

# CANAVES OIA LUXURY RESORTS COVID-READY APPROACH

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Welcoming and taking care of strangers (= philoxenia) is part of our Greek DNA. Now more than ever your safety and health is our number one priority and our key mission to provide you a worry-free vacation. We believe in the joy of travel that's why we are opening our Hotels to offer you new experiences while making sure you feel safe. Our talented and passionate team is ready to welcome you and cater to your needs.

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Markos Chaidemenos - Canaves Oia  
Managing Director

## In-room cleaning

Enhanced in-room cleaning using EcoLab covid-free certified products and cleaning in high temperatures of all bedding.

## Public Spaces

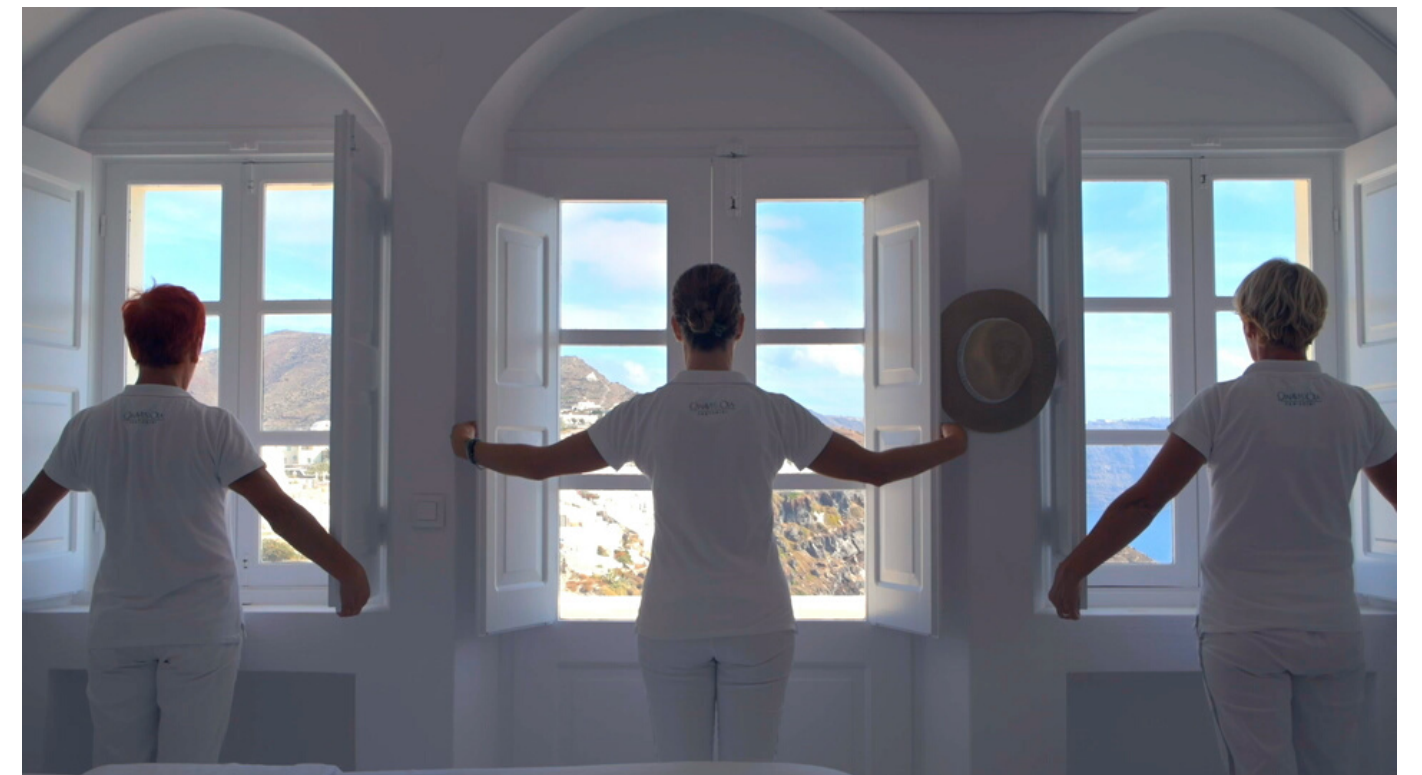
Frequent disinfection of all public areas and high touch spaces during the day.

## Back of the House

Increased cleaning and focusing on high-touch areas like associate entrances, laundry rooms and staff offices.

# OUR CLEANLINESS PROTOCOLS

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# OUR TRAINED STAFF

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## Training Partnership

Collaboration with a major training company for specialized consulting in health & safety procedures.

## Staff Training

Online and in class training of all our staff members on hygiene protocols and management of potential incidents

## Staff Hygiene

Every staff member comply to the WHO hygiene and safety protocols (hand cleaning, keeping distance etc)



## Restaurant Seating

All restaurant and bar seating areas will comply with government's social distancing measures.

## In - kitchen safety

All employees in the kitchen use personal protection equipments (masks, gloves, sanitation products).

## Dining

Complimentary in-room breakfast is available. Private dining options are also available upon request (private dinner, private wine tasting etc).

# FOOD SAFETY STANDARDS

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# RECEPTION SERVICES

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## Reception Safety

Arriving guests will be provided with sanitizers and reception area will be disinfected frequently.

## Contactless Services

We love to greet and serve our guests, however during these circumstances we invest in technology for contactless solutions, where possible, designed to cater those who prefer no physical or material contact.

# MEDICAL SUPPORT FOR OUR GUESTS

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According to official Government notice, we establish:

- Appointed doctor near our premises
- Official Representative for Covid-19 related incidents and health & safety procedures
- Direct communication with Santorini hospital



# PEACE OF MIND

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## OUR UPDATED FLEXIBLE CANCELATION POLICY:

For all new and existing reservations booked on flexible conditions our updated policy allows booking modifications or cancellation without charges up to:

- 7 days prior to the arrival date for July stays
- 14 days prior to the arrival date until October 15
- 7 days prior to the arrival date for Oct 16 to November 30





## SANTORINI ISLAND

Santorini remains a lively island with all businesses operating in full:

- Restaurants and cafes open on May 25th
- Shops are open from May 4th.



## SANTORINI BEACHES

All Santorini beaches will be open and ready to welcome travellers while securing their safety with all official measures.





LOOKING  
FORWARD TO  
WELCOMING  
YOU AGAIN

