

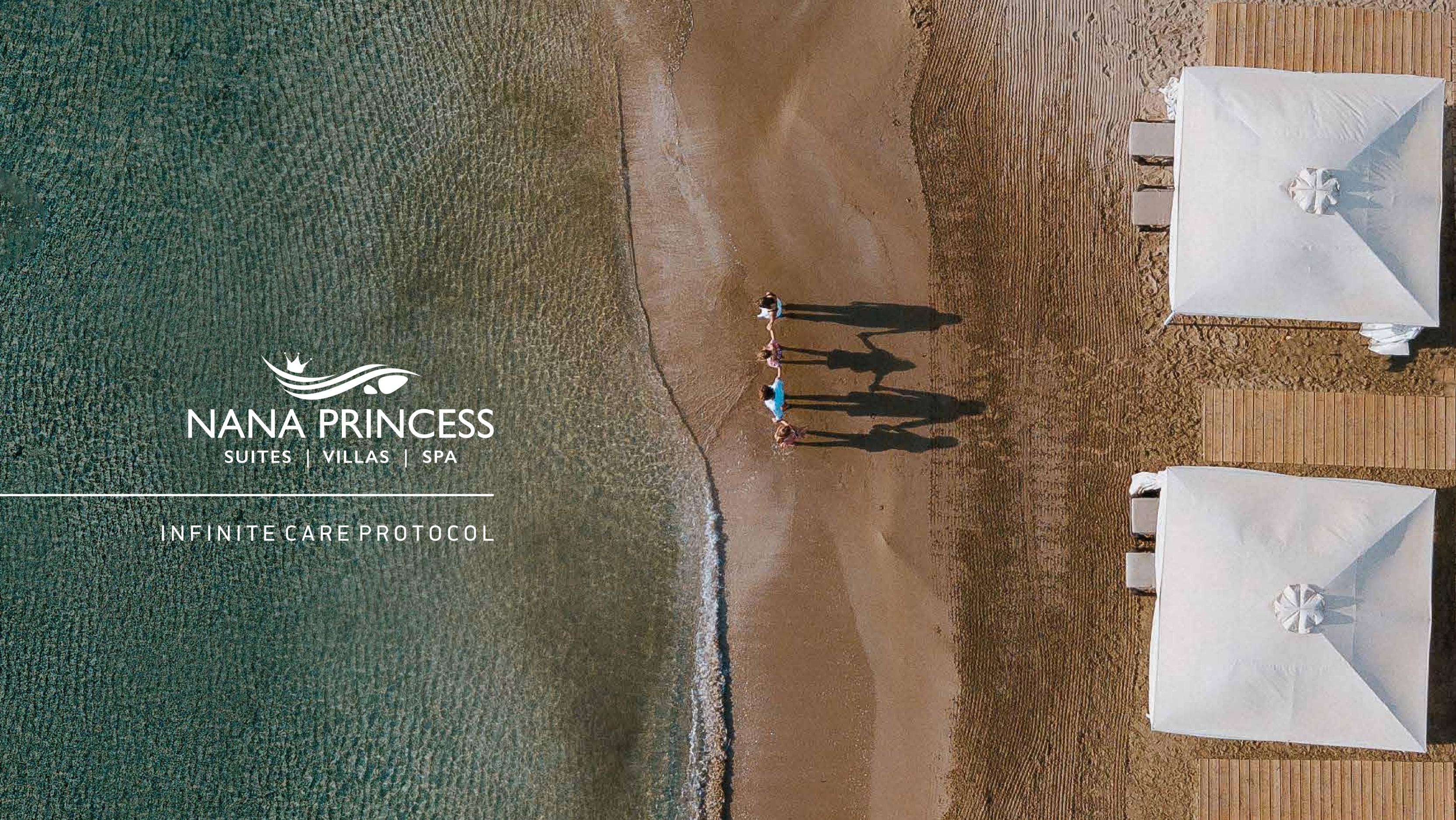


NANA PRINCESS

SUITES | VILLAS | SPA

---

INFINITE CARE PROTOCOL



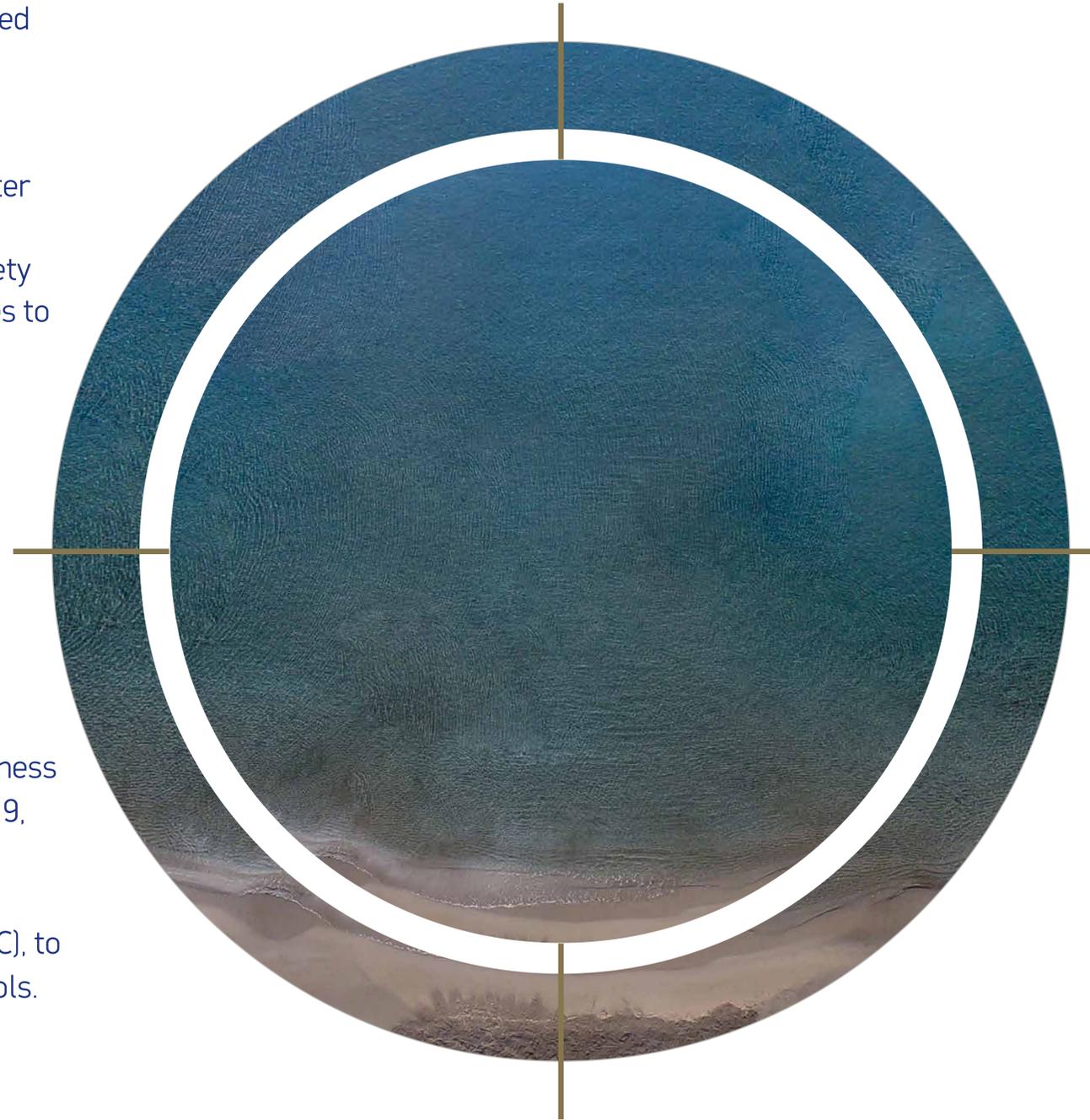
### YOUR SAFE SPACE

As we welcome you back to Nana Princess, we are committed to providing our guests with a safe environment that aligns with expert protocols for working to defeat COVID-19.

Consisting of in-house and external experts in food and water safety, hygiene and infection prevention, as well as hotel operations, our company is redefining our cleaning and safety standards. We will actively monitor and evolve our practices to ensure our continued focus on the health and safety of our guests and associates.

### SANITISED TO PERFECTION

We will continue to uphold the highest standards of cleanliness and hygiene. Given the current situation caused by COVID-19, we have taken additional actions in our hotel, developed according to the guidelines of Global, European and local public health authorities (including the WHO, ECDC, and CDC), to boost the effectiveness of our cleaning and hygiene protocols.



### FOCUSED ON YOUR WELLBEING

The Nana Hotels 'Stay Safe Protocol' is built upon our already high standards of housekeeping hygiene, on the basis of which hospital-grade cleaning products and upgraded protocols are currently in use.

The goal of Nana Hotels' Stay Safe Protocol is to provide guests with assurance and peace of mind when they stay at our premises.

### OUR STEPS FOR YOUR SECURITY

Practices under consideration include:

HOTEL  
PERSONNEL

GUEST  
ARRIVAL

RECEPTION  
DESK

GUEST  
ROOMS

PUBLIC  
AREAS

RESTAURANTS  
& BARS

SPA &  
GYM

SWIMMING  
POOLS

BEACH

BABYSITTING



## HOTEL PERSONNEL



Training, through e-learning and in small groups, on hygiene protocols, food safety, environmental sustainability and COVID-19 awareness.



Intensive staff training on PPE use, frequent deep cleaning and changes of equipment, such as used masks.



Employee PPE use.



Non-invasive, touch-free temperature measurement performed on our staff at all resort entry points.



Our staff is screened for symptoms prior to starting work.



The Nana Hotels Stay Safe team is on standby 24/7 to support the hotels and coordinate with local and regional authorities.



The majority of our staff is equipped with innovative disinfection technologies. Nana Hotels is exploring the addition of new technologies, like, which use ultraviolet light to sanitise surfaces and objects.



Guest luggage disinfected



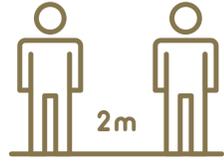
GUEST  
ARRIVAL



Doors opened by staff  
or automatically

# RECEPTION DESK

# 1



Check-in procedures carried out with safe distancing & staff PPE.

# 2



Frequent disinfection of all surfaces.

# 3



Installation of hand sanitiser stations (fixed or non-fixed devices).

# 4



The use of credit or debit cards is recommended instead of cash for the payment of all hotel costs.

# 5



All key cards are disinfected through UVC equipment.

# 6



Non-invasive, touchless temperature measuring devices at all entry points of the resort.

# RECEPTION DESK

# 7



Disinfection of all equipment, such as POS machine.

# 8



Extension of duration of check-out and check-in times between stays (check-out by 11am and check-in from 3pm), so that rooms can be thoroughly cleaned, disinfected and aired out through natural ventilation.

# 9



Signage will be used to remind guests to maintain proper distancing.

# 10



Printed hand-outs to kept at a minimum.

# 11



Golf carts to be thoroughly disinfected after each use.

Implementation of leading cleaning and disinfection protocols for the sanitation of rooms after guests depart and before the next guests arrive, with particular attention paid to high-touch areas like light switches, door handles, TV remotes, thermostats and more.



# PUBLIC AREAS



We have reinforced our sanitation services in all public areas.



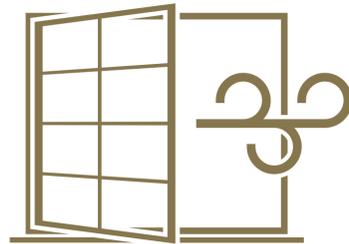
We recommend avoiding the use of elevators, which will be cleaned frequently, especially their high-touch areas such as handles and knobs. The number of guests using the elevator will be limited to one each time (excluding families and couples).



Signage will be used to remind customers to maintain proper distancing.



Hand sanitiser stations (fixed or non-fixed devices) will be placed at primary entrances and key high-traffic areas.



All areas will be well-ventilated, with fresh air circulating in all indoor and common spaces.



All A/C units receive enhanced maintenance and their filters are regularly disinfected.



Testing of common area water samples by a professional partner to ensure that the strictest hygiene standards are maintained.

# RESTAURANTS & BARS

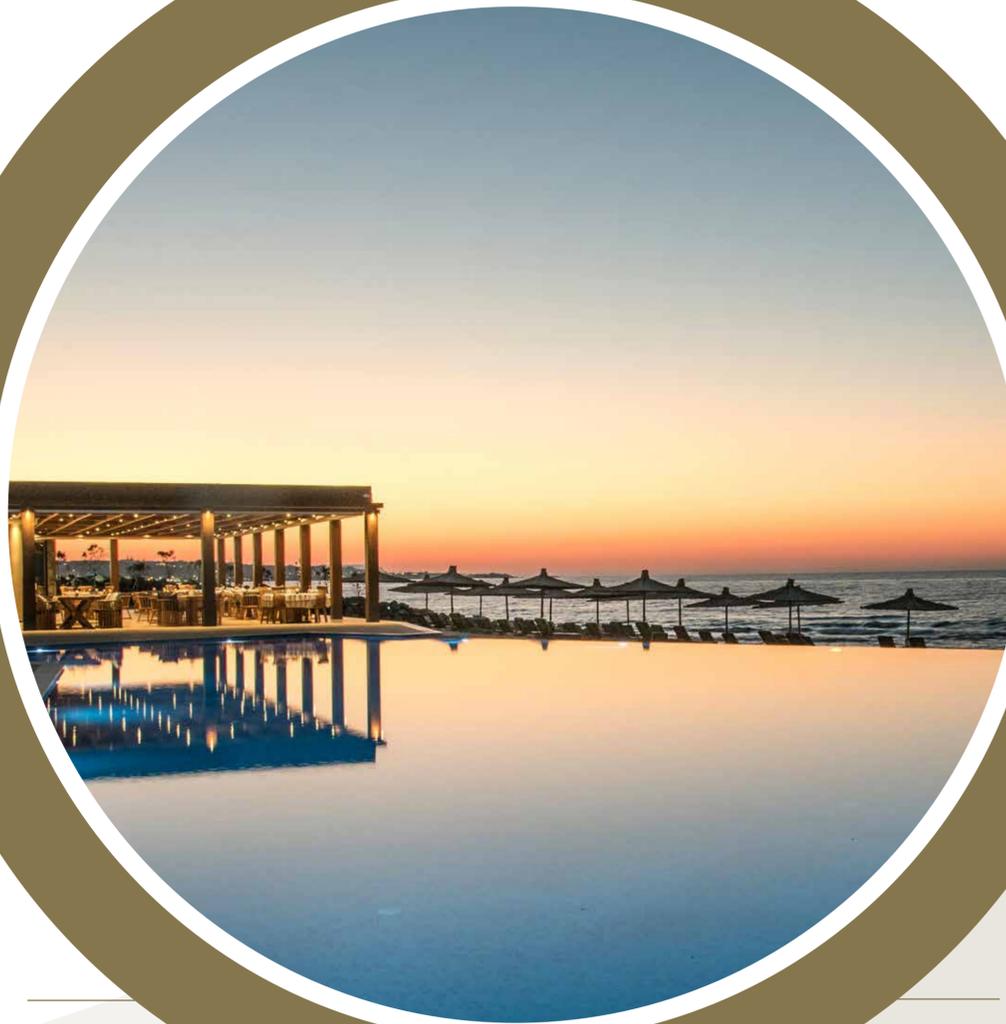
Enhanced Food Safety Standards. Restaurants are certified in accordance with the ISO 22000:2005 Food Management System.

Frequent sanitation of all restaurant facilities.

Reduced seating availability to increase distance between tables.

A rearranged seating layout has been implemented at all our F&B outlets.

Table distancing in accordance with regulations.



Restaurants to be available upon reservation in order to avoid crowding.

Disinfection of tables, counters, surfaces etc. after each use and regular ventilation of the outlets.

Cutlery and tableware are replaced upon every service.

Enhanced staff safety and wellbeing with the use of PPE in accordance with regulations.

Hand sanitisers available at every entrance.

# RESTAURANTS & BARS

We strongly recommend that children be supervised at the buffet area.

Large restaurant capacity ensures proper distancing.

Thorough sanitation of all kitchen utensils.

Signage and floor markings will be used to remind customers to maintain proper distancing.

Use of approved, food-grade where necessary, cleaning products and disinfectants.

POS machines and equipment sanitised between every use.

Appropriate cleaning of all materials and ingredients used in our kitchens.



Services will be available only upon reservation.

Guest hand sanitiser stations available.

Disinfection of all gym & spa equipment, as well as hard-surface areas, such as the spa reception is performed after every use.

Social distancing rules apply.

Improved guidelines for disinfecting the hotel Fitness Center, with a limit on the number of guests allowed in at one time.

The Fitness Center will be available at a limited capacity and only upon reservation.



SPA & GYM



## SWIMMING POOLS



Only outdoor hotel swimming pools are allowed to operate according to the current legal framework (**number of bathers:** the crowding density in hotel pools is calculated with an index of 5 square meters of water surface per person).



**Physical distancing:** The layout of seats on the swimming pool decks (sunbeds, chairs, sun loungers, etc.) will be such so that the distance between the ends of the seats of two people under two different umbrellas be at least 2 meters in each direction.



All seats, tables, price lists and any other items will be disinfected after each guest leaves and before being used by the next guest.



Sunbeds will be sanitised after every use, and will be clearly labelled.



Water quality controls in place.



Total outdoor pool area of 750 m<sup>2</sup>.



95 Private Pool Suites available.



Implementation of a maximum number of swimmers per pool.

# BEACH

All seats, tables, price lists and any other items will be disinfected after each guest leaves and before being used by the next guest.

F&B services provided on the beach.

Sunbeds will be sanitised after every use, and will be clearly labelled.

Secluded, blue flag awarded beach in an unspoilt environment.

Physical distancing rules will be applied for seating (sunbeds, chairs, sun loungers, etc.).  
Bathers will be discouraged from placing towels or beach mats between umbrellas.





# BABYSITTING

Babysitting services are provided with the use of PPE and the implementation of sanitation protocol procedures.



STRONG PARTNERSHIPS  
TO GUARANTEE  
OUR COMPLIANCE

---



# OFFICIAL RESOURCES



**World Health Organization**



**NATIONAL PUBLIC HEALTH ORGANIZATION**





**NANA PRINCESS**

SUITES | VILLAS | SPA

---

Nana Princess Suites, Villas & Spa  
Hersonissos, 70014, Crete, Greece  
T: +30 28970 26900  
E: [booking@nanaprincess.gr](mailto:booking@nanaprincess.gr)  
[www.nanaprincess.gr](http://www.nanaprincess.gr)