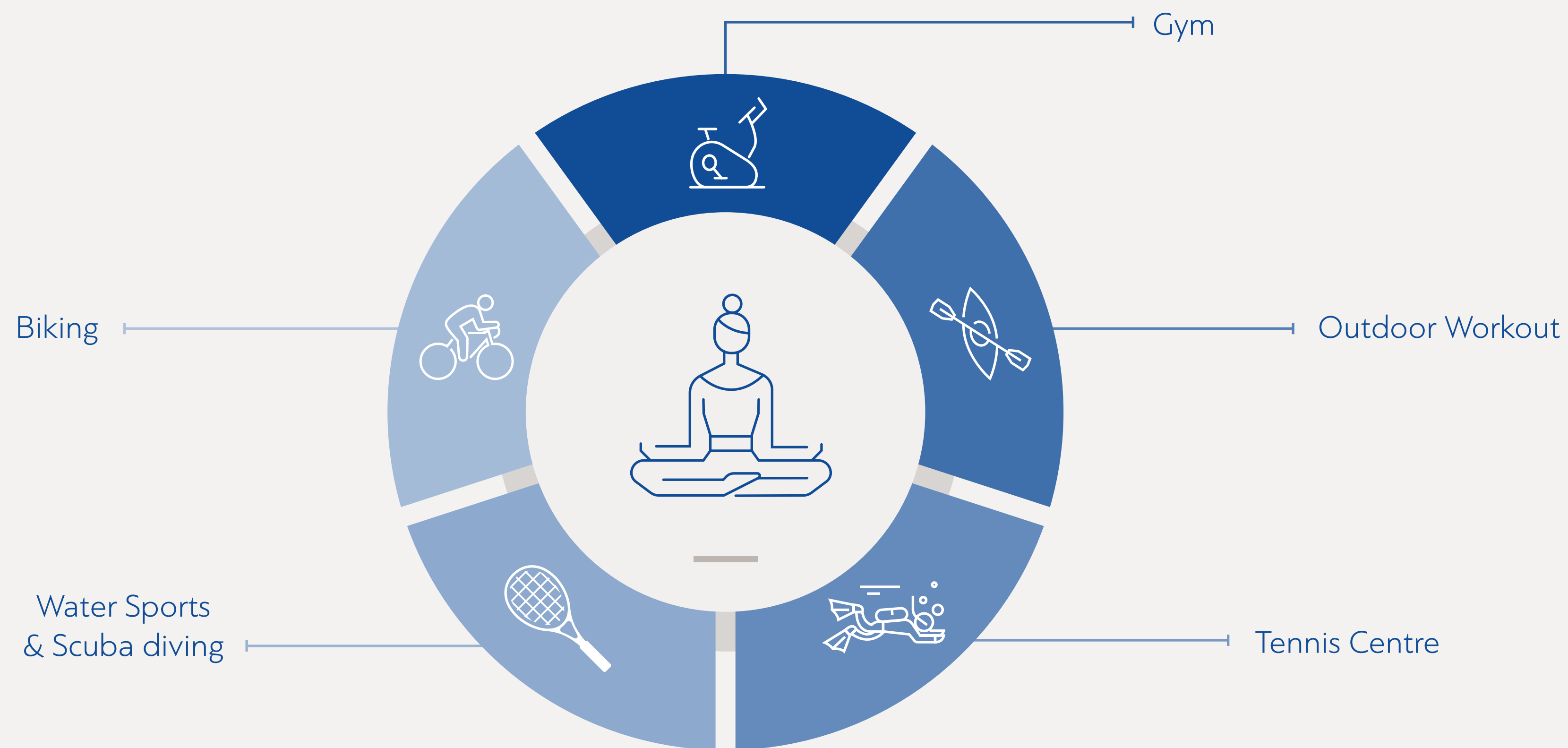
### Shopping



- Maximum capacity according to available space of particular store
- Queueing and appropriate social distancing measures applied
- Daily cleaning and disinfection, with fitting rooms, clothing and other items sanitised after being used or worn

# Sports & Activities

Measures taken to maintain safety at sports facilities



# Sports & Activities

Measures taken to maintain safety at sports facilities



## Gym



Pre-booking required to allow for physical distancing

Gym sanitisation after each use and daily deep disinfection with aerial surface disinfection machine

Sanitisation stations are available for all guests

## Outdoor workout options



Alternative options for workouts such as outdoor wellness & fitness programmes, yoga, jogging and more

## Tennis Centre



Max. capacity 4 players per court

Tennis equipment cleaned and sanitised between sessions

## Water Sports & Scuba Diving

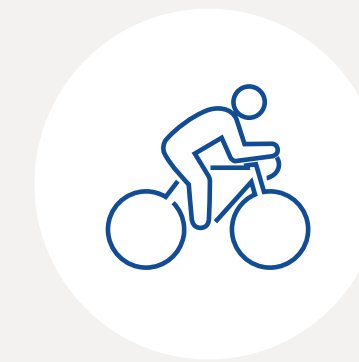


Reduced number of participants

Reservations are required

Equipment cleaned and sanitised between sessions

## Biking



Reservation required for bike rentals

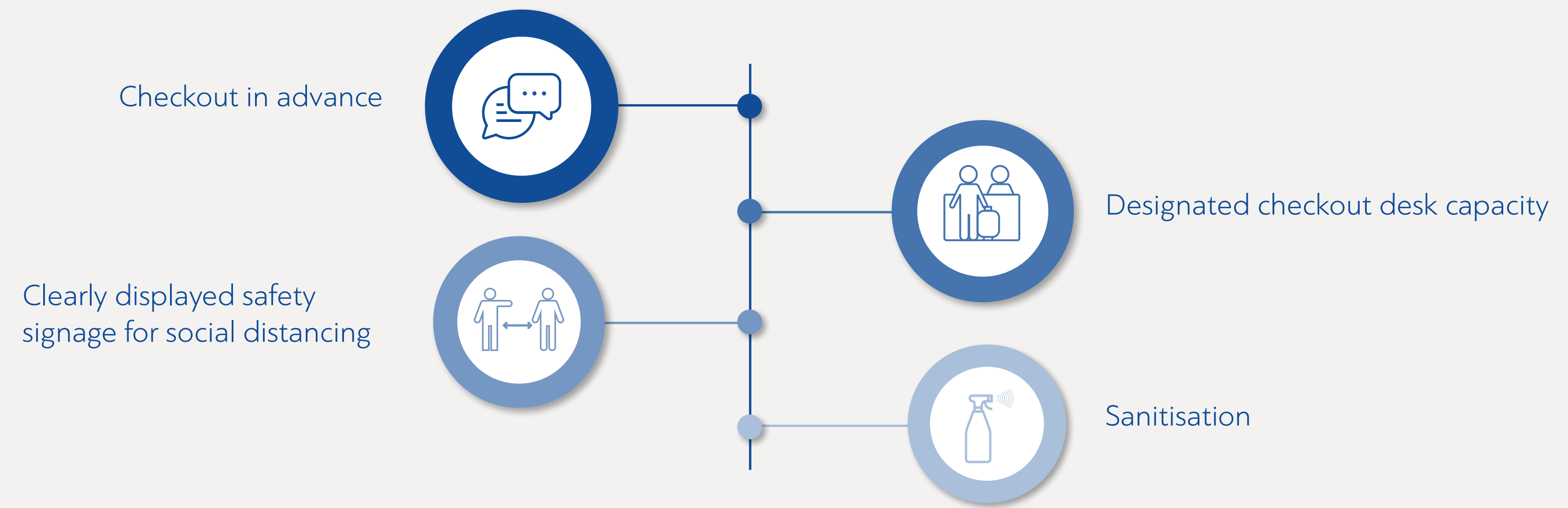
Cleaning and sanitisation of all bikes and equipment between rentals

PPE worn by instructors



# Departure

Measures taken to keep you safe at checkout



# Departure

Measures taken to keep you safe at checkout



## Checkout in advance



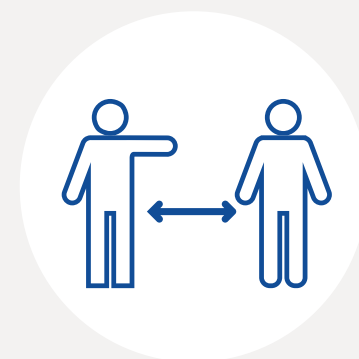
Advance checkout is available to guests - bills prepared without physical contact

## Designated checkout desk capacity



Designated checkout desk capacity to maintain social distancing in the event of overcrowding

## Clearly displayed safety signage for social distancing



Guest distancing applied through clear signage for a safe departure

## Sanitisation



Hands-free sanitisation stations with PPE - such as masks, gloves and disinfectant wipes - are located at reception for guest use



# Additional Measures

## Disinfection of in-resort spaces



All indoor spaces thoroughly cleaned with a disinfectant using 1% Eco-Bac Classic from ECOLAB

## Elevators safety guidelines



Max 2 guests permitted in elevators or a family consisting of 2 adults and children  
Buttons inside and outside the elevators sanitised every 2 hours  
Hand sanitisers available outside elevators

## Stringent water testing



Testing of common area water samples on a monthly basis by a professional partner to ensure strictest hygiene standards are maintained

## Compliance with Health Authorities' guidelines & additional protocol implementation



Compliance with WHO, Government Health Authorities and TUV Austria, with Covid Shield certification by independent third party body (TUV Austria)

## Disinfection of all surfaces



All surfaces thoroughly disinfected on a regular basis  
Metallic surfaces and items-such as door handles, keys and security locks-disinfected with 70% alcohol, where bleach not appropriate



# Our Partners



**Bioatriki Healthcare Group** is the established country leader and largest private company in the field of diagnostic centres, with an extensive presence across Greece.

The Group works with more than 400 private companies, the largest insurance companies and public insurance funds, receiving over 3,000,000 visits per year. With a vast array of international partners, such as the Mayo Clinic, it is the recipient of numerous prestigious awards and quality certifications.

CrossBorderMedCare, the Group's International Patient Centres, through a satellite on-site location, offers its signature patient-centered care 24/7 at the resort, with expertise drawing on its national team of six in-house contagious disease specialists, alongside a group of the foremost doctors and specialists in the country.



**TÜV AUSTRIA Hellas** provides independent third-party services in the form of technical audits, inspections, certifications and transfer of know-how in a large number of specialised sectors of economic activity.

The Covid Shield Certificate verifies that an appropriate mechanism, adequate resources and suitable infrastructure are always in place and adjusted to current epidemiological data and guidance, to prevent the spread of the coronavirus through reliable science.



Ecolab is the global leader in water, hygiene and energy technologies and services that protect people and vital resources.

All disinfection & cleaning services to be completed with cleaning products and protocols that meet ECOLAB guidelines.



I N F I N I T E C A R E P R O T O C O L