

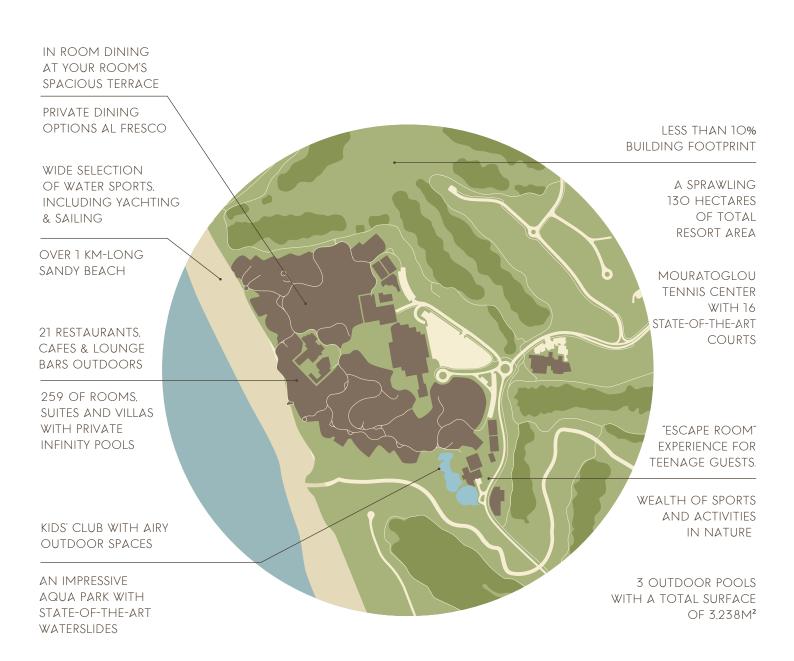
# HEALTH & SAFETY PROTOCOLS

**SUMMER 2021** 



### WE ARE READY TO WELCOME YOU





### A LONGSTANDING COMMITMENT

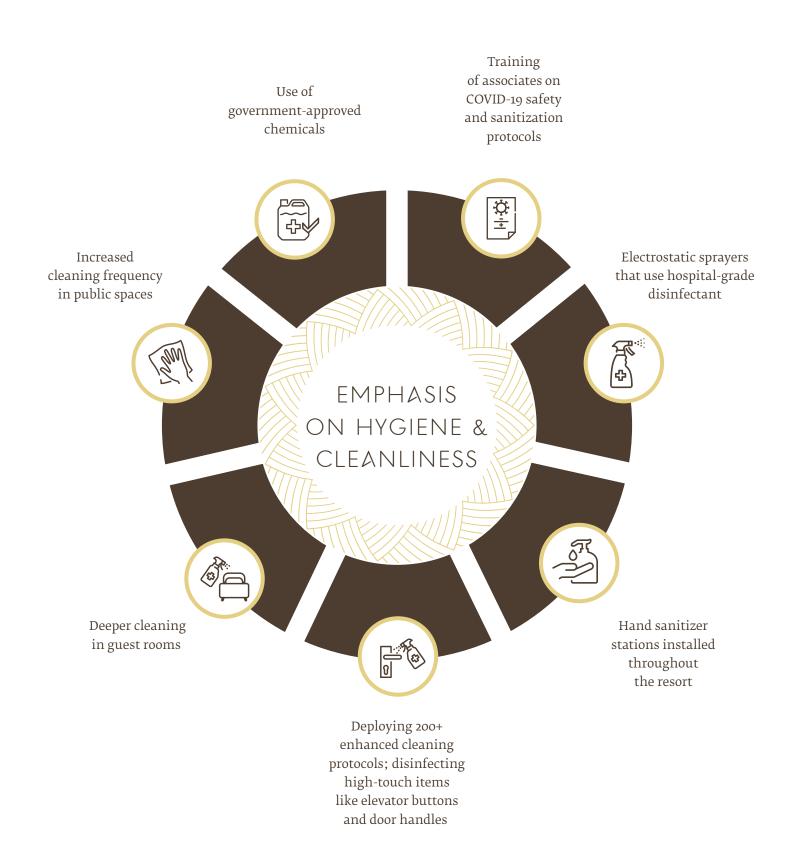
Since our opening in 2010, health and safety have been at the heart of Costa Navarino's approach to hospitality.

This commitment to our guests and associates continues to anchor us as we adapt to new challenges presented by COVID-19.

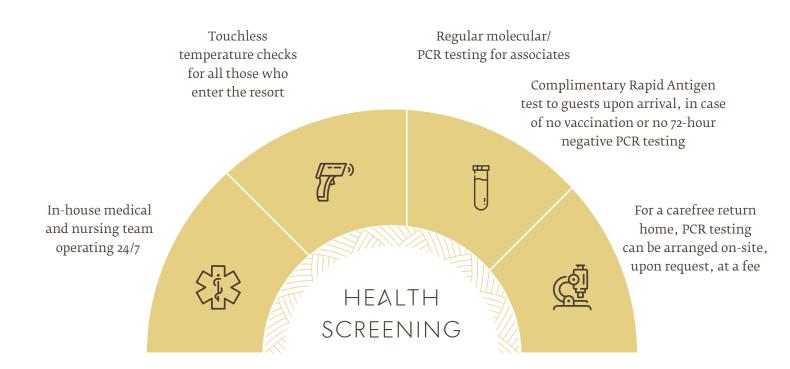


We have elevated our exacting standards and rigorous protocols to create a "new normal" to address the unique challenges presented by the current pandemic environment.

### OUR PLAN



### OUR PLAN





#### ADJUSTED CHECK-IN PROCEDURE FOR A SAFE AND SEAMLESS STAY

Guests will be asked to complete a health questionnaire upon check-in. We recommend that any guests who have not been vaccinated against Covid-19 or have not recovered from Covid-19, have a PCR test within 72 hours prior to arrival. Alternatively, a Rapid Antigen test, will be offered complimentary upon arrival (for all adults and children above 10 years old). Upon request, we can also arrange a PCR test by a medical services provider on-site, at a special rate of €50 per person.

### OUR PLAN



### LESS CONTACT, MORE CONNECTION



Costa Navarino Mobile App, mobile requests via WhatsApp chat and the Marriott Bonvoy™ App



Reduced allowable capacity in spaces, increased distance between furniture, and queuing areas managment



Physical Barriers (e.g. plexiglass shields)



Pre-arrival planning and communication



Protective masks part of associates' uniform. Personal face masks, disinfecting wipes and gel are provided in guestrooms



Signage to remind guests of social distancing guidelines and hygiene practices

### COVID-19 CASE PROTOCOLS

WE HAVE ADDITIONAL PROTOCOLS IN PLACE
IN THE EVENT THAT WE ARE ALERTED TO A CASE OF COVID-19.
INCLUDING:

### CASE NOTIFICATION

If a guest starts to feel ill, he or she will be encouraged to contact the resort's medical team.

Extensive plans are in place, strictly following the Greek Authorities' health and safety instructions and protocols.





Appropriate quarantine procedures and cleaning protocols will be implemented.

# OCCUPIED GUEST ROOM RECOVERY PROTOCOL

In the event of a guest with a confirmed case of COVID-19, his or her guest room will be removed from service to undergo a specific cleaning protocol.

The guest room will not be returned to service until the room is deemed safe, and consistent with the guidance of local health authorities. Similar recovery protocols address public spaces, associate offices and work areas.







### OUR SHARED RESPONSIBILITY

Guests are critical in preventing the spread of COVID-19. To fulfill this responsibility, we offer resources such as COVID-19 related signage and materials describing good health practices.

Signage is posted to remind guests of social distancing guidelines and hygiene practices to prevent the spread of any disease.

Associates have been educated on the proper way to wear, handle, and dispose of PPE, and the appropriate way to wash hands, sneeze, and avoid touching their faces.

### RESORT OVERVIEW

### ENHANCED CLEANING

Especially for high-traffic areas and high-touch surfaces

#### HAND HYGIENE

Sanitizer dispensers placed throughout the hotel

### INDIVIDUAL HOTEL PLANS

Hotel-specific plan for cleaning, disinfection, and transmission mitigation



### MINIMIZING REUSE

Minimizing shared use items and appliances; using disposable and single-use items



### THERMAL SCREENING

Temperatures scans for everyone upon their entrance to the resort



### PERSONAL PROTECTIVE EQUIPMENT

Face masks and appropriate PPE for all associates

Face masks mandatory for guests in all public areas, as per current Greek Authorities protocols



Cleanliness Champion and Cleanliness Ambassadors at each department; training for all associates



### PHYSICAL DISTANCING

Modified floor plans; reduced seating capacities; queuing through floor signage and stanchions; one-way systems to control traffic

### LESS CONTACT, MORE CONNECTION

Utilization of the Costa Navarino Mobile App, WhatsApp chat and the Marriott Bonvoy™ App

### AIRPORT TRANSFERS

### TRAVELLING TOGETHER

Only guests of same room or same household per vehicle

### HYGIENE & CLEANLINESS

Vehicle disinfection after every journey

### آدُهٔ مُا PPF ONBOARD PHYSICAL DISTANCING Driver and rider(s) wear The seat next to/behind masks during the ride; driver remains empty sanitizers available at all times onboard AIR-CONDITIONING NON-ESSENTIAL ITEMS Air-conditioning Removal of all operates with the non-essential items windows slightly open (newspapers or magazines, etc.) REDUCED OCCUPANCY

Specific rules apply; speak to Concierge for updated information

### FRONT DESK

### CHECK-IN

Contactless check-in, where possible; physical distancing with floor signage; polycarbonate shields between guests and associates.

Guests will be asked to complete a health declaration form upon check-in. Rapid Antigen test offered complimentary, if not vaccinated or not holding 72-hour negative PCR test

#### CHECK-OUT

Contactless check-out, where possible; alternative contactless payment options available



BUGGIES & BELL CARTS

Sanitized after each use

### DISINFECTING OF EQUIPMENT

Keys disinfected between stays and sanitized prior to handover to guests; disinfection of POS and ATM points

### RESTAURANTS, BARS & LOUNGES

### PAY-AT-TABLE OPTIONS

Reduced handling of guest personal property; alternate payment options; associates sanitize hands after handling cash and credit cards

### REDUCED SEATING

Modified floor plans and reduced seating up to 6 guests per table, (excluding families with underage children)

#### BAR SERVICE

Cocktail equipment sanitized between use; drinks accompanied by mixed nuts individual packs



RESERVATIONS

Recommended to control occupancy and seating times



#### BREAKFAST

Displayed across various service points with attendants



FOOD SAFETY
Appropriate PPE use

Appropriate PPE use for food handling



### ALTERNATE MENU OPTIONS

Paper disposable, high-quality laminated menus disinfected after each use, and digital menus via the Costa Navarino Mobile App and QR codes



### A LA CARTE DINING

A la Carte dining available across all resort's restaurants



### CLEANLINESS

All surfaces and appliances sanitized between guest use; elimination of shared items at guest tables; overnight disinfection of venue and food preparation tables

### FOOD SAFETY PROTOCOLS

- Implementation of enhanced food safety protocols
- Rigorous cleanliness standards
- Food safety training for all Chefs and Service associates
- Food Allergy management training for all chefs and service associates
- Dedicated hygiene team ensuring strict standards through daily audits
- Procurement through certified only food suppliers
- Monthly food, water and surfaces microbiological tests to ensure highest food safety standards

### GUEST ROOMS

### A/C & CEILING FAN

Optional use of air-conditioning, which operates with fresh air; use of the ceiling fan instead

### ENHANCED CLEANING

Deeper cleaning between guest stays; when possible, rooms are left empty for 24h; labelling of sanitized rooms on the room door

#### MOBILE DINING

In Room Dining menu available digitally via the Costa Navarino Mobile App

### TURN DOWN SERVICE

Available upon request



### **DELIVERY**

Use of mobile chat and requests via WhatsApp chat or Marriott Bonvoy™ app for additional amenities, with contactless delivery



### **ASSOCIATE ENTRY** + PPE

Modified in-stay housekeeping, in-room dining, and other associate entry into guest room



### **AMENITY** KIT

**FURNITURE** Deep cleaning and

disinfection of all furniture,

fixtures, and surfaces; all carpets, decorative pillows and

bed throws are removed

Disinfecting wipes and gel, and one mask per guest provided in guest rooms



### HIGH-TOUCH ITEMS

Deeper cleaning of high-touch items (handles, knobs, controls etc.)

### REMOVAL OF NON-ESSENTIAL ITEMS

Brochures and magazines digitalized and available via the Costa Navarino Mobile App and in-room TV



### IN-ROOM DINING & MINIBAR

#### MINIBAR

The Minibar is empty, but switched on, clean and sanitized for guest use

IN ROOM DINING

Available 24/7

### CONTACTLESS IN ROOM DINING MENU **DELIVERY** Minibar room delivery Available digitally service is provided via the Costa Navarino contactless Mobile App and in-room TV MINIBAR CONTACTIESS STOCKING SERVICE Option for contactless Order minibar items room service through Service Express is available or Guest Service Center; only item cost is charged; no service fee applies

#### MINIBAR MENU

Available digitally via the Costa Navarino Mobile App and in-room TV

### PRE-ORDERING

Two minibar packages are available for pre-order; items placed in the minibar before guest arrival; items charged at check-out, regardless if consumed or not

#### CLEANLINESS

Disinfectant wipes placed on In Room Dining tray; Cart disinfected after use

### MEETINGS

### REQUESTS AND BILLING

Contactless billing option available

### REGISTRATION

Separate registration areas; signage and physical barriers

#### **GUEST FLOW**

Clearly marked meeting entrances/exits and one-way directional signage

### HAND SANITIZER

Sanitizer dispensers or wipes throughout meeting spaces; masks available for guests, upon request



#### MEALS

Pre-packaged, grab-and-go, or plated meals, modified buffets with servers, shields, hand sanitization and queue management



### BREAKS

Single-serve and pre-packaged condiments, food and beverages; breaks coordinated across groups to manage guest traffic



### STATIONERY

Sealed pens and individual antiseptic wipes



### AUDIO/VISUAL

Sanitized equipment; live-streaming support to facilitate hybrid meetings with virtual attendees



Capacities reduced by at least 50%; customized floor plans per event



Minimized table and chair settings, sanitized between use; linenless set-up, where possible; replacement of linen (incl. underlays) in full-day meetings, during lunch and after meeting

#### CLEANLINESS







Disinfection of rooms at end of meeting day; frequent cleaning in high-traffic areas and during breaks; shared equipment and amenities sanitized before/after use; single-use items, if cannot be sanitized

### BANQUET EVENTS

#### **OUTSIDE VENDORS**

Updated policies to include cleanliness, PPE, and sanitization requirements

#### ARRIVAL

Doors propped open; one-way directional signage for entry/exits; stations for queuing

### AUDIO / VISUAL

Sanitized equipment following each use and associate management of A/V equipment

### ROOM SETS

Customized floor plans with seating capacities reviewed for each individual event





### CLEANLINESS

Surfaces, tables, chairs, and all high-touch items sanitized between events



### TABLE SETTINGS + CUTLERY

Centerpieces, cutlery, china, glassware and linens sanitized between each use



### BEVERAGE + BAR

Sanitized cocktail equipment between use; modified operations for garnishes and glassware



### GUEST FLOW

Management of guest flow for special event activities, events, or food and beverage delivery

### MEALS + FOOD DISPLAYS

Pre-packaged, grab-and-go, or plated meals, modified buffets with servers, shields, hand sanitization and queue management

### SPA + FITNESS

### PAYMENT

Relocation of credit card payment devices; reduced handling of guest personal property

### ENHANCED CLEANING

Sanitization of equipment, treatment rooms and lounge areas between use; frequent cleaning of high-touch surfaces

### FITNESS ALTERNATIVES

Option of in-room private fitness sessions; all group fitness classes take place outdoors, equipment free

### SANITIZATION STATIONS

RAR

Hand washing and hand sanitizer stations placed in public areas

### FITNESS FACILITIES

Majority of gym equipment moved outdoors; indoor gym capacity reduced to 3 guests per 100m<sup>2</sup>



## APPOINTMENT S SCHEDULE

Staggered arrival times; longer appointment lengths to allow for deeper cleaning between sessions

# PHYSICAL DISTANCING Modified floor plans

Modified floor plans to increase space between equipment, furniture, etc.

#### SHARED USE ITEMS

Sanitization of rental gear, hair dryers, beverage vending, etc. between use, or replaced with single-use alternative

### POOLS + BEACH

#### BEACH EQUIPMENT

All items sanitized between use

### ENHANCED CLEANING

Sanitizing equipment, surfaces and furniture between use: hand sanitizer available for guests

### FOOD AND BEVERAGE

Limited menu at the pools and the beach; beach service in take away boxes; strict associates' hygiene and safety measures apply



### PHYSICAL DISTANCING

Increased space between tables, chairs, and equipment in all pools and beach

#### POOLS

Swimming pools in Costa Navarino were designed and constructed following the most demanding European standards (DIN19643, PWTAG code of practice). All water treatment processes as filtration, coagulation and disinfection are constantly monitored in real-time and automatically precisely adjusted. Very high circulation and disinfection rates (Low turnovers up to 1 hour depending on bathing load) assure the best water quality and excellent hygiene conditions, making the always safe bathing a real pleasure

### SUNBEDS & UMBRELLAS

Reduced sunbed capacity; up to 2 sunbeds under the same umbrella, except families; distance between umbrellas is 3m at the pools and 4.5m at the beach; Sunbed pillows are removed at the beach

Sanitized between use

CABANAS

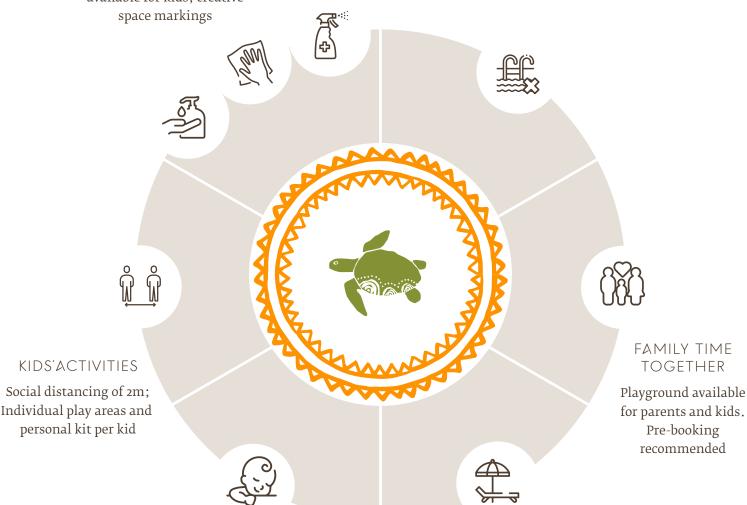
### KIDS' FACILITIES

### ENHANCED CLEANING

Disinfection of toys, surfaces and equipment between use; twice a day sanitization of all facilities; hand sanitizer available for kids; creative space markings

### KIDS' CLUB FACILITIES

For kids between 4-12 years old; indoor pool not operating; activities take place only in the outdoor areas of the kids' club



### BABYSITTING

Babysitting service available upon request for children from 4 months to 12 years old; babysitting takes place in guest's room for a maximum of three children from the same family per babysitter

### AQUA PARK

Increased space between sunbeds, tables & chairs

### GOLF

#### GOLF CARTS USE

Single rider use only, unless riding with member of same household; no tees, no pitchfork, no towels on buggy, unless provided on request, sanitized in plastic bags

### ENHANCED CLUBHOUSE CLEANING

Deeper more frequent cleaning; hand sanitizers available; disinfecting wipes, masks and gloves for guests upon request

### GOLF CART CLEANING

Deep cleaning and sanitization before and after usage, labelled appropriately





Face masks worn as part of uniform; gloves and sanitizing gel available



### DRIVING RANGE

Minimum distance of 2m between players and hitting stations; pyramids tacker, trays and balls disinfected before use



### GUIDELINES FOR PLAY

Intervals of 10 minutes; 4 players max; no touch of flagstick; rake bunkers with club or foot; congregating discouraged before / after the round is completed



2m distance between carts



COURSE SET-UP Only bottled water; modified no-touch flagstick protocols



### GOLF INSTRUCTION + FITTING

Up to 4 persons, unless members of same household

### SPORTS + ACTIVITIES

















#### NAVARINO OUTDOORS

- Booking in advance for all activities highly recommended and required for indoor climbing wall, group biking excursions and individual hiking excursions.
- Sanitization of equipment and fitting room between use; cloth steaming after fitting; frequent cleaning of high-touch surfaces
- Maximum 10 participants in group biking excursions; 5m distance between bikers
- Maximum 10 participants in group hiking excursions; 2m distance between hikers
- Indoor Climbing wall: 1 person per 15m<sup>2</sup>; max 4 persons; mandatory use of mask by guests and instructors
- When vehicle transfer needed for guests, specific rules apply

### MOURATOGLOU TENNIS CENTER COSTA NAVARINO

- Booking in advance highly recommended
- Sanitization of equipment between use
- Modified operations to singles play only, not switching sides of court, not touching the fillet; limited court capacity
- Recommended use of own equipment
- Mandatory use of mask by instructor

### NAVARINO SEA ON-WATER BY SURF SALAD

- Booking in advance highly recommended
- Sanitization of equipment, lifejackets and fitting room between use; cloth steaming after fitting; frequent cleaning of high-touch surfaces
- Limited capacity at Surf Club and Surf Retail Shop
- No group sports requiring physical contact
- Mandatory use of PPE by instructors
- When vehicle transfer needed for guests, specific rules apply

### NAVARINO SEA WATERSKI AND WAKEBOARD

- Booking in advance highly recommended
- Sanitization of equipment and lifejackets between use
- Reduced number of participants
- Certain watersports like fun tubes require a distance of 1.5m between participants
- When vehicle transfer needed for guests, specific rules apply

### SPORTS + ACTIVITIES

















### NAVARINO SEA UNDERWATER BY AQUA DIVERS CLUB

- Booking in advance highly recommended
- Sanitization of all equipment between use; equipment transferred in separate boxes, marked for each guest and instructor
- Recommended use of own equipment
- Reduced number of participants
- Access to Diving centre allowed only to participating guests, keeping a distance of 1.5m between one another
- When vehicle transfer needed for guests, specific rules apply
- Boat transfer for up to 12 people with a distance of 1.5m between one another and mandatory use of mask
- Mandatory use of PPE by instructors and staff handling diving equipment

### NAVARINO YACHTING & SAILING

- Booking in advance highly recommended
- Cleaning and disinfection of all vessel areas between guests' trips; providing disinfecting wipes/gel for guests
- Up to 12 people onboard with a distance of 1.5m between one another
- Access onboard allowed only to participating guests and crew
- When vehicle transfer needed for guests, specific rules apply

### NAVARINO SPEED EXPERIENCE PARK

- Booking in advance highly recommended
- Sanitization of all equipment and lockers between use; disinfection of helmets, steering wheels, pedals, seats and all touch points in the cart before use; mandatory use of disposable gloves and mask by driver
- Minimum space for each cart driver is 9m²
- Rest area seats and benches placed in 2m distance and sanitized between guest use

#### HAIRDRESSER

- Reduced capacity;by appointment only
- Surfaces, tables and chairs sanitized between guest use; frequent disinfection of high-touch items; hand sanitizer station
- Mandatory use of mask or face-shield by staff
- Mandatory use of face mask by guests, as per current Greek Authorities protocols

#### SHOPPING

- Reduced capacity
- Surfaces, tables/chairs and fitting room sanitized between guest use; frequent disinfection of high-touch items; hand sanitizer station; cloth steaming after fitting
- Mandatory use of mask or face-shield by staff
- Mandatory use of face mask by guests, as per current Greek Authorities protocols

### MESSINIAN AUTHENTICITY

Cultural experiences offered on a private or household basis

### OUR PARTNERS

#### Marriott International Inc.

(NASDAQ: MAR) is the world's largest hotel company with over 7,000 properties in 131 countries and territories. Marriott operates and franchises hotels and licenses vacation ownership resorts. The company's 30 leading brands give people more ways to connect, experience and expand their world. As Marriott welcomes back guests, is committed to provide a safe environment for guests and associates that aligns with expert protocols for working to defeat COVID-19. Consisting of in-house and outside experts in food and water safety, hygiene and infection prevention, and hotel operations, Marriott's "Commitment to Clean" initiative is redefining cleaning and safety standards. On 15 June 2020, Marriott launches global Commitment to Clean Certification. a self-evaluation which focuses attention on the most critical standards that must be executed consistently during this time.

### Bioiatriki Healthcare Group

is a privately-owned company in the field of diagnostic centers, with an extensive presence across Greece. The Group cooperates with many private sector companies, insurance companies and public insurance funds, having received a significant number of prestigious awards and quality certifications.

#### CrossBorderMedCare Hellas S.A..

is the International Patient Center (IPC) of BIOIATRIKI Healthcare Group and offers a range of healthcare services. Through its on-site representative, our guests can have 24/7 access to the expertise of its in-house medical team, which includes contagious disease specialists.

Bureau Veritas, a world leader in Testing, Inspection and Certification, supports players across the hospitality industry in meeting the highest safety and quality standards. With a range of certification and auditing services, companies demonstrate the safety and quality of their products, enabling them to meet regulatory requirements and consumer expectations who want to know where food comes from, what it is made of and how it is processed. The ISO 22000 Certification of our Food Safety Management System to ISO 22000 proves that our commitment to food safety exceeds regulatory requirements and incorporates Good Manufacturing Practices (GMP) and Hazard Analysis Critical Control Points (HACCP).

TÜV Hellas, a leader in the field of Inspection-Certification, 100% subsidiary of the German TÜV NORD Group, provides Third Party Inspection-Certification services for all types of enterprises, in both the private and public sector, having linked its name with the quality and safety of products of the largest projects in Greece. TÜV HELLAS offers services with prestige, reliability, visibility and added value. The newly launched "Safe Restart" guides companies to safely return to operation in the after COVID-19 era.

Ecolab is the global leader in water, hygiene and infection prevention solutions and services that protect people and vital resources. Around the world, customers in the food, healthcare, hospitality and industrial markets choose comprehensive Ecolab solutions, data-driven insights and personalized service that advance food safety, maintain clean and safe environments, optimize water and energy use, and improve operational efficiencies and sustainability.









