

The life of simple joys

Because we care

PROTOCOL

bluegr | CANDIA PARK
VILLAGE





The Resort



Private Seafront area covering 65.000 m²



Private Sandy Beach and waterfront decks awarded with Blue Flag



Spacious Apartments & Suites with individual entrance



4 meters distance among accommodation units



Enhanced Hygiene Protocols



24h medical service

Our People

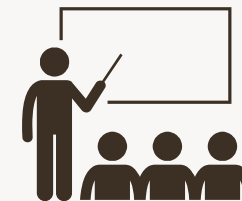
Training



Medical training on Infection, Prevention & Control, correct use of Personal Protective Equipment & Risk Management by the University of Crete, Faculty of Medicine



Hygiene training program on Systematic cleaning and disinfection, Infection, Prevention & Control and Sustainability practices by Diversey Inc. Global Hygiene Company



Operational Training program on bluegr protocols aligned with Hellenic National Public Health Organization, E.C.D.C., W.H.O. and EU guidelines

Our People

Actions

Weekly Diagnostic testing

Daily temperature measurement

Unlimited access to Personal Protective Equipment

Staff facilities and workstations rearranged to ensure safe distancing

Set up of sanitizing stations

Enhanced hands hygiene





pre - Arrival



Mobile / Web Registration



Complimentary early check-in
(Official Check-in time 15.00)



Private transfer arrangement with the hotel.
Certified with ISO 9001, disinfected after
every use and 50% safe capacity limit

— Arrival

Limited entrance for guests only

Touch free sanitizing station

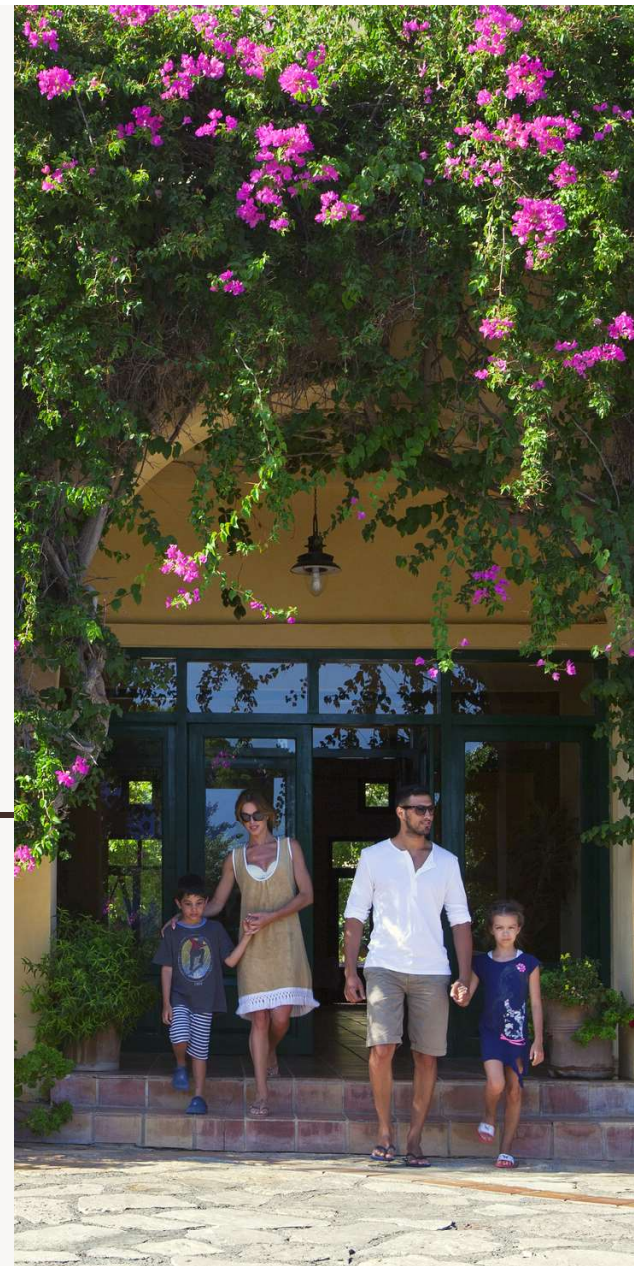
Safety signage & Health advisory

Disinfection of high-touch surfaces in all public areas

Guest luggage disinfection upon arrival, handled with personal protective equipment

Spacious indoors with natural air circulation

Outdoor fast mobile / tablet check-in



24/7



⇄ Safe spacing & 2 meters distancing measures

Employees wearing Personal Protective Equipment

Touch free sanitizing stations

Room keys UV disinfection

Surfaces & equipment disinfection after every interaction

Fabric material disinfection with steam cleaners twice per day



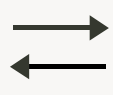
E- Concierge service via app



24/7 Chat with reception via app

Living Spaces



 4 meters distance between individual accommodation units

Room access through outdoor pathways

 Natural fresh air circulation through wooden shutters

Spacious Outdoor verandas with dining area



Personal Protective Equipment welcome kit upon arrival (masks, sanitizing gel & wipes)



Non essential amenities removed and available via app, free of charge

Information and menus available via app & QR codes

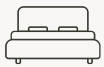
Living Spaces

Daily Deep Cleaning & thorough disinfection on high-contact areas based on Diversey Inc program



Sterilization of fabric surfaces with Steam Cleaners at $>70^{\circ}\text{C}$

Sterilization of linens ironed at 180°C



Mattresses and pillows are equipped with extra covers replaced upon departure

Stringent A/C filter disinfection upon departure
Individual A/C units, use at the discretion of guests



Housekeeping team wearing single use Protective Equipment replaced between rooms



in room Food Delivery



12pm - 9pm in room Food Delivery service

Safe outdoor delivery

bluegr people on Personal Protective Equipment

Enhanced food & drink menus



Digital menus via app & QR Codes



Food safety program certified with H.A.C.C.P.



Sitting & dining equipment disinfected after every use

Deep cleaning and thorough disinfection of all outlets and kitchen facilities based on Diversey Inc program after every service

Sanitising stations at Restaurants & Bars entrances

bluegr people on Personal Protective Equipment



Digital menus via app and QR Codes

More than 80% of local ingredients for all menus, certified by "WE DO LOCAL" initiative



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Food & Beverage



Spacious outdoor sitting

Safe spacing between tables

'Greek Breakfast Table" concept by
Chef Yiannis Baxevanis

Breakfast and dinner extended by 30
minutes

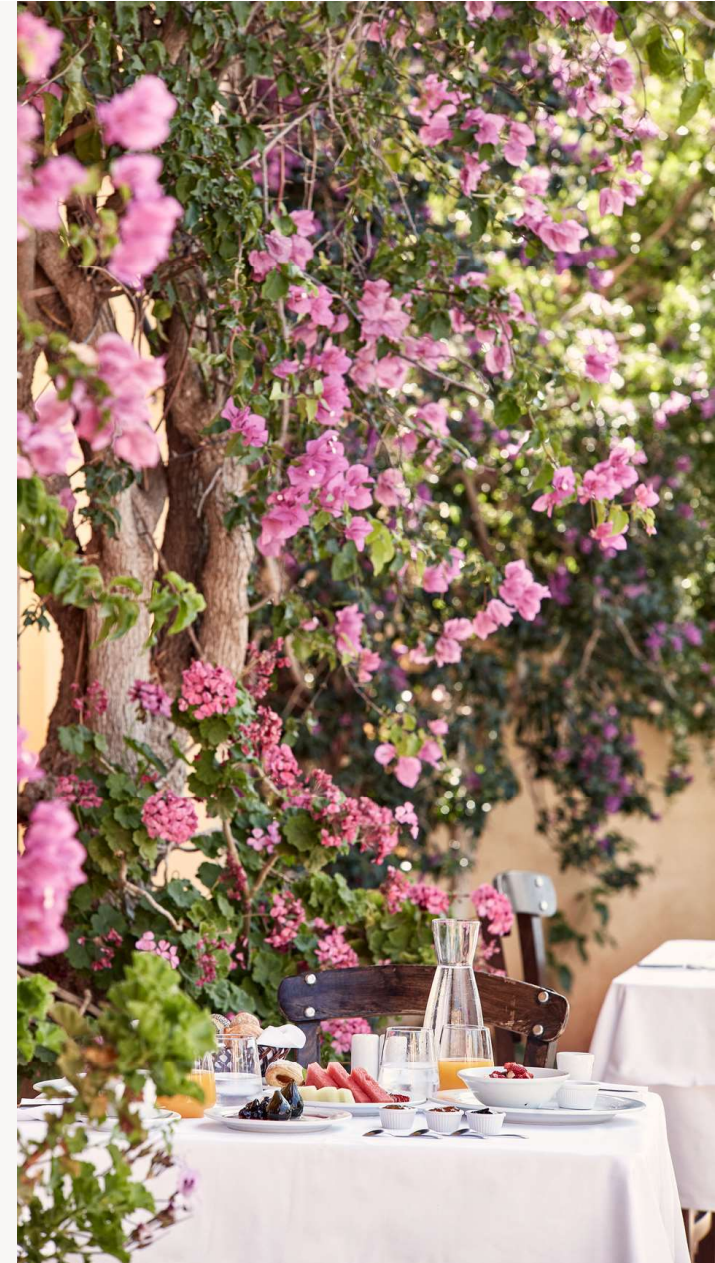
All day outdoor dining at our a' la carte
restaurants



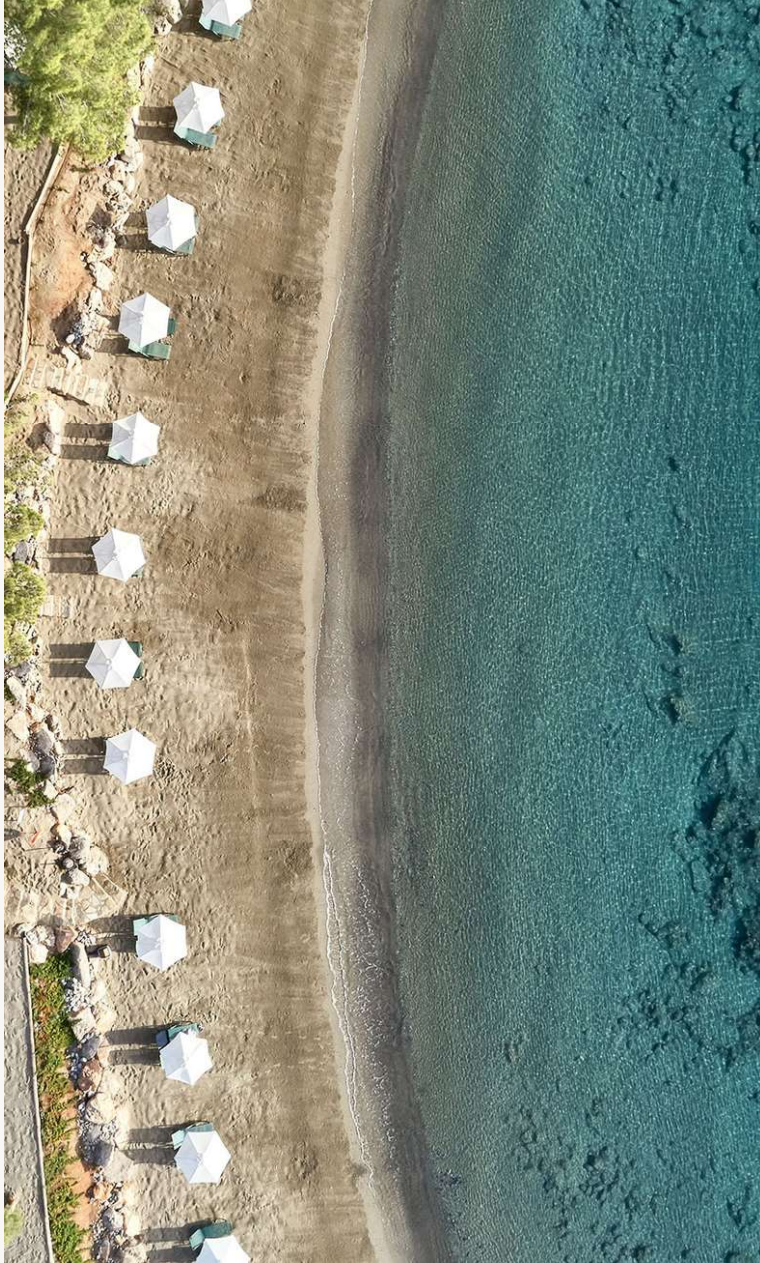
Drinks accompanied with pre
packed bar snacks

Grab n' go snacks at Pool Bar

Restaurants & Bars



Private Beach & Decks



Spacious sandy beach & waterfront decks

Food & Drinks ordering via app



Sun loungers disinfection after every use
4 meters distance between umbrellas

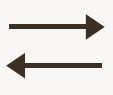
Individual beach towels sanitized at 180°C



Private beach access via several access points



735m² Adults Outdoor Swimming Pools
45m² Kids outdoor swimming pool



2 meters distance between sun
loungers

Increased water quality testing



Capacity limit 1 guest per 5m²



Recommended shower use before & after
entering the pool

Thorough disinfection of sun loungers and high-
touch surfaces after every use

Individual beach towels sanitized at 180°C



Food & Drinks orders via app



Pool

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Kids Club



Enhanced outdoor operation



Check-in policy

Individual equipment disinfected after every use & daily deep cleaning based on Diversey Inc. program



2m Safe spacing among kids from different



families



Sanitizing stations set on site and PPE

available

Safe spacing & no physical contact during animation sessions



SPA use by individual
appointment only



Natural fresh air
circulation



Sanitizing stations
set on site



Individual towels
sanitized at 180°C



Equipment and
facilities disinfection
after every use



Daily deep cleaning and
thorough disinfection



Mandatory use of
masks for guests &
staff



Spa

Sports & Activities



blue bikes by reservation only & bike disinfection after every session



Individual water sports appointments & equipment disinfection after every use



Outdoor Yoga Classes with 2 meters safe distancing



Tennis Courts by individual appointment only



Daily deep cleaning and thorough disinfection based on Diversey Inc program



Sanitizing stations set on site and PPE available for guests



Equipment and facilities are sanitized between sessions

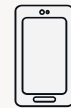


Pre-booking required for all sports activities



Check - out

Complimentary late check – out (Official Check-out time 11.00)



E-mail bill view

Fast check – out with appropriate 2m distance



Contactless POS payment



Digital invoicing

Additional measures

Self Isolation rooms available

Our risk management team ensures compliance and immediate response. A team ambassador is available for guests 24/7

Continuous assessment of compliance with WHO, Hellenic National Health Organization (EODY) and ECDC guidelines

Onsite COVID testing in collaboration with Private Microbiology Lab

Innovative methods of SARS-CoV-2 detection on surfaces based on periodical sample testing powered by Be Safer P.C. & Agrolab RDS

Actions regarding suspicious cases are coordinated by the Hellenic National Health Organization according to the Greek Law

Collaboration with Private Medical Clinic, providing 24/7 medical support & ambulance service



Our Partners

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Our goal, as always, a relaxing, risk-free experience at a safe environment.



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