


WE CARE TO WELCOME YOU

KANAVA HOTELS & RESORTS

2020


VEDEMA RESORT
SANTORINI

THE
LUXURY
COLLECTION


MYSTIQUE
HOTEL
SANTORINI

THE
LUXURY
COLLECTION


I S T O R I A
CREATE YOUR OWN

A MEMBER OF
DESIGN HOTELS


PARILIO
CYCLADIC LIGHT SIMPLICITY

A MEMBER OF
DESIGN HOTELS


ACRON VILLAS

Hommage
VILLA COLLECTION



KANAVA HOTELS & RESORTS

OUR CARE PROTOCOLS

Our guests' and associates' health and wellbeing have always been our utmost priority and it continues to anchor us as we adapt to new challenges.

We are fully committed to providing an environment for a most safe and carefree experience.

We are conforming with and rigorously applying the health and safety standards imposed by the Greek government and extending our efforts to create a “new normal” with additional preventive measures created by Marriott International in order to ensure that we have done all that is necessary, so that we are ready to welcome you.

Kanava Hotels & Resorts Health & Safety Program

**do not say but show
you care**


- LAILAH GIFTY AKITA



A CAREFREE AND SAFE HAVEN

KANAVA HOTELS & RESORTS

A SECLUDED HIDEAWAY



The architectural layout of our hotels is ideal for social distancing with ample spaces both public and private, while all suites and villas dispose separate entrances. In addition, our spacious suites, are all endowed with generous terraces and balconies, while many of them are crowned with private pools or jacuzzis

NOURISHING THE NEW NORMAL



Abundant al fresco dining options, enhanced in-room dining options, digitalized menus

MARRIOTT COMMITMENT TO CLEAN



As part of Marriott International brands, our hotels thoroughly embrace the company's longstanding commitment to cleanliness and adopt all measures with the utmost care, while our procedures have been enhanced by additional actions taken on our own initiative

OUR PILLARS

EMPHASIS ON HYGIENE & CLEANLINESS

Deploying 200+ enhanced
cleaning protocols

Marriott Commitment to Clean

Compliance with WHO and
Greek Government Health Authorities

ECOLAB Certified products

Hand sanitizer stations available
throughout the resorts

HEALTH SCREENING STAY SAFE

Touchless temperature checks

Partnership with local hospital for
molecular testing and medical assistance

Removal of high touching items

Complimentary masks, gloves,
sanitizing wipes and hand gels
in every room

Reducing housekeeping contact

LESS CONTACT MORE CONNECTION

Use of check-in Mobile App, eFolio
delivery, mobile chat via WhatsApp

Fostering pre-arrival planning and
communication

Signage to remind guests of
social distancing guideline

GUESTS & ASSOCIATES TESTING

TEMPERATURE CHECKS

Regular temperature checks for
all guests and associates

MOLECULAR DIAGNOSIS

Molecular diagnostic testing
performed bimonthly for
associates

HEALTHCARE SUPPORT

Doctor and ambulance
available 24/7

ARRIVAL & DEPARTURE



TEMPERATURE CHECKS

Regular temperature checks for all guests and associates

Temperatures scans for everyone upon their entrance to the resort



TRANSPORTATION

Transportation services adhere to social distancing guidelines and sanitization procedures
Driver and riders wearing mask
AC operates with the windows slightly open

Only private transfers are offered for guests of same room/ family

Vehicle disinfection after each journey

Reduced occupancy based on car seats



DISINFECTION

Guest luggage disinfected and handled with personal protective equipment

Use of UV-C for sanitizing room keys and other shared devices

Disposition of sanitizers and hand disinfecting stations

Regular sanitization of high touch surfaces



CHECK-IN & CHECK-OUT

Valet parking provided only upon guest's request

Mobile check-in

Option to check-in at your suite

Reduced allowable capacity in spaces

Queuing areas management

Contactless payment

Advance checkout eFolio

GUEST ROOMS



HOUSEKEEPING

Staff training and compliance with Marriott's Commitment to Clean standards

Deeper cleans in guest rooms

Housekeeping service conducted only at guests' absence

Mandatory use of PPE

Labelling of sanitized rooms on the room door



IN-ROOM LAYOUT

Decorative pillows, magazines and non-essential items removed to allow a greater peace of mind

Hotel directory, menus and hygiene measures featured on room TV, for a contactless experience



DISINFECTION

Use of ECOLAB cleaning and disinfecting protocols

Use of government-approved, hospital-grade disinfectants

Each room is thoroughly cleaned and disinfected

Amenity kit with disinfecting wipes and gel, gloves and one mask per guest provided in guest rooms



WATER TESTING & A/C CLEANING

Regular water testing carried out in rooms

Disinfection of air ducts, filters and grills upon every check-out

A/C usage at guests' discretion

FOOD & BEVERAGE



DISINFECTION

Regular disinfection of high touch surfaces

Rigorous cleanliness standards

Cleaning and sanitizing furniture and menus for next guest

Cocktail equipment sanitized between use

Hand sanitization stations



FOOD SAFETY PROTOCOLS

Abide by the HACCP procedures and regular disinfection of kitchen equipment and implementation of enhanced food safety protocols

Mandatory use of mask and gloves during shift for both F&B and kitchen staff

Food safety training for Chefs



CONTACTLESS EXPERIENCE

Digital menus in restaurants, bars and in-room dining

Possibility for contactless payments

Enhanced à la carte options and in-room dining



ADAPTED MENUS & CAPACITY

A la Carte menus for breakfast and table service

Restaurants and bars re-arranged for optimal physical distancing and a safe and intimate experience

Reservations required to facilitate safe spacing

LEISURE & ACTIVITIES



SPA

Minimum 15-minute gaps between sessions to allow deep cleaning and sanitization

Hand washing and hand sanitizer stations placed in public areas



POOL

Regular disinfection of sunbeds, pool areas and equipment

Increased water quality controls

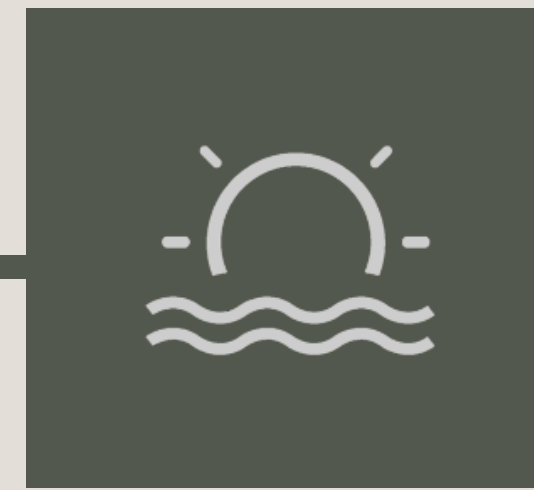
Min distance of 2m between sunloungers



BEACH

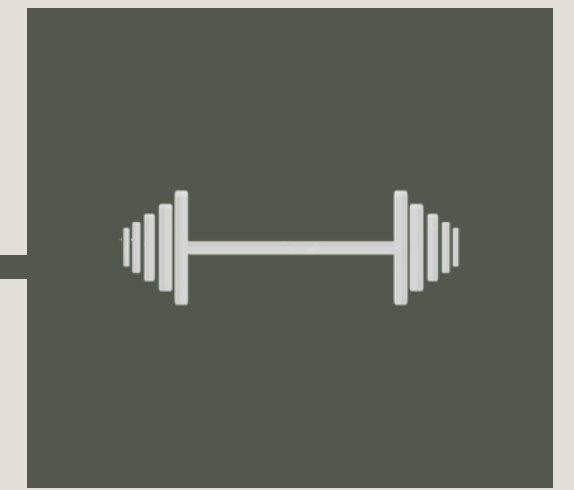
Reduced capacity; up to 2 sunbeds under the same umbrella, except for families; min distance between umbrellas is 4m

Sanitization of all furniture after each use



OUTDOOR ACTIVITIES

Option for various outdoor activities including yoga sessions, hiking, beach



GYM

Gym sanitization after each use and daily deep disinfection

Pre-booking required to avoid physical congestion

COVID-19 CASE PROTOCOLS

CASE NOTIFICATION

Should one feel unwell, he or she will be encouraged to contact the front office team that will follow the protocol

An extensive plan is in place, so that appropriate quarantine procedures and cleaning protocols will be implemented

OCCUPIED GUEST ROOM RECOVERY PROTOCOL

In the event of a guest with a confirmed case, the guest room will be out of service to undergo a specific cleaning protocol

The guest room will not be returned to service until it is deemed safe and consistent with the guidance of local health authorities

Similar recovery protocols address public spaces and work areas

OUR SHARED RESPONSIBILITY

Guests are critical in preventing the spread of COVID-19. To fulfill this responsibility, we offer resources such as personal protection equipment and good health practices

Signage is posted to remind guests of social distancing guidelines and hygiene practices

Associates are educated on how to wear, handle and dispose PPE, the proper way to wash hands, sneeze, and avoid touching their faces

A CONSOLIDATED PLAN

CERTIFIED AUDITOR CERTIFICATE SEALS

Partnership with certified auditor to perform regular audits on hygiene standards and procedures

Hellenic Chamber of Hotels
"Health First" stamp

World Travel & Tourism Council
"Safe Travels" stamp

DEDICATED ACTION PLAN

Hotels-specific plan for cleaning, disinfection and transmission mitigation

STAFF PREPAREDNESS

Hotel Cleanliness Champion

Training of associates on COVID-19 safety and sanitation protocols

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