



PARADISE
ISLAND
VILLAS



BOUTIQUE
HOTEL

THE NEW
BOUTIQUE
VILLA HOTEL

COVID-19 ACTION PLAN 2020

Welcome in SAFETY & CARE by Paradise Island Villas





BOUTIQUE
HOTEL

The Boutique Villa Concept

Ideal holiday destination:

1.Small size

1. Just 12 villas in 10 acres land
2. No crowds, no queuing, easy to practice social distancing

2.Privacy, comfort & Space

1. Charm of Villa accommodation with private pools and gardens

3.A 5 star Boutique Hotel, with all resort facilities

1. Flexible Boutique operation
2. Limited amendment to services provided
3. Bar, Dining, sports available with minor amendments

4.Custom-made, flexible concierge Services

5.Certified by the Greek Ministry of Tourism “Health First”

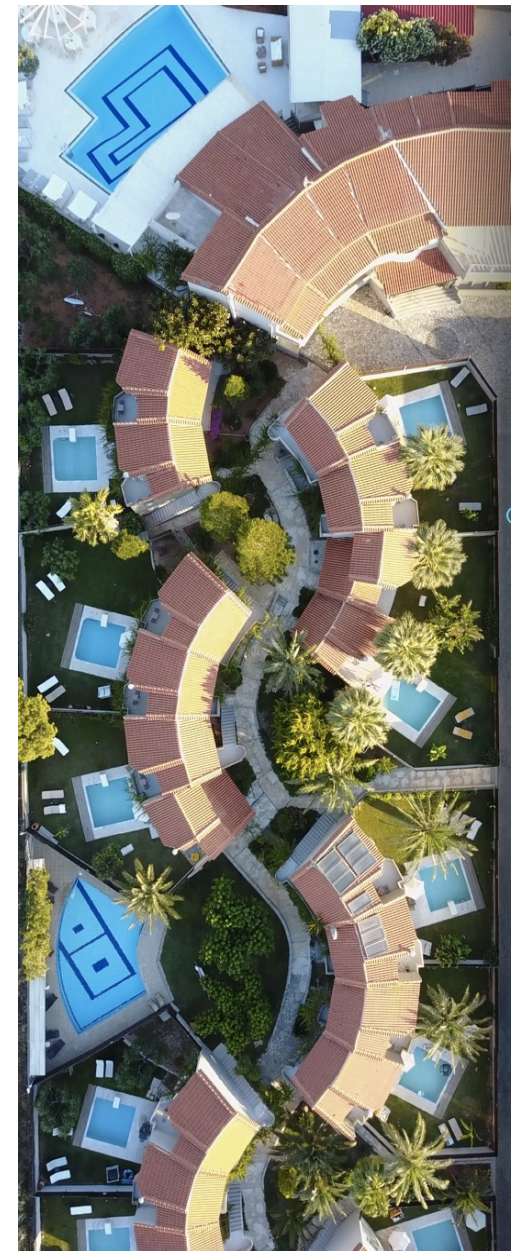
1. Safety & Health protocols
2. Training
3. Action plan in place





Protocols and Certifications

- Health First" Greek Ministry of Health & Tourism
- Hygiene manager and guest guardian in place
- Implement health and safety protocols
- Action plan against suspect case of COVID-19
- Appointed Doctor trained and qualified for Covid-19 available 24-hours
- Teamed up with private medical Covid-19 certified expert
- Molecular Covid-19 testing available for any Guests or employees feeling unwell



Arrival



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- Transfers through external experts comply with protocols outlined by the Greek Government
- Random health checks (temperature and respiratory symptom screening) checks during check – in
- PIV Team members wear PPE & greet Guests without shaking hands
- Physical distancing for the use of all common spaces
- Sanitizing station available for Guests' use
- Visible safety signage and information leaflet available
- A medical kit available



Check-in



- 📄 All key cards disinfected before given to the Guests
- 📄 Contactless check-in Check-out procedures (self-check in screen)
- 📄 All key cards disinfected before given to the Guests
- 📄 Card payment strongly recommended, POS equipment disinfected after each use
- 📄 Provide guests with a hygiene welcome kit (including gloves, masks, sanitizer and global guidelines).
- 📄 Guests can reach the entrance of their villa, using exclusively outdoor paths
- 📄 Villas ready for check-in are sealed
- 📄 Automatic emailing of statement for contactless payment and check-out

Lobby



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- 📍 Fresh air circulation in all indoor areas of the resort
- 📍 Implementation of improved disinfection and deep cleaning practices (public areas, main entrance, reception, door handles, counter tops, tables, handrails and other high-frequency touch points will be sanitized and disinfected frequently during the day)
- 📍 Sanitizing stations available throughout the public areas
- 📍 All air-conditioning units have received enhanced maintenance



Cleaning



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- Particular care is taken to disinfect each villa
- Villas remain vacant for at least 24hrs after check-out
- Housekeeping services are offered daily upon appointment
- Villas' windows are left open for fresh air, between check-out and check-in
- Our team has access to the PPE that protects them for the appropriate setting and context
- Disinfect all communal areas several times per day
- Increased cleaning focusing on high-touch areas like associate entrances, rooms and offices
- Sanitation stations in all communal areas



Cleaning



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- Electronic devices, such as remote controls, wrapped in one-use covers and sanitized
- Furniture upholstery cleaned
- Disinfect all guests luggage upon arrival
- Disinfect luggage trolley after each use
- Disinfect villas' keys after every check-out
- Thorough cleaning of each villa
- Staff is trained on the cleaning protocols
- Air Conditioning cleaning and disinfecting of air filters



Communal pools & lounge area



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- 🧼 Increased Pool water quality controls in place
- 🧼 Pools' chlorine levels checks every 4hrs and PH levels every 8hrs.
- 🧼 Sunbeds sanitized after each use the outdoor pool
- 🧼 Safe distance of 2 meters between each set of sunbeds
- 🧼 Sanitiing stations and pool towels basket available

Dining & Drinks



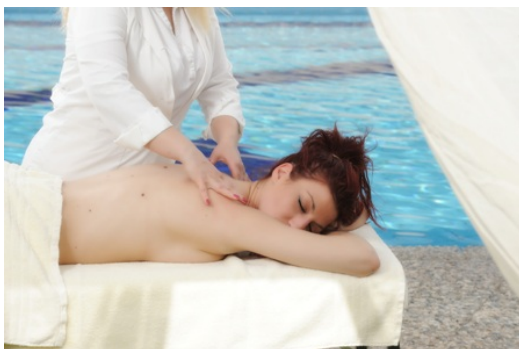
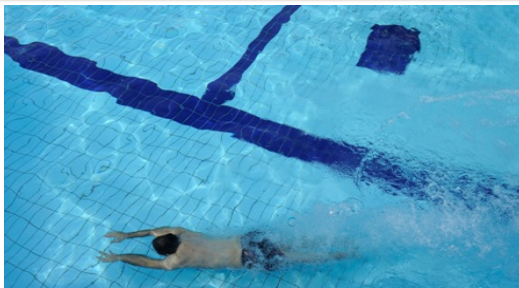
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- ☐ Breakfast service offered a la carte at our outdoors Island Restaurant
- ☐ Room Service offered and private dining options available upon request
- ☐ The indoor dining area is always open to maintain fresh air circulation
- ☐ Spacious outdoor sitting available
- ☐ Sanitizing station available for Guests' use
- ☐ Drinks accompanied with pre-packed bar snacks





Hotel sports & Spa activities



-  The Fitness room and Tennis court are available by appointment only can be used by only one Guest per appointment (family members can use the space at the same time)
-  Fresh air circulation during and between appointments at the fitness room.
-  Half an hour gap between appointments
-  Disinfection of all gym and tennis equipment after every use
-  Sanitizing stations available
-  In-Villa Spa & Yoga services available with a reservation only and strictly take place at the Guests' Villa/garden

Contact details



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