



DIVANI COLLECTION HOTELS

DIVANI COLLECTION HOTELS COMMITMENT TO A CLEAN AND HEALTHY STAY

As we welcome you back to our hotels, we are committed to providing you with a safe environment that aligns with expert protocols from the World Health Organisation and regulations from the Greek Government for working to defeat COVID-19.

We are redefining our already rigorous cleaning and safety standards by providing enhanced training to our Team Members, increased cleaning procedures of public areas and adjusted food & beverage services, to ensure our guests enjoy a worry-free stay.

MEDICAL SUPPORT FOR GUESTS

In order to offer high standard healthcare services to any guest that might need it, we have cooperated with CrossBorderMedCare HELLAS. CrossBorderMedCare serves as the International Patient Center (IPC) of BIOIATRIKI Healthcare Group, which is one of the largest and most experienced healthcare groups in Greece, and offers high quality patient centered healthcare services to Travelers visiting Greece and Foreign individuals living or working in Greece.

PUBLIC SPACES

Starting with our public spaces and high-traffic areas, we are going above and beyond our normal protocols. The cleaning frequency has been increased while using appropriate disinfection products and highly trained staff. We have also invested in the ultraviolet light technology for sanitizing public spaces and increased cleaning policies for guest key cards and devices shared by associates.

HAND SANITIZER

Hand sanitizing stations are installed in various locations around the hotel such as entrances, front desk, elevator banks, restaurants and bars, public restrooms, floor foyers and meeting spaces.

SOCIAL DISTANCING

Signage in public spaces will remind our guests to maintain social distancing. We have also added special signage on the floor of our receptions to provide an extra level of precaution for our guests and our associates.

GUEST ROOMS

In guest rooms, we have elevated our rigorous protocols to thoroughly clean all surfaces with recommended cleaning products. We have also created a specific plan for Extra disinfection of the most frequently touched guests room areas e.g. light switches, door handles, remote controls, thermostats and more. Furthermore we have removed all paper amenities from the room (pens, paper, guest directory) which will be available upon request.

NEW TECHNOLOGIES

We have invested in new technologies in order to offer you an upgraded and safe experience. Guests will now be able to use pre Check-In to avoid lines and over crowded stations and will just visit the reception upon arrival to get their room key. Also, all menus of the hotel will be available to our guests mobile via QR code.

RESTAURANTS

At our restaurants we have adhere to the safety distance setting and complied with the mandated occupancy limits. We will continue to adjust our food service in accordance with food safety recommendations. We will also deep clean and sanitize, after each use, tables, seating chairs, menus and payment machines. Room service will also continue to operate under strict measures to ensure your safety.

BEACH

The area of our beach has been also complied with the mandatory occupancy limits and sunbeds have been placed to comply with social distancing rules . Sunbeds will be cleaned and sanitized after each use. In the context of adopting measures in accordance with food safety recommendations our food will be served in a sealed food package just for you.

POOL

The frequency of cleaning and disinfection of our pools will be increased. All pool personnel will practice safe social distance policies and be vigilant of all guests, maintaining a safe distance apart from each other. Sunbeds will be cleaned and sanitized after each use. Towels will be offered to guests in a sealed case.

Please note that there is no evidence that the virus that causes COVID-19 can be spread to people through the water in pools, hot tubs, spas, or water play areas.

SPA & BEAUTY FACILITIES

It is very important to us to offer you the highest standard of services that we are so well known for. For this reason, we have limited the number of appointments available to enforce social distancing. We encourage guests to schedule their beauty facility appointments to ensure social distancing and safety. Furthermore all equipment and tools will be sanitized immediately after use and in- between each guest. Please note that the Fitness Center, the Thalassotherapy Pool, the Sauna and the Steam Room will remain closed till the Greek Government allows their operation.