

ENSURING YOUR SAFE SPACE

# OUR PROTOCOL

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DAIOS COVE

LUXURY RESORT & VILLAS



# Welcome in!

## SAFETY AND CARE BY DAIOS COVE



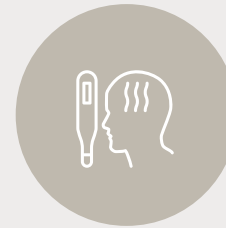
Our human  
element



Ample  
outdoor spaces



Safe and  
seamless  
experiences



Non-invasive,  
contactless  
health checks



Fostered  
and certified  
by experts

## Our Human Element

Enhanced hygiene  
protocol certified by  
TÜV HELLAS

Use of Personal Protective  
Equipment (PPE) and  
sanitation measures

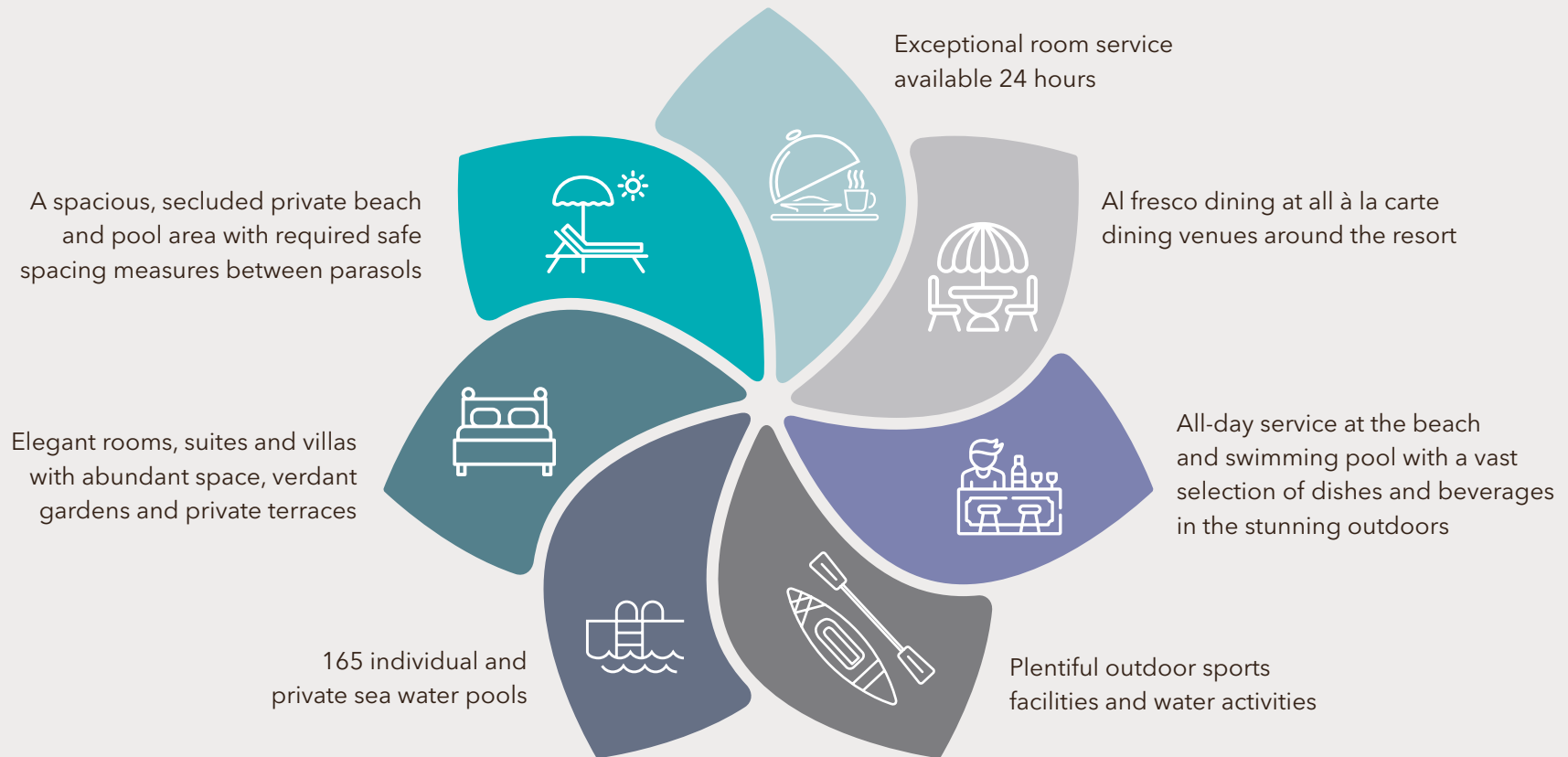


Team member training  
by the Medical School at  
the University of Crete

Limited contact between  
team members ensuring  
secure service

Testing with non-invasive,  
touchless thermal imaging for  
temperature measurement

## Ample Outdoor Spaces



## 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 KĒPOS by Goco

### Departure

Contactless procedures for safe check-out

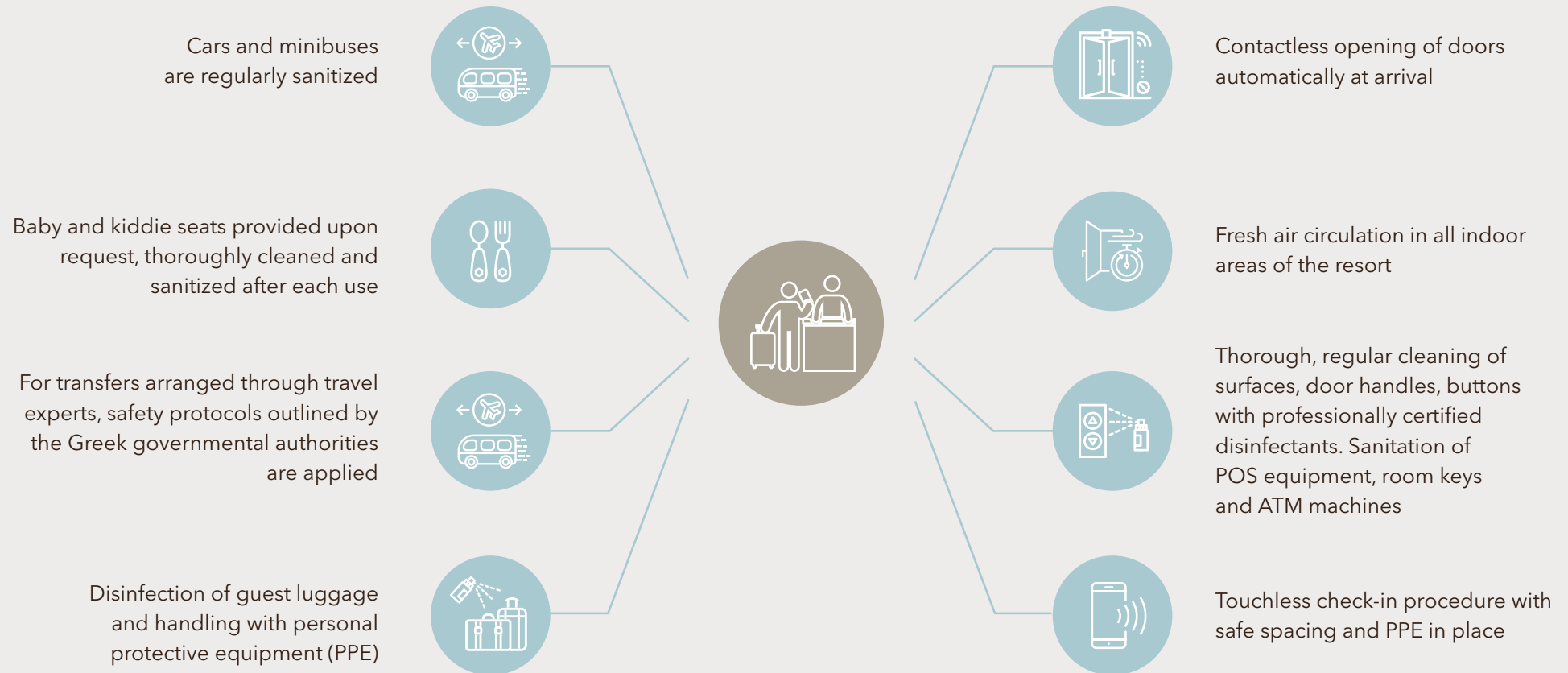


An aerial photograph of a swimming pool. The pool's edge, visible in the lower-left and bottom-center, is lined with light-colored square tiles. The water is a vibrant turquoise color with visible ripples and reflections. The pool extends from the bottom-left towards the center-right of the frame.

**Your safe holiday  
experience starts  
upon landing on the  
island of Crete**

# ARRIVAL

YOUR SAFE HOLIDAY EXPERIENCE STARTS UPON LANDING ON THE ISLAND OF CRETE





## 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

## IN & ABOUT THE COVE

### SAFETY AND CARE IN ALL PUBLIC SPACES



#### Shopping

Safe spacing in place with maximum capacity for each outlet as well as disinfection of any items used on the premises



#### KĒPOS by Goco

30-minute allowance between treatments for sanitation of treatment cabin.



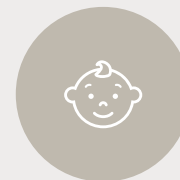
#### Main Pool

Required safe spacing measures between parasols and loungers with regular disinfection of sunbeds, loungers and equipment. 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



#### Kids & Babysitting

Service available with personal protective equipment and sanitation protocols in place.

Outdoor activities on Kids' Club premises

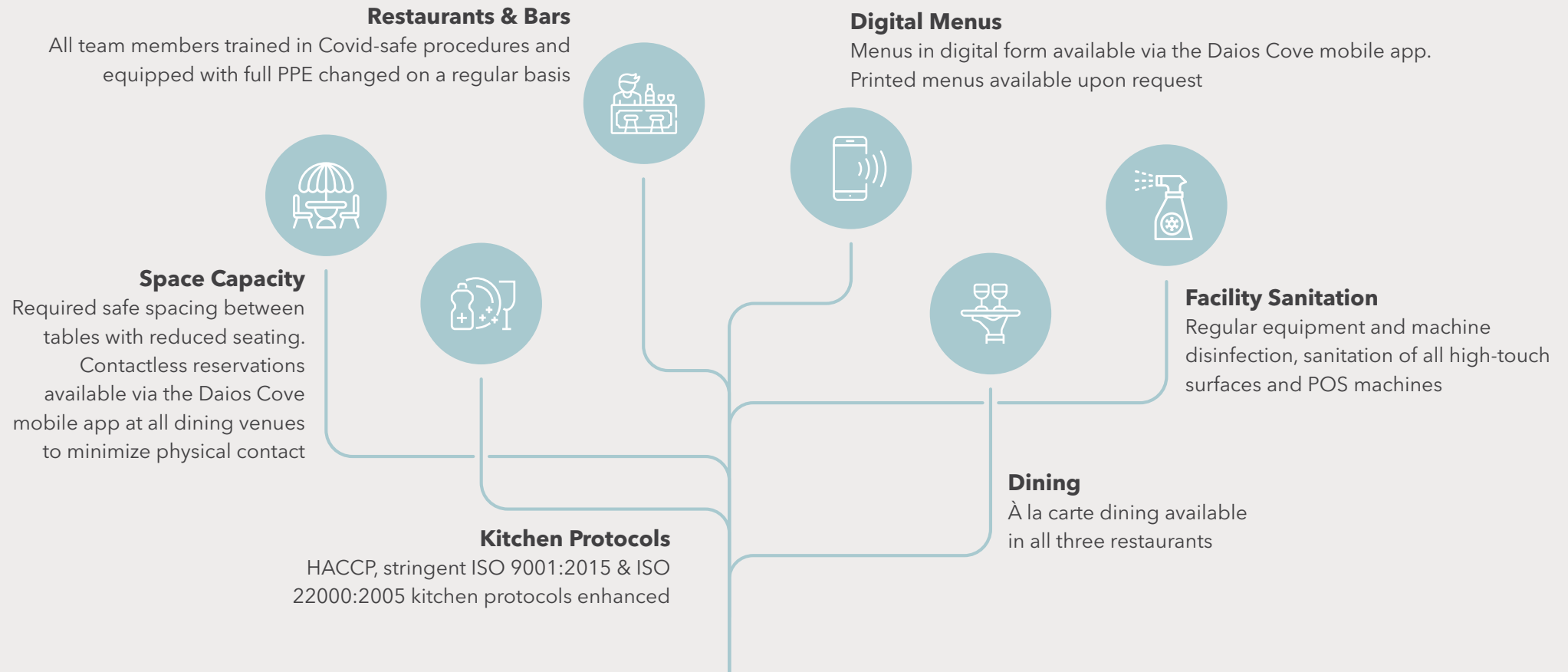


#### Funiculars & Elevators

Max 4 guests permitted per funicular / elevator or family travelling together. Buttons inside and outside funiculars and elevators regularly sanitized. Hand sanitation stations available outside elevators

## DINING

### EXPERIENCE DINING OUTDOORS SAFELY



## SPORTS & WELLNESS

RIGOROUS HYGIENE MEASURES IN ALL SPORTS FACILITIES AND KĒPOS BY GOCO

### Outdoor Wellness Workouts

Fitness programmes designed by BXR London, yoga and pilates classes outdoors with full hygiene standards in place

### BXR 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

## DEPARTURE

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### 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



## Our Expert Partnerships



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.

## 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.



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.



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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