

# WE — CARE

HEALTH & SAFETY PROTOCOL

MARBELLA COLLECTION







## WE CARE!

For the last 50 years, MarBella Collection's utmost priority has been the wellbeing of our guests, our staff and partners. As we are preparing for our Hotel re-openings on the 4th of July, we would like to share with you

- Our MarBella Collection "We Care" Health and Safety Protocol designed together with Priority Hellas and Diversey implementing wide-ranging measures across all areas of our operations
- Our enriched services offering with all the necessary adjustments to our operations that ensure a truly carefree holiday experience - one that reflects the designated protocols and puts guest health and wellbeing at the forefront of everything we do.



# YOUR ——— SAFETY & WELLBEING

By adding our unique sense of responsibility, We Care Health & Safety Protocol, has been rigorously implemented to reflect certified protocols set out by the Greek government (Health First), European Centre for Disease Prevention and Control and World Health Organisation, following the below principles

- Enhanced Staff training in COVID protection and prevention, appropriate use of PPE, and implementation of emergency action plans
- Our MarBella Collection Wellness Ambassadors will be at our guests' disposal throughout their holiday stay in order to share any kind of advice on their wellbeing, along with sanitization measures and other relevant information.
- Intensified cleaning & disinfection across all high-volume touchpoints & guestrooms with Diversey certified products
- Installation of contactless disinfection stations in all public areas
- Doctor on call 24/7 to provide special care to our guests
- Implementation of High Standards of food safety – HACCP procedures
- A contactless holiday experience available to all our guests through the MarBella Collection App

# YOUR ——— ARRIVAL!

- Transfers to be arranged with partners who comply strictly with our rigorous hygienic standards
- Maximum capacity of passengers per vehicle according to Government instructions
- Only guests of the same room permitted per car or minibus, thoroughly disinfected after each use





# YOUR ——— WELCOME

We look forward to welcoming you with a fast, seamless and contactless registration and departure process at the hotel. With social distancing in place at reception you will find clear and helpful signage to ensure your safety and a smooth process.

- You are encouraged to limit face-to-face interactions and enjoy a contactless stay by using the Marbella Collection app and QR codes digital info points.
- Revised check-in and check-out times will allow adequate time for social distancing in the reception area. **CHECK-IN 15:00 AND CHECK-OUT 11:00**
- Contactless check-in/check-out through the MarBella Collection Mobile Application
- Guests are welcomed in outdoor space with safe distances
- Contactless scan of passport details
- Prioritization of payment by contactless Debit/Credit Card

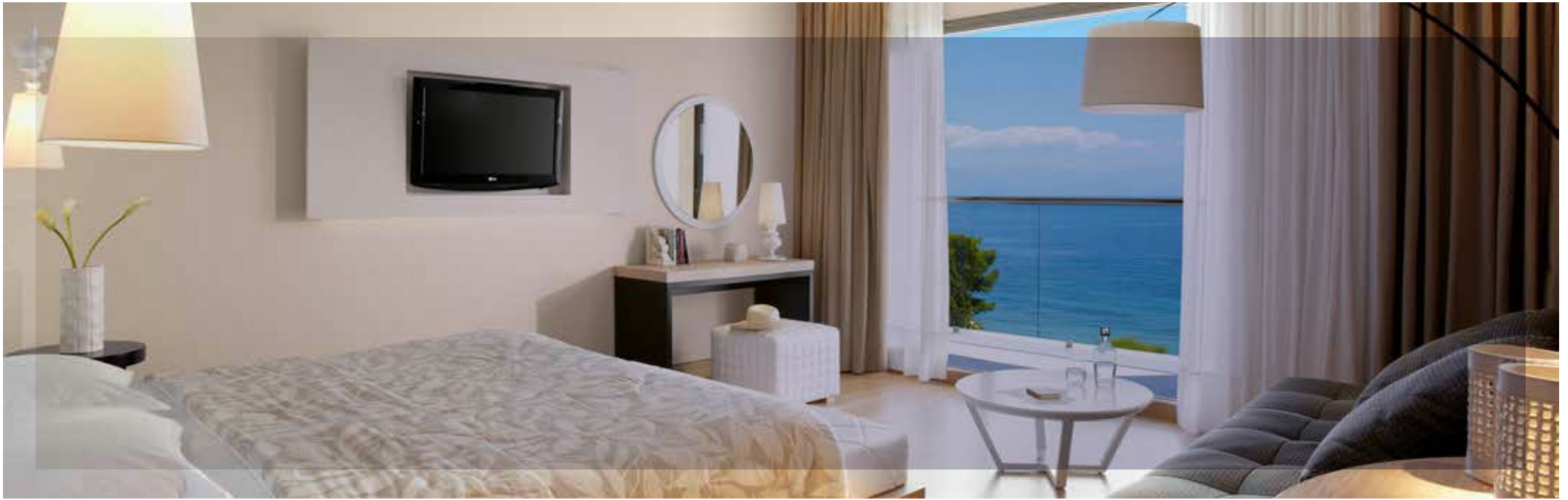


# YOUR DESIGNATED PUBLIC AREAS

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- Airy spaces with fresh air circulating in all indoor spaces. A/C not in use in Public Areas across the Hotel
- Hotel lobbies, restaurants and bars will operate at a maximum capacity to ensure adequate space for social distancing and adjusted layouts
- Use of certified providers for the regular disinfection of public areas and accommodation
- Installation of disinfection stations in all public areas
- Clear Signage in all common areas
- Guidance of elevator use at once by same family members or guests from the same room
- Specially designated Adults only areas at the Beach and by the Pool respecting social distancing rules





## YOUR ROOM

Rest assured your Rooms and Suites are as comfortable, stylish and spacious as ever - but you'll find a few changes in the way to respect the new reality.

- Rooms will be deep cleaned and disinfected with DIVERSEY products and at hospital hygiene standards.
- All printed hotel directories and menus have been replaced with contactless digital directories - simply scan the QR code you will find in your room with your mobile or tablet alternatively navigate through the MC app
- For your reassurance and safety your welcome hygienic kit including antibacterial wipes and individual sealed mask will be waiting in your room.
- Housekeeping services will be reduced to once per week- although will offer them on request if needed
- All rooms between departures and arrivals to remain vacant for a minimum of 24 hours
- Turndown service will not be available
- In-room tea and coffee making facilities & Mini Bar services are available upon request
- In-room dining experience is elevated with an enhanced room service offering and extended hours of operation. Meals will be delivered in individual hot or cold packed portions.





## YOUR --- DINING

We're extending our restaurant hours to make up for a maximum capacity and making even more use of our relaxing outdoor seating areas so you can enjoy al fresco dining at its finest. You'll also find a few new changes to make your experience relaxing and safe.

- Restaurants with al fresco seating arrangements will be offering an enhanced a la carte experience and serviced breakfast buffet (where applicable)
- Digital Menus available via QR codes on each table for contactless ordering
- Contactless Dinner reservations can be made using our app
- Revised menus focusing on local cuisine with high nutrition healthy options
- Extended restaurant timings:  
Breakfast 07:00-11:00 / Lunch 12:00-16:00 / Dinner 18:30-22:30
- Enjoy a great selection of snacks at the pool and the beach between 12:00-16:00
- Extended room service is now available from 07:00-23:00 and can be part of your Half Board or All-Inclusive dining experience at no extra charge
- Sanitization of tables will be carried out after each guest. Outlets are sanitized after each service
- Our Dine Out programme will not be available till further notice

# YOUR ——— ENTERTAINMENT

We're making it easy to have fun with family and friends every evening.

- Furniture has been rearranged in all public areas, bars and restaurants to accommodate social distancing
- Live music nights are available with physical distancing applied
- Outdoor stargazing cinema nights to excite the whole family
- YOUR DAY AT THE BEACH. Grab your picnic basket and enjoy a day out at Halikounas, ranked among the **Top Safest beaches in the World** located only 14km from MarBella Corfu. Proper beach equipment and a picnic basket full of culinary delights offered courtesy of MarBella Corfu will be offered- just let us know 24h in advance







## YOUR ——— KIDS

We are well known for making sure the younger members of your family have fun and there is so much joy & excitement waiting for them.

- Worldwide Kids Club outdoor activities for children of all ages at a maximum capacity.
- Babysitting available on request - our professionals will take all precautionary measures, using protective equipment and regular sanitization

# YOUR ——— ACTIVITIES

Have fun and relax in, on and out of the water -  
with a few changes here and there.

- Beach and pools will operate respecting social distancing regulations in and out of the water.
- Stay fit & energetic with daily organised outdoor activities
- Swimming Pools will be available from 10:00-18:00
- Sunbeds will be intensively cleaned & disinfected after each use
- Non-motorised water sports available
- Fitness Gym will not be in operation this summer
- Tennis Court / Football 5X5 court / Trekking / SUP Safari will be available respecting health protocols - reservations required through reception or MarBella Collection App
- Wet areas including the sauna and Hamman will not operate
- A wide range of rejuvenating spa treatments are available by appointment only - please reserve at reception or through the MarBella Collection App
- Guests must wear face masks during Spa treatments - 1 person will be allowed per treatment cabin each time







# YOUR COMMITMENT TO HOUSE RULES



- We strongly recommend that all our guests take a **Covid-19 test** up to 72 hours prior to travelling - for their own wellbeing and for all those around them.
- Guests are required to **maintain distances** indicated by clear signage
- Guests are encouraged to go through our **contactless** journey by downloading **MarBella Collection App**
- **Reservations** are required for breakfast and dinner
- Guests are required to use **hand sanitizers** upon entry/exit from all restaurants
- Tables can seat a **maximum of 6 persons**
- Guests are required to follow **elevator guidelines** and not exceed the number of persons allowed
- Guests are required to follow the visible **safety signage** for direction & social distancing
- Areas or spaces which are marked as undergoing the **cleaning procedure** must not be used
- Bars & Counters will not serve guests directly, there will be **table service only**
- Guests are required to follow the instructions for showering during **use of the pools**
- In case you are **not feeling well** please call the reception immediately
- Our **Wellness Ambassadors** will be at our guest's disposal should any queries or other information is required