



NANA GOLDEN BEACH

PREMIUM RESORT & SPA EXPERIENCE



COVID PROTOCOLS



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COVID PROTOCOLS

As we welcome you back to Nana Golden Beach, we are committed to providing you with a safe environment by aligning with government protocols serving to defeat COVID-19. In collaboration with both external and in-house experts on hygiene, food and water safety, infection prevention and hotel operations, our company is redefining our health and safety standards. We will actively monitor and adapt our solutions, ensuring a consistent and dynamic approach to guaranteeing the health and safety of our guests and associates.

We will continue to uphold the highest standards of cleanliness and hygiene. Given the current situation caused by COVID-19, we have taken additional measures to make our cleaning and hygiene protocols even more effective. Our new standards are developed according to the guidelines of Global, European and local public health authorities (including the WHO, ECDC, and CDC).

Nana Golden Beach's "Stay Safe" protocol is built upon our already high standards of housekeeping hygiene, where hospital-grade cleaning products and upgraded protocols are currently in use. The goal of Nana Golden Beach's "Stay Safe" protocol is to allow our guests assurance and peace of mind while they stay at our premises.





HOTEL PERSONNEL



Training through e-learning and in small groups on hygiene protocols, food safety, environmental sustainability and COVID-19 awareness.



Intensive staff training on PPE use, frequent deep sanitization and change of equipment, such as worn masks.



Employee PPE.



Non-invasive, touchless temperature measuring devices at all resort entry points for our staff.



Staff are screened for symptoms prior to starting work
Staff provide self test records once per week.



The Nana Golden Beach "Stay Safe" team is on standby 24/7 to support the hotels and coordinate with local and regional authorities.



The majority of our staff are equipped with innovative disinfection technologies. Nana Golden Beach is also exploring the addition of new technologies, such as UVC appliances, that use ultraviolet light to sanitize surfaces and objects.



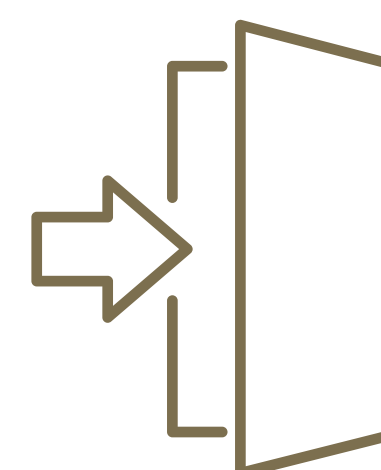
Guests' luggage
are disinfected.



GUEST ARRIVAL / DEPARTURE



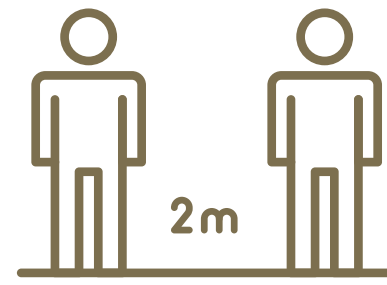
Club cars are thoroughly
disinfected after each use.



Rapid tests can be provided
upon appointment, along with
a confirmation certificate from
a collaborating doctor.

RECEPTION DESK

1



Check in procedures
with social distancing
& staff PPE.

2



Frequent
disinfection of
all surfaces.

3



Installation of
sanitisation
stations (fixed or
non-fixed devices).

4



Credit or debit cards
are recommended
for payments of
hotel fees.

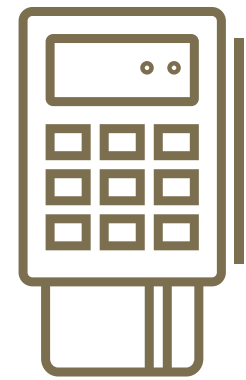
5



All key cards are
disinfected through
UVC equipment.

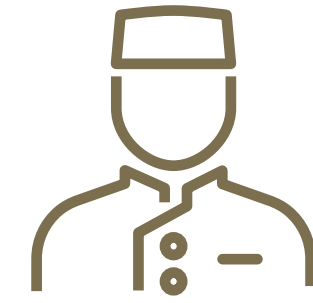
RECEPTION DESK

6



Disinfection of all equipment, such as POS machines.

7



Extension of the duration between check out and check in times between stays (check out by 11am and check in from 3pm) so that rooms can be thoroughly cleaned, disinfected and aired out through natural ventilation.

9

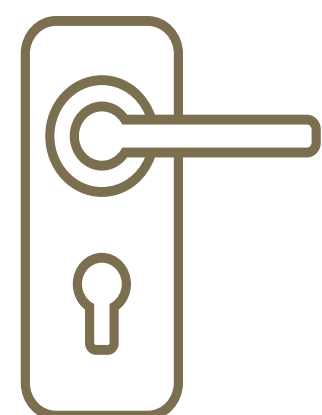


Minimal use of printed materials for distribution.

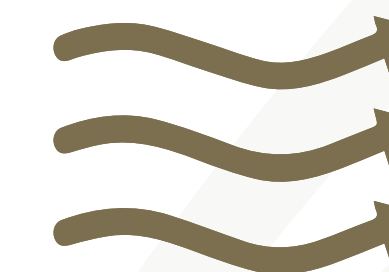
8



Signage and floor markings will be used to remind guests to keep their distance from one another.



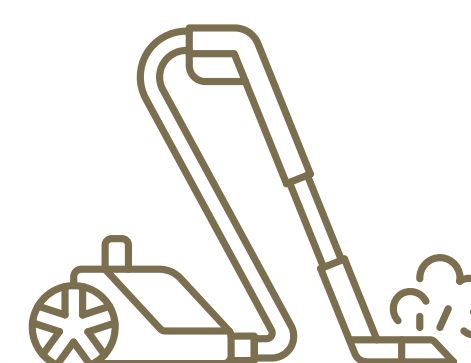
Rooms will be cleaned with industry-leading cleaning and disinfection protocols before and after guests' stays, with particular attention paid to "high-frequency touch points" like light switches, door handles, TV remotes, thermostats and more.



Alongside meticulous cleaning standards, thorough ventilation of all rooms will take place between guests' stays.



Rooms disinfected with UVC disinfection machine upon every room change.



Fabric surfaces (e.g. furniture upholstery) will be cleaned with a steam appliance upon departure.



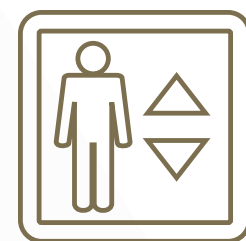
The frequency of our housekeeping service will be at our guests' discretion.



We have reinforced our sanitation services in all public areas.



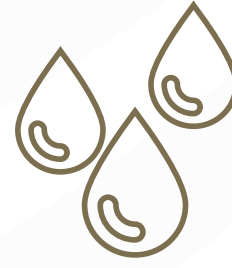
Signage and floor markings will be used to remind customers to keep their distance.



We recommend avoiding the use of elevators. Elevators will be cleaned frequently, with particular focus on “high-frequency touch points” such as buttons, handles and knobs. The number of guests using the elevator will be limited to one (except for families and couples).



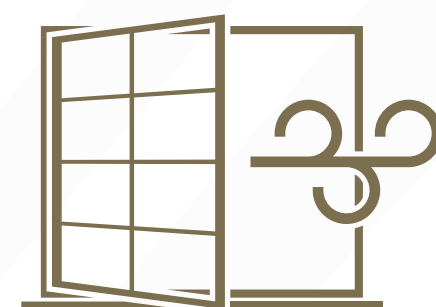
All A/C units receive enhanced maintenance, with their filters being regularly disinfected.



Water samples from common areas tested on a monthly basis by a professional partner to ensure the continued maintenance of hygiene standards.



Installation of sanitisation stations (fixed or non-fixed devices) will be placed at primary entrances and high traffic areas.



Fresh air circulating in all indoor spaces and common areas.





RESTAURANTS & BARS

Enhanced Food Safety Standards.

Restaurants are certified with ISO 22000:2005 Food Management System.

Frequent sanitization of all restaurant facilities.

Cutlery and tableware are replaced upon every service.

Buffet available with enhanced hygiene measures.
The guests will use antiseptic and disposable gloves for self-serving.

Reduced seating capacity to maximise distance between tables.

A modified seating layout has been implemented in all our F&B outlets.

Tables distanced according to regulations.

A la carte restaurants are available upon reservation in order to avoid crowding.

RESTAURANTS & BARS

Disinfection of tables, counters, surfaces etc. after each use, along with regular airing of all outlets.

Enhanced safety and well-being standards for staff, with the use of personal protective equipment according to regulations.

Hand sanitizers available at every entrance.

Digital menus available via applications to minimize physical contact.

Signage and floor markings will be used to remind customers to keep their distance from one another.

We strongly recommend that children be supervised in the buffet area.

Thorough sanitization of all kitchen utensils.

Use of approved, food-grade, cleaning products and disinfectants where necessary.

Appropriate cleaning of all materials and ingredients used in kitchens.





SPA & GYM

Services will be available only with reservation.

Social distancing rules apply.

Hand sanitizing stations available for guests.

Improved guidelines for the disinfection of the hotel Fitness Center, closed for cleaning multiple times daily with a limited number of guests allowed in at one time.

Indoor pools are not in operation.

Disinfections of all gym & spa equipment, including hard-surface areas such as the spa reception, are performed after every use.

Fitness center is available at a limited capacity, by reservations only.



SWIMMING POOLS

According to the current legal framework, only outdoor swimming pools are allowed to operate in hotels. (number of bathers: maximum crowding density of pools is calculated by an index of 5 square meters of water surface per person.)

PHYSICAL DISTANCING:

The layout of seats on swimming pool decks (sunbeds, chairs, sun loungers, etc.) will be designed to ensure a 2-meter distance between different guests under different umbrellas.

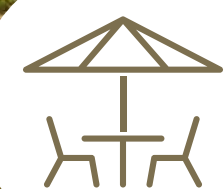
All seats, tables, price lists and any other items will be disinfected before and after their usage by guests.

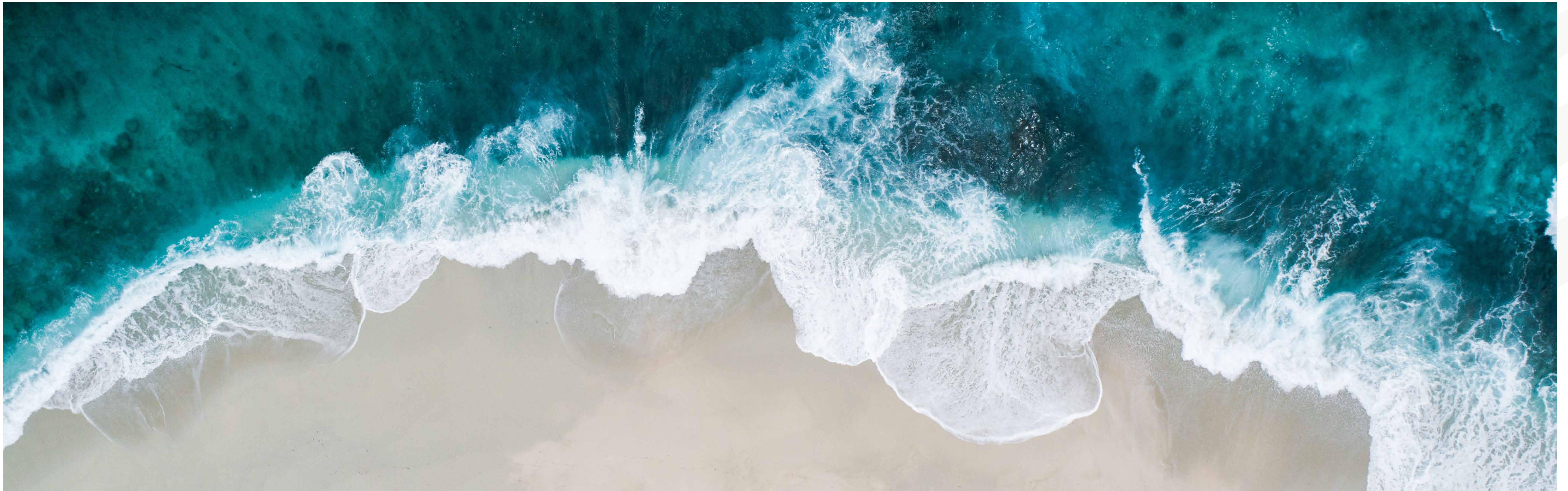
Sunbeds will be sanitized after every use and will be clearly labelled.

Total outdoor pool area of 1.695 m².

Limited number of swimmers per pool.

Water quality controls in place.





BEACH

All seats, tables, price lists and any other item will be disinfected before and after their usage by guests.

Physical distancing rules will be applied for seating (sunbeds, chairs, sun loungers, etc.). Bathers will be discouraged from placing towels or beach mats between umbrellas.

Secluded, blue flag awarded, beach in an unspoilt environment.

Sunbeds will be sanitized after every use and will be clearly labelled.

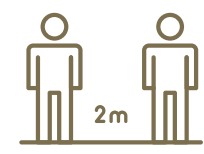
Watersports are available; operation as per strict safety & hygiene protocols.



MINI CLUB & ENTERTAINMENT OUTDOORS



All activities are adjusted and all equipment will be disinfected after use.



Capacity is adjusted in relation to the size of kids club to meet social distancing measures.



Babysitting services operating with protective equipment and sanitizing protocol procedures.



Kids disco and outdoor activities will be available.



Live music entertainment available with PPE and physical distancing rules.

STRONG PARTNERSHIPS TO GUARANTEE OUR COMPLIANCE





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