



WE — CARE

HEALTH & SAFETY PROTOCOL

CERTIFIED BY



MARBELLA COLLECTION





WE CARE!

At MarBella Collection our utmost priority remains the health and wellbeing of our guests and staff. As we are preparing for an extended holiday offering this summer season, we would like to share with you.

- MarBella Collection's 'We Care Health & Safety Protocol' has been carefully designed together with Priority Hellas and Diversey and also accredited by Global Leader TÜV Austria with the COVID SHIELD CERTIFICATE, the higher standard certification for Prevention and Control of the spread, implementing so a 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 Guest Services Staff 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



YOUR ——— WELCOME

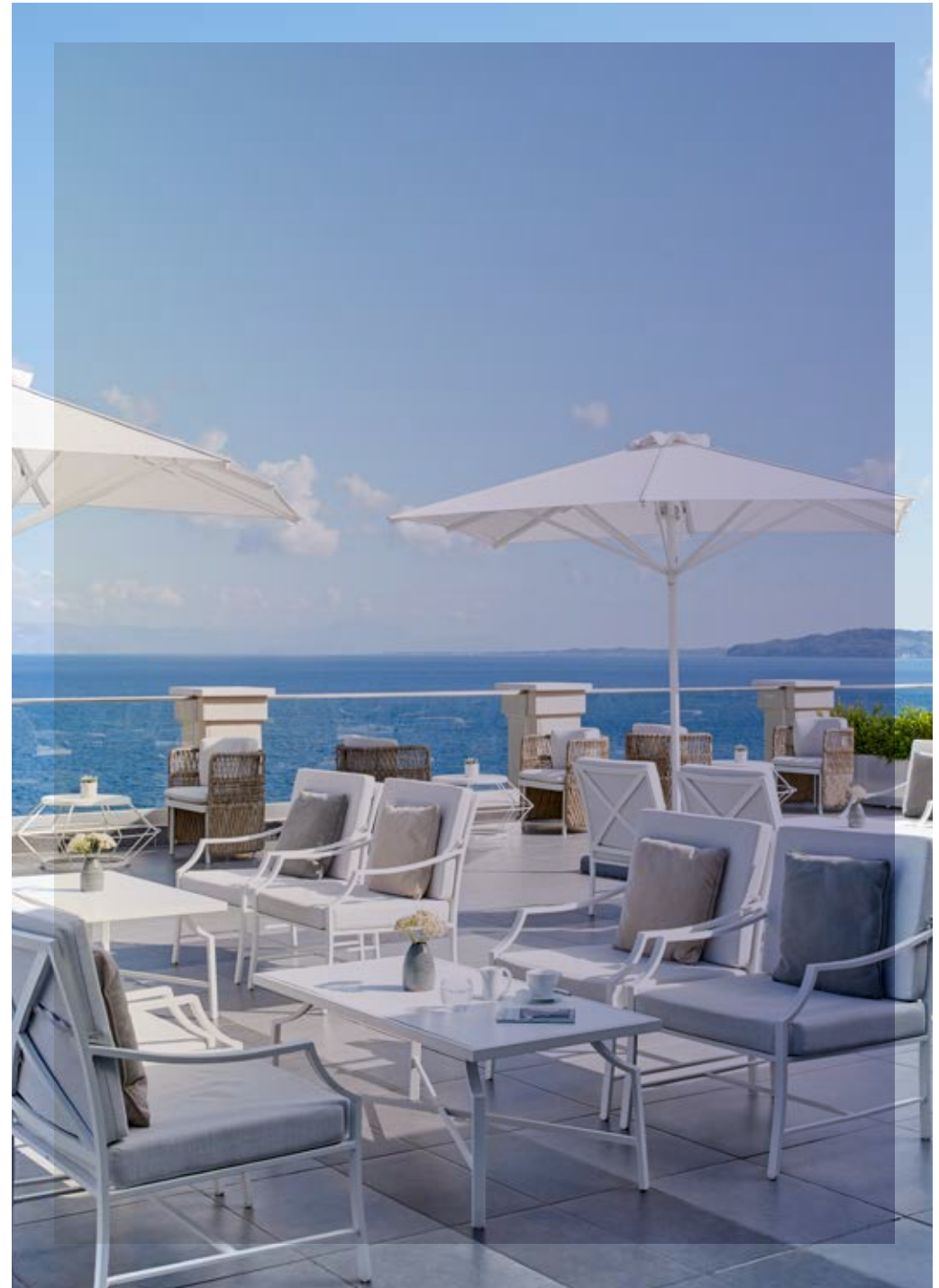
We look forward to welcoming you with a fast, seamless and contactless registration and departure process at the hotel. With social distancing in place at reception you will find clear and helpful signage to ensure your safety and a smooth process.

- 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
- Contactless scan of passport details
- Prioritization of payment by contactless Debit/Credit Card



YOUR DESIGNATED PUBLIC AREAS

- 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 Areas at the pool and beach of MarBella Corfu respecting social distance 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
- Housekeeping services will be reduced to once per week- although will offer them on request if needed
- 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

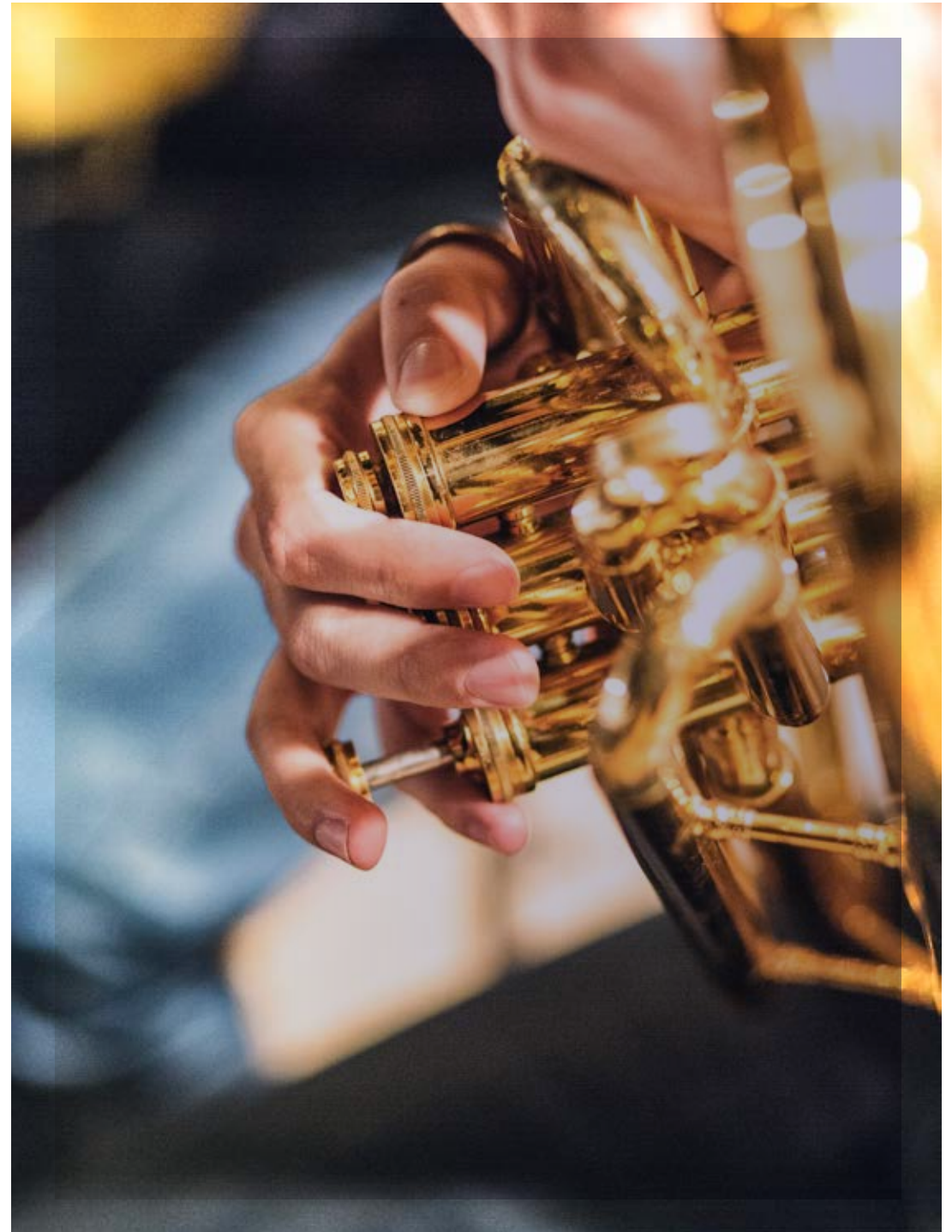
We're extending our restaurant hours to make up for a maximum capacity and making even more use of our relaxing outdoor seating areas so you can enjoy al fresco dining at its finest. You'll also find a few new changes to make your experience relaxing and safe.

- 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 for contactless ordering
- Contactless Dinner reservations can be made using our app
- Revised menus focusing on local cuisine with high nutrition healthy options
- Enjoy a great selection of snacks at the pool and the beach between 12:00-16:00
- Enhanced Al fresco Dining with new restaurant Venues

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 programme in MarBella Corfu and MarBella Nido. Grab your complimentary picnic basket full of MarBella culinary delights and proper beach equipment to enjoy a day out at Halikounas beach, ranked the **Top Safest beaches in the world.**





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
- Adventure Club for children aged 8 to 15yrs at MarBella Elix will immerse Kids on a world of Greek Mythology in fabulous surroundings, complying with necessary Health & Safety Protocols

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 be in operation this summer
- Tennis 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 operate according to current government regulations
- A wide range of rejuvenating spa treatments are available by appointment only - please reserve at reception or through the MarBella Collection App





YOUR COMMITMENT TO HOUSE RULES



- 1 Guests are required to comply with **Health & Safety Guidelines** indicated by the signage
- 2 Guest should look up for government last updates on travel at **<https://travel.gov.gr/#/>**
- 3 Guests are encouraged to download **MarBella Collection App** for Contactless Services
- 4 Guests are required to use **hand sanitizers** where available
- 5 Guest are required to respect **maximum occupancies** across all public areas
- 6 Guests are required to follow **elevator guidelines** and not exceed the number of persons allowed
- 7 Areas or spaces which are marked as undergoing the **cleaning procedure** must not be used
- 8 Guests are required to **air their room** frequently
- 9 Guests are required to follow the instructions for **showering** during use of the pools
- 10 **Should you feel unwell**, please stay in the room and contact with Management Team
- 11 **MarBella Collection Guest Services** will be at our guest's disposal should any queries or other information is required