



Escape to an oasis  
of safety and **elegance**

COVID-19 PROTOCOL

# Escape to an Oasis of Safety and Elegance

St Nicolas Bay and Thalassa Villas are pleased to announce our gradual reopening on May 21st.

**Our topmost priority is to deliver an enjoyable stay in a safe environment that promotes the health and wellbeing of our guests.**

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As part of the latest COVID-19 health and safety protocols recently introduced by the Greek Government, we have carried out **enhanced hygiene training** with all our hotel staff.

All guests, employees, suppliers and visitors will have their **temperature taken** upon arrival. We are committed to providing our guests with a **contactless journey** during the entirety of their stay in our Oasis of Safety and Elegance.

We continue to offer guests our traditional **personalized service** combined with **social distancing protocols** and **regular sanitization** of all areas, allowing for peace of mind and flexible bookings.

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# SAFE HOSPITALITY



**Health First**  
**Our added value for relaxing and safe holidays**

# SAFE HOSPITALITY

## **A Safe Environment for Our Guests and Employees!**

- Constantly take the temperature of all employees, suppliers, visitors and guests at the Hotel entrance
- Unlimited guest access to Personal Protective Equipment
- On call 24/7 Doctor, who has been trained in Covid-19 response
- All staff have been trained by the Cretan University and have received a certificate of knowledge and behavior against the spread of COVID-19
- The St. Nicolas Bay Operational program and protocols are aligned with Hellenic National Public Health Organization specifications

# OUR VALUABLE PARTNERS



All of our suppliers are required to provide us with their COVID-19 Certificate.



**The Cretan Aid LTD Medical and Diagnostic Center** offers patient care in Aghios Nikolaos. An ambulance will be available 24 hours a day.



**Eurocert** has provided us services for technical audits, inspections and certification ISO 9001:2015, ISO 22000:2005 and GDPR Compliance including the COVID Compliance.

**Ecolab** is a global leader in hygiene and energy technologies.



**Be safer** is specialized on the planning and implementation of Food Safety Management Systems, Internal Inspections and Second Party Audits, Training, and Laboratory Analyses.





# SAFE ARRIVAL

- Pre-arrival communication to ensure fast and safe check-in.
- Digital check in and check out.
- Concierge Service will be located in outdoor space.
- Sanitation of luggage upon arrival.
- Club car service to each room will be available exclusively.
- Private transfer arrangement will be provided by the Hotel upon request at a certain cost.





# SAFE LIVING

- Rooms are cleaned and sanitized prior to your arrival based on very strict protocols. Sterilization and deep cleaning with Steam Pressure Technology will be used.
- All linens and high-touch areas are routinely sanitized. Mattresses and Pillows are equipped with extra covers replaced upon departure.
- All non-basic equipment like brochures, decorative pillows and covers are removed from the room.
- Guests will be asked upon check-in if daily housekeeping and turndown service is desired.
- 24 hours between check-in and check-out to all rooms. If a room is occupied after departure, a minimum of 4 hours is required for the cleaning and sanitization procedures to take place for the next arrival whilst working in accordance with the stringent protocols of the Greek Government.
- Complimentary Mini Bar fully pre-stocked upon arrival, with items sanitized before placement. Guests have the option to pre-order or request upon arrival any items at extra cost.





# SAFE LIVING

- If you prefer to use our room service, you have the option to either be served by our staff or to simply pick up your tray outside your room.
- Rooms are constantly re-stocked with Protective Equipment Kits (mask, wipes & sanitizing gel). The Housekeeping team also uses Protective Equipment (face mask, gloves, full body apron), which will be replaced when cleaning between rooms.
- Our private pools are ideal for social distancing to ensure the safe relaxation of couples and families. All pools are cleaned twice a day according to cleaning and sanitization protocols.
- Hotel Information is readily available through the TV Channel. Digital menus in all our restaurants & bars can also be accessed through our Wi-Fi application.
- Any indoor & outdoor Jacuzzis remain out of operation.
- All Rooms are equipped with Individuals A/C units. Disinfection of A/C filters and grills carried-out after the departure of each guest.





# SAFE DINING

- All Restaurants and Bars offer spacious outdoor seating, in accordance with social distancing protocols.
- Tables will be cleaned and disinfected after every use.
- A la Carte Options only. No Buffets options will be available.
- Drinks are served with prepacked bar snacks on the side.
- Single Use menus and digital menus (QR Codes / TV Channel) are readily available.
- 24hour Room Service in addition to Lunch /Dinner Box options with recycled luxury packaging.
- Food Safety is certified by HACCP Protocols.
- Touch free sanitizing stations are available at all Restaurants and Bar Entrances.





# DINING OPTIONS

## **Breakfast | Club House Open Air Veranda**

Enjoy a wide range of breakfast specialties at our Club House Open Air Veranda served A la carte.

## **Lunch | Blue Bay Open Air Restaurant and Bar**

An all-day restaurant and Bar for fresh fish, creative dishes, snacks and cocktails.

## **Dinner**

Labyrinthos: Open Air Restaurant and Veranda

Create your own 5-course dinner, a la carte style, from a large selection of cold and warm dishes.

The Greek Kafeneion: Open Air Restaurant on the Waterfront

Local Specialties and catch of the day from the Mirabello Bay.

The Minotaure: Open Air Asian and International Restaurant by the pool

## **Drinks | Astra and Bonatsa Open Air Bars**

Enjoy a cocktail in a relaxing atmosphere with music by our live pianist or DJ.





# SAFE SWIMMING

- Blue Flag awarded Beach.
- Sun beds and umbrellas are a minimum of 4m apart.
- Beach Towels are available in your room.
- We recommend a shower use before & after entering the pool.
- Water quality controls are conducted at the highest international standards.
- Sun loungers, beach chairs and all equipment are disinfected after every use.
- Touch free sanitizing stations are available around the pool and the beach.





# SAFE WELLNESS EXPERIENCE & SPA

- Indoor Spa areas and indoor pool remain temporarily closed.
- Selected Spa treatments are available by appointment at the open-air treatment rooms
- Spa Therapists will be using mandatory masks during treatments.
- We suggest that Guests also use masks.
- All equipment and facilities will be disinfected after every use.
- Sanitizing stations set on site.





# SAFE SPORTS & ACTIVITIES

- Outdoor Yoga Classes adhere to a 2-meter safe distancing.
- Gym activities available only by appointment.
- Gym disinfection between appointments.
- Water Sport Activities available only by appointment.
- Sanitizing stations set on site.
- Outdoor Kid's Club activities available only by appointment.





# ADDITIONAL SAFETY PROGRAM

- 24/7 Risk Management Team available for Guests.
- Collaboration with a Private Microbiology Lab and the Medical University of Crete.
- According to the Greek Law, all necessary actions concerning the suspicious cases are handled by the Hellenic National Health Organization.
- 24/7 Medical support is available by a private medical clinic, including an ambulance service.
- Health & Safety Inspection by Authorized & Certified Company.





We keep the dream alive!

