

## Season 2021 (Care) Plan

According to this year's EU and government health protection directives, our Season 2021 (Care) plan consists of the following:

### Public Areas

All our staff this year will have their smiles hidden behind facemasks and other personal protecting equipment. We will all be greeted from a distance and our hands, *even thoroughly clean*, will not offer any handshakes and hugs.

- We have made arrangements to all public areas so that social distancing can be more easily achieved. There will also be hand sanitation stations, distancing markings and reminding notices available everywhere.
- All transactions like registration, form filling, payments will be digital. Our brand new in-house mobile app will help much to that. You can also receive all relevant check-in documentations online before arrival to complete at your own pace.
- Ventilation this year is even more essential. In all indoor public areas (lobby, restaurants) we will avoid using AC whenever possible and keep the sea breeze in for fresh air.
- We suggest you wear a face mask at all public areas, especially indoors

### Rooms

- All our cleaning schedules and protocols are enhanced and special equipment will be used. In addition to those, all checked-out rooms will be thoroughly disinfected and certified clean before set ready for new guests.
- Our staff will try to keep entering your room to the minimum. Therefore, you can choose whether to not allow room-cleaning service every day.
- Some of the non-essential room equipment like decorative fabrics and pillows, printed material, mini-bar stock will be removed.
- We will be providing you with disinfectants, wipes and personal protective equipment like masks and gloves should you wish to use it.

### Meals

- We have set the tables in a distance to meet social distancing measures and we will be thoroughly cleaning and disinfecting all equipment used.
- You just have to book in advance When (at what time slot) you would like to have your meals via our in-house mobile app or via our staff.
- A face mask is required from you when around the buffets. Our extensive buffets will be there as usually and our staff will be there, in their protective equipment, happy to serve you. In addition, we will also provide you with disposable gloves to use when choosing your meal. Please follow our restaurant managers directions regarding social distancing and contacts while in the restaurants.
- We fully understand your need to retire in your own safe harbor (your room) therefore we have enhanced our Room Service offering for breakfast, light meals and drinks throughout the day.

## Facilities

- Our Spa, keeping the highest hygiene standards will be welcoming you by appointment only.
- The gym, tennis court, fitness classes and Spa Wet rooms will be operating in a time-slot managed capacity. The indoor pool will not be open this year.
- Our Mini Club will be operating only open-air and at a time-slot managed capacity
- Our pool and beach will be operating as usually, with some added social distancing measures and their own disinfection protocols. As the sun beds around the pool have to be less than usual, please refrain from occupying them when not present and give our staff the time to disinfect them before uses.
- To avoid large gatherings, only light evening entertainment will be offered this year

All the above measures –and plenty more behind the scenes – will be based on your cooperation with our staff. That entire staff is thoroughly trained, in particular on this (care) plan and special hygiene protocols and undergoes a compulsory weekly rapid test. In addition to that, all actions and procedures are monitored and certified by external consultants (TUV Austria) and government officials.

Our promise for a great service is even more present in this “*parenthesis*” season. We fully understand that it will be strange not to be able to serve you in our signature manner. The health and wellbeing of all, YOU (our guests) and US (our team members) are definitely of an utmost importance. As long as we are healthy, we can still enjoy the sun, the sea, the island, *a different*, yet still great holiday.

*Hospitality and (Care) bear no interludes*



# (Care) #(holidayswithCare)