



stay Safe

Feel Panorama

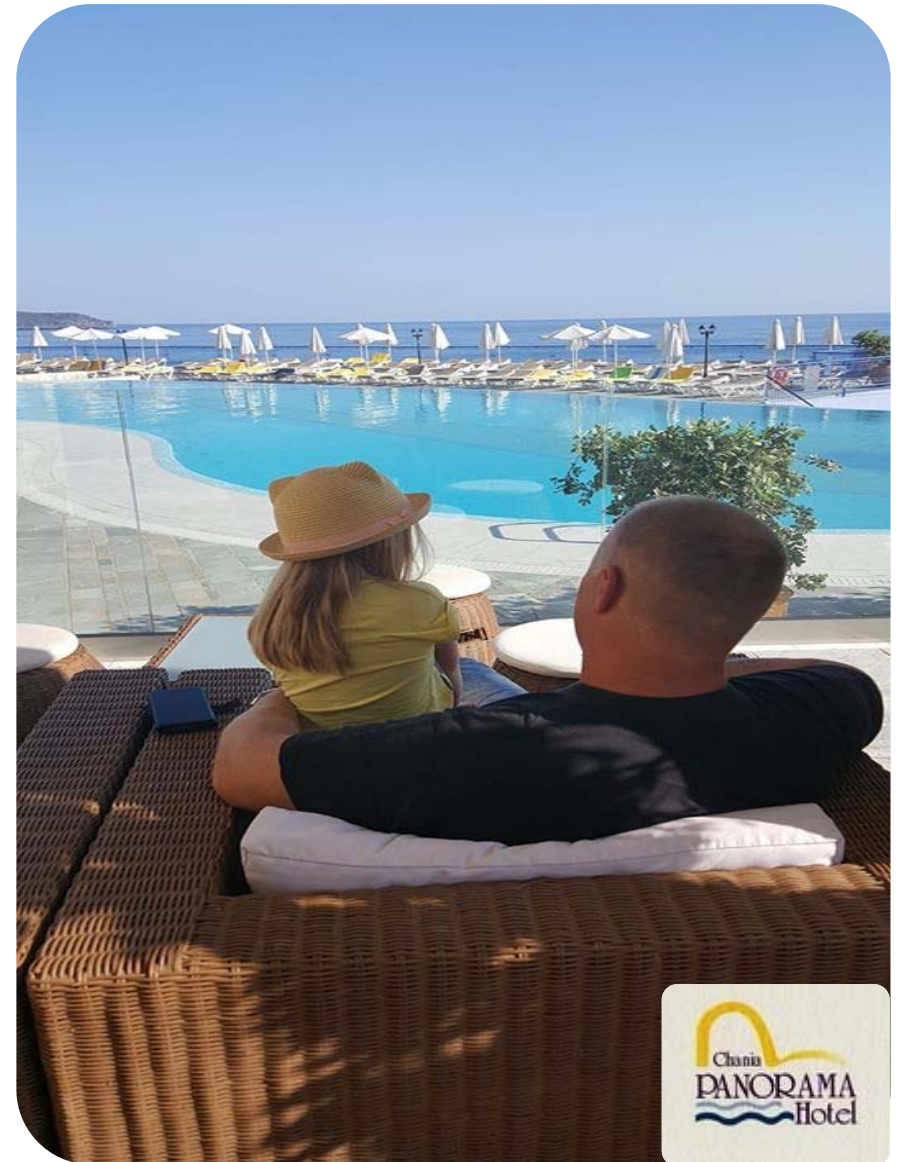


OUR STAY SAFE COMMITMENT

AT THE [PANORAMA](#), THE SAFETY & SECURITY OF OUR GUESTS AND TEAM MEMBERS HAS ALWAYS BEEN ONE OF OUR HIGHEST PRIORITIES; NOW WITH COVID-19 IN OUR LIVES, EVEN MORE SO!

IN ORDER TO COMPLY WITH THE NEW SAFETY STANDARDS & HYGIENE PROTOCOLS THE HOTEL'S OPERATION HAS BEEN ADAPTED ACCORDINGLY, WITHOUT SEEMINGLY INFLUENCING YOUR HOLIDAY EXPERIENCE.

WE ARE READY TO OFFER YOU STARTING FROM THE 31ST OF JULY 2020 A SAFE SUMMER BY THE POOL, BY THE SEA AND BY THE SKY FOR EVERY POSSIBLE [SHADE OF BLUE](#).



BEFORE YOUR ARRIVAL

COMPLETE OPEN AIR SETTING WITH MORE THAN GENEROUS OUTDOOR SPACES, GARDENS AND SWIMMING POOLS ENSURING SOCIAL DISTANCING.

- Complete compliance to the National Health and Safety protocols.
- 24/7 Doctor on call available.
- Enhanced health & safety training programs for all our employees.
- Personal protective equipment worn by all our employees.
- Designated disinfection team formed in our housekeeping department

UPON ARRIVAL

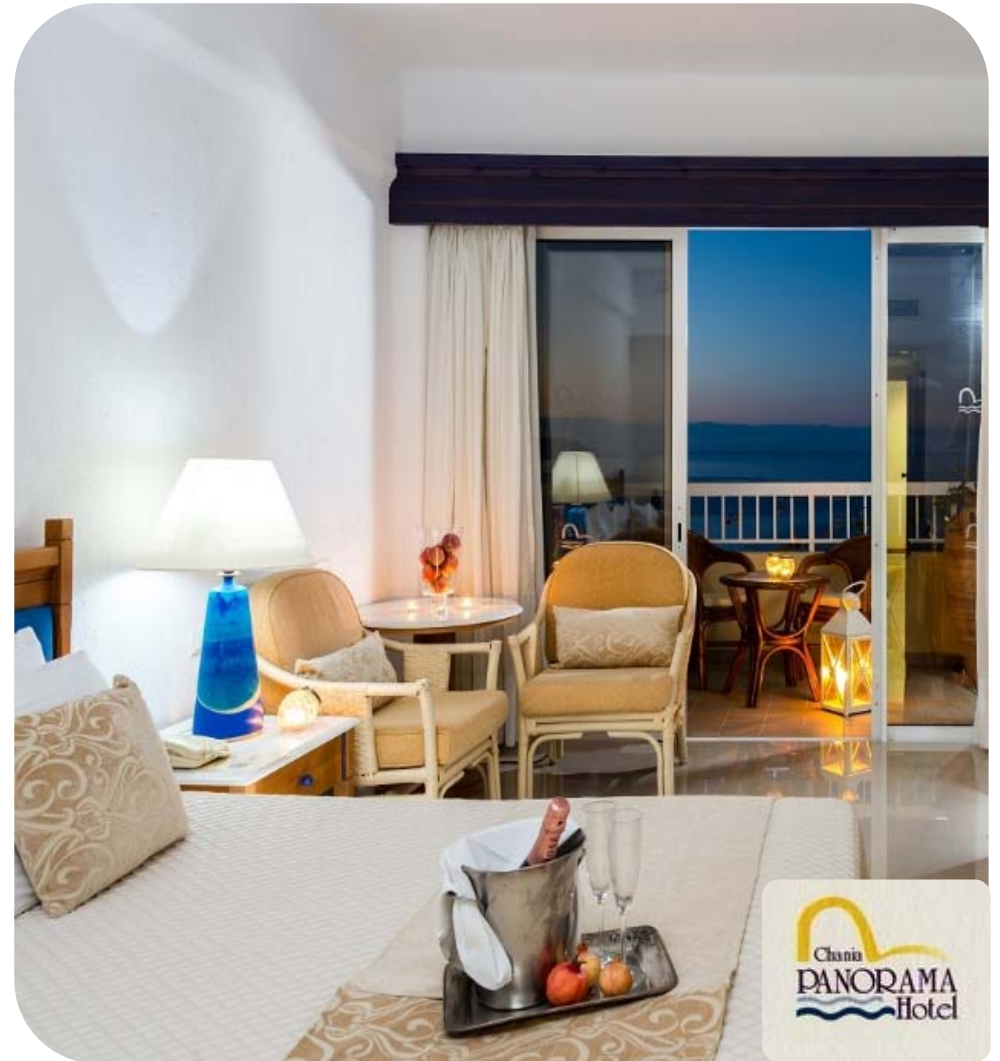
WE ENCOURAGE OUR GUESTS TO DISCUSS THEIR PERSONAL PREFERENCES ON THE LEVEL OF SERVICES AT THE TIME OF THEIR RESERVATION.

- Guests are welcomed always-ensuring safe distances.
- Hand sanitizers in dispensers at all key spots while entering our lobby.
- Luggage handling with PPE.
- Online completion of a reservation form on our website recommended



Welcome to your room

- All our rooms are thoroughly cleaned & disinfected with industry leading products in cooperation with **Diversey**.
- Revised room cleaning procedures concentrated on the disinfection of high touch surfaces in the rooms and bathrooms before guest's arrival.
- Constantly monitored A/C Hygiene.
- Check in time at 15:00 hours and check out time at 11:00 hours to ensure the additional necessary time for thorough cleaning & disinfection.
- There's no use of elevator's required if you request allocation on the first two floors of our main building or first two levels of our annex building.
- All bed & bath linen are cleaned at high temperatures.
- All additional non basic equipment like decorative covers, pillows, magazines etc. have been removed for safety reasons.



Gastronomy

- 100% open-air setting of restaurants and bars (weather permitting)
- Safe space distancing between tables.
- Open-air restaurant seating area extended.
- Extra sanitization practices in all food production areas beyond HACCP protocols.
- All staff wear PPE during operation hours of all restaurants and bars.
- Additional live cooking stations and individual portions at our buffets.
- If necessary double seating periods will take place.



Sun loved

Pools & Public areas

- Safe distances between sunbeds, umbrellas and seating areas.
- Cleaning and disinfection of all sunbeds once a day.
- Systematic chlorination of all pools with disinfectant products and enhanced monitoring of pool water.
- Multiple sanitization stations for guests & employees.
- Rigorous cleaning schedule of all public areas, outlets, elevators with frequent disinfection of all high contact surfaces.

Departure

- Bills prepared without physical contacts.
- Upon request invoice sent by e-mail.
- Keeping the distances.
- All teams trained and wearing PPE.
- Reinforced disinfection and sanitization in all public areas & rooms.





Help us reduce the spread

- Our team members have clear instructions for reporting any possible cases of COVID19 to senior management and local authorities as required.
- Guests should at all times practice physical distancing by standing at least 2m away from people they are not travelling with.

Services not available

- Gym
- Children's indoor playground
- Arcade games area
- Spa wet area (sauna & steam bath)
- Animation