



# HEALTH & SAFETY PROTOCOLS

SUMMER 2022

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COSTA  
NAVARINO

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# WE ARE READY TO WELCOME YOU

COSTA  
NAVARINO

IN ROOM DINING  
AT YOUR ROOM'S  
SPACIOUS TERRACE

PRIVATE DINING  
OPTIONS AL FRESCO

WIDE SELECTION  
OF WATER SPORTS,  
INCLUDING YACHTING  
& SAILING

OVER 1 KM-LONG  
SANDY BEACH

21 RESTAURANTS,  
CAFES & LOUNGE  
BARS OUTDOORS

259 OF ROOMS,  
SUITES AND VILLAS  
WITH PRIVATE  
INFINITY POOLS

KIDS' CLUB WITH AIRY  
OUTDOOR SPACES

AN IMPRESSIVE  
AQUA PARK WITH  
STATE-OF-THE-ART  
WATERSLIDES

LESS THAN 10%  
BUILDING FOOTPRINT

A SPRAWLING  
130 HECTARES  
OF TOTAL  
RESORT AREA

LOURATOGLU  
TENNIS CENTER  
WITH 16  
STATE-OF-THE-ART  
COURTS

DIVISION 16  
THE ULTIMATE  
EXPERIENCE FOR  
TEENAGE GUESTS

WEALTH OF SPORTS  
AND ACTIVITIES  
IN NATURE

3 OUTDOOR POOLS  
WITH A TOTAL SURFACE  
OF 3.238M<sup>2</sup>

## A LONGSTANDING COMMITMENT

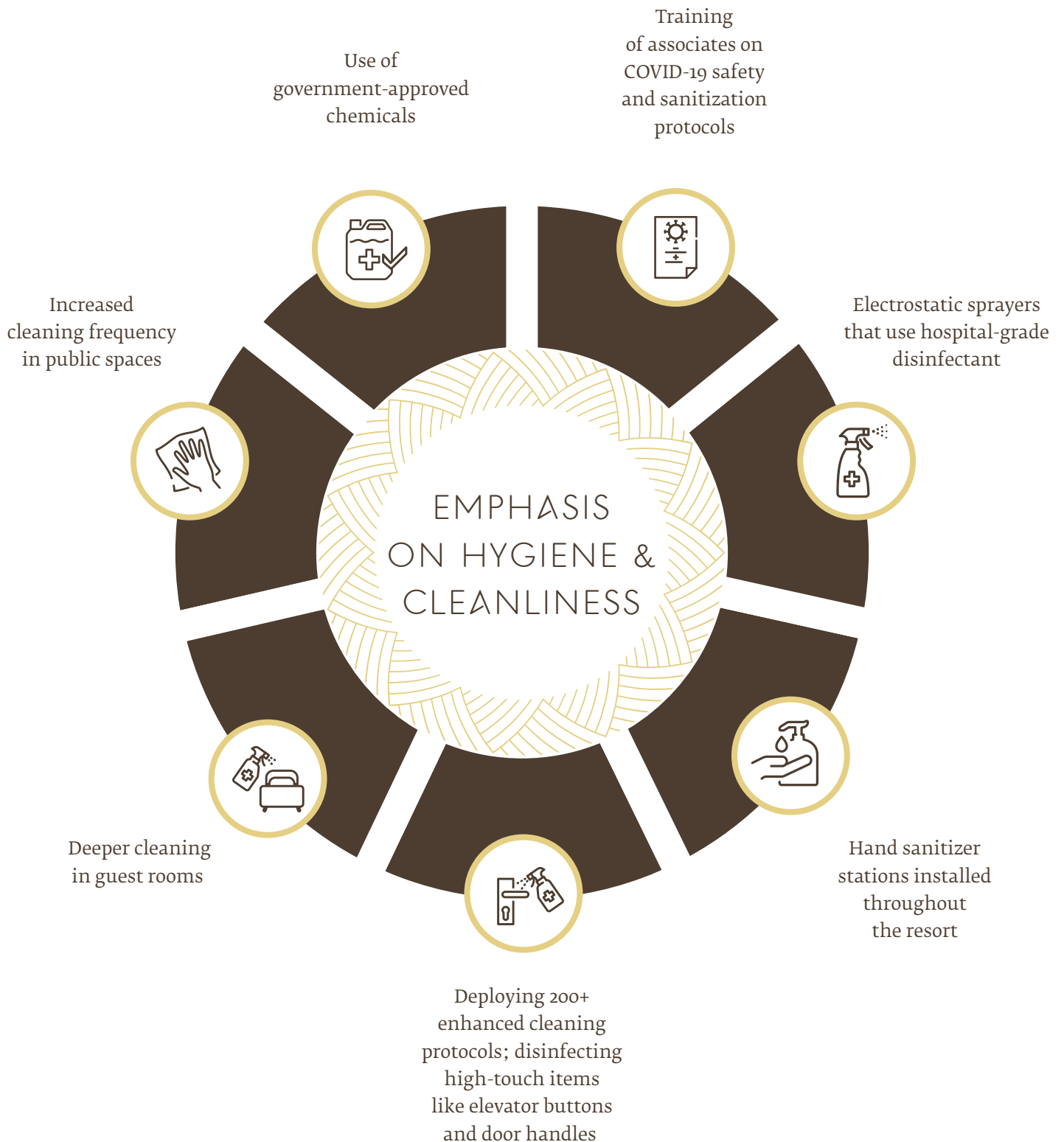
Since our opening in 2010, health and safety have been at the heart of Costa Navarino's approach to hospitality.

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



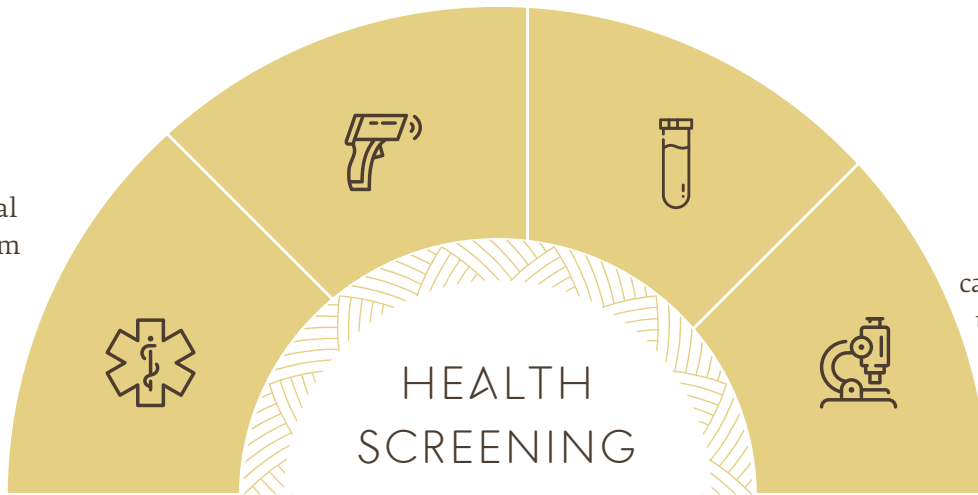
# OUR PLAN

Touchless  
temperature checks  
for all those who  
enter the resort

Regular molecular/  
PCR testing for associates

In-house medical  
and nursing team  
operating 24/7

For a carefree return  
home, PCR testing  
can be arranged on-site,  
upon request, at a fee



## A SAFE STAY

Removing  
non-essential  
high-touch items,  
providing disinfecting  
wipes, gel and masks  
in every guest room

Reducing  
housekeeping  
contact during  
the guest's stay

Deep cleaning  
of each guest room  
between stays

Additional staff recruited  
to meet the new health and  
safety needs. At occupancy  
levels up to 55%, the associate-guest  
ratio will be 1: 1 or higher



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

As per government protocols, access to the resort is allowed only to guests who hold a valid Covid-19 vaccination certificate, or a valid Covid-19 recovery certificate, or have a PCR test within 72 hours prior to arrival, or a Rapid test within 48h prior to arrival. Upon request, we can also arrange a PCR test or a Rapid test by a medical services provider on-site, at a special rate.

# 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 management



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

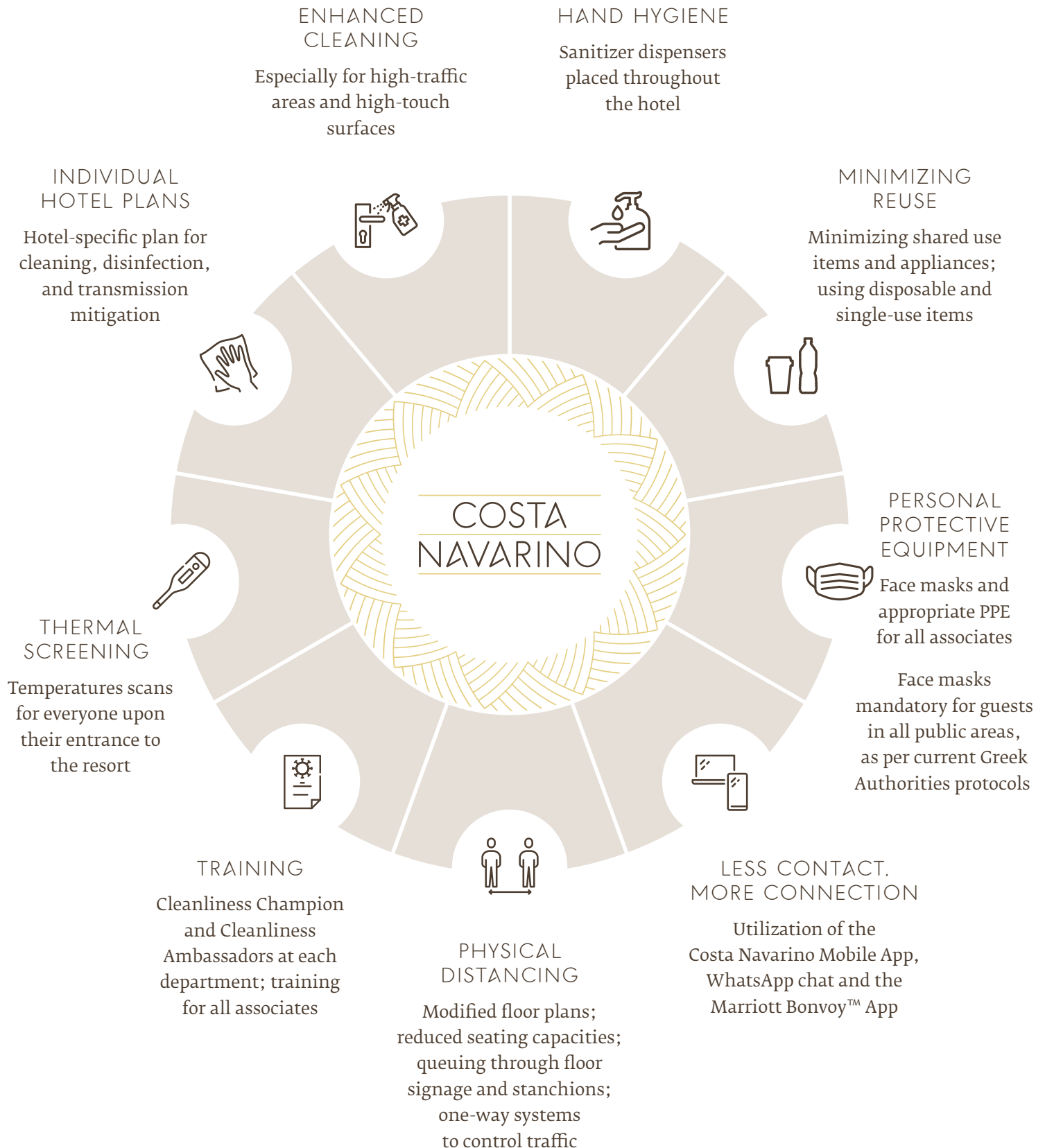
Guests are critical in preventing the spread of COVID-19. To fulfill this responsibility, we offer resources such as COVID-19 related signage and materials describing good health practices.

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



# AIRPORT TRANSFERS





# FRONT DESK

## CHECK-IN

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

## CHECK-OUT

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

## SELF-SERVICE PARKING

Valet parking  
provided only upon  
guest's request



## QUEUES + STANCHIONS

Queuing through  
floordecals and  
stanchions



## DIGITAL CONCIERGE

Use of WhatsApp chat  
and Mobile Request via the  
Marriott Bonvoy™ App



## BUGGIES & BELL CARTS

Sanitized after each use

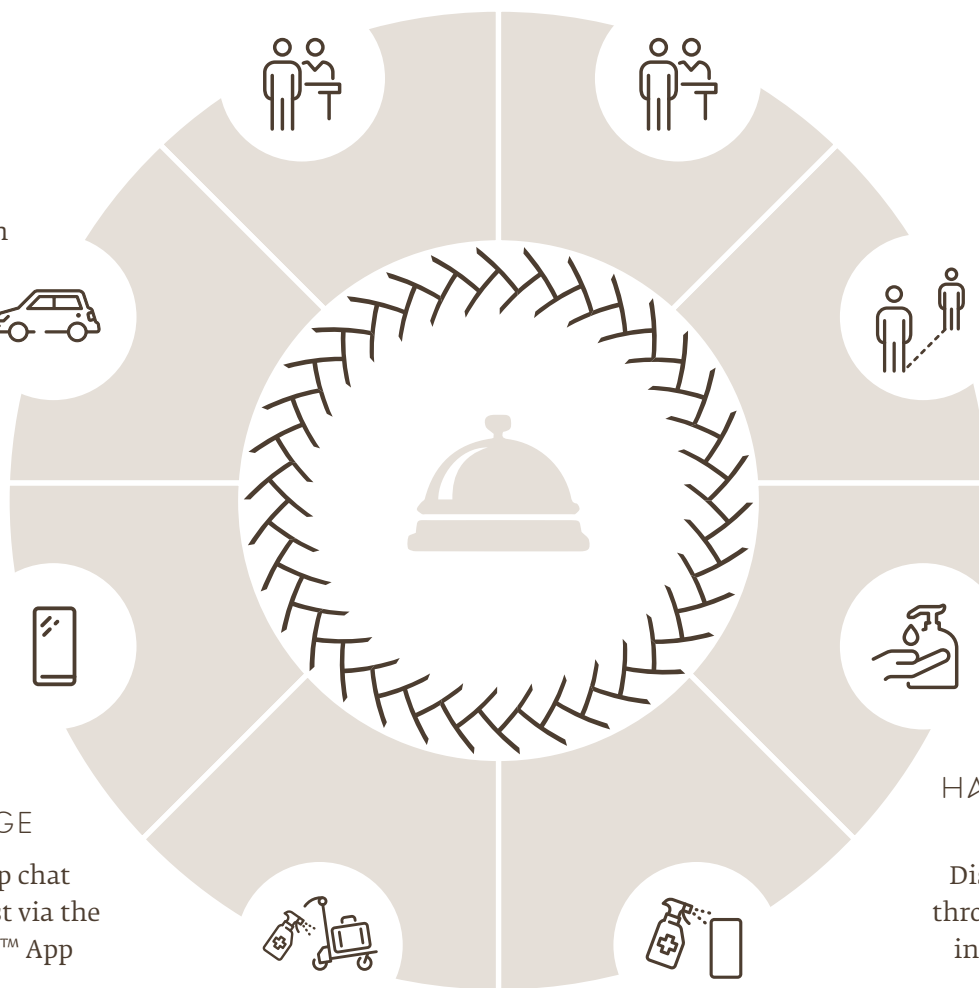
## DISINFECTING OF EQUIPMENT

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

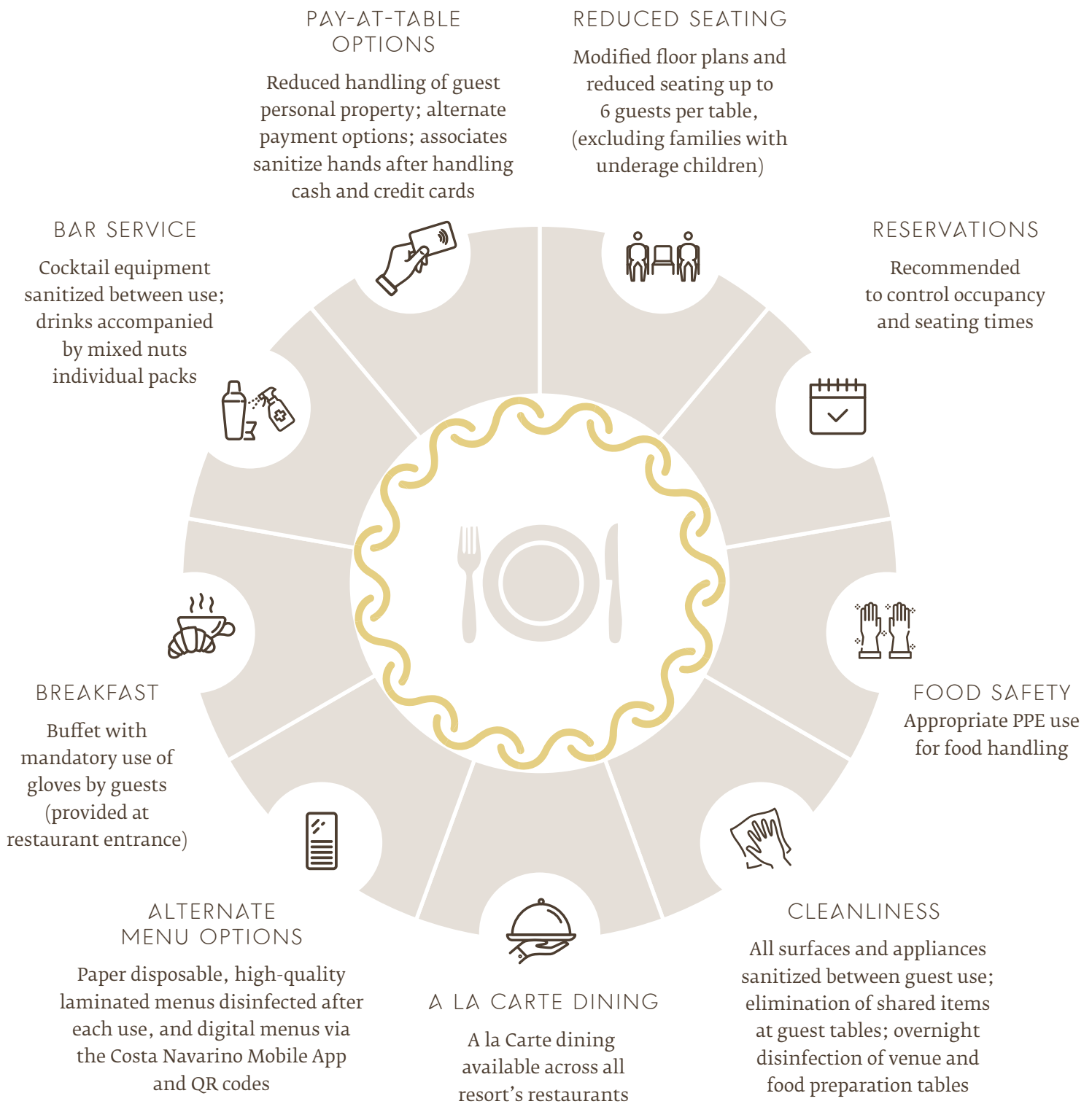


## HAND SANITIZER DISPENSERS

Dispensers stationed  
throughout, with focus  
in high-traffic areas



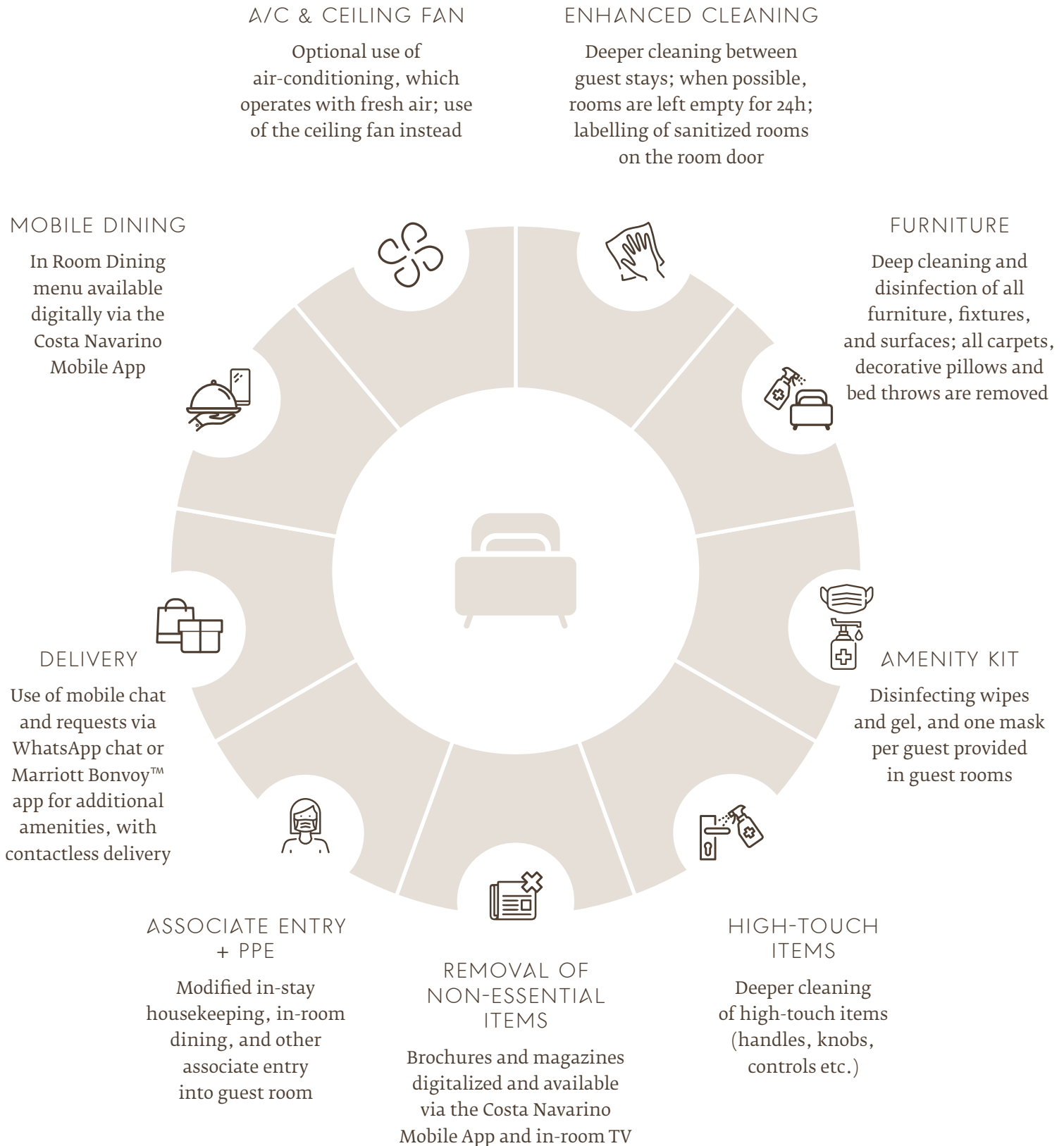
# RESTAURANTS, BARS & LOUNGES



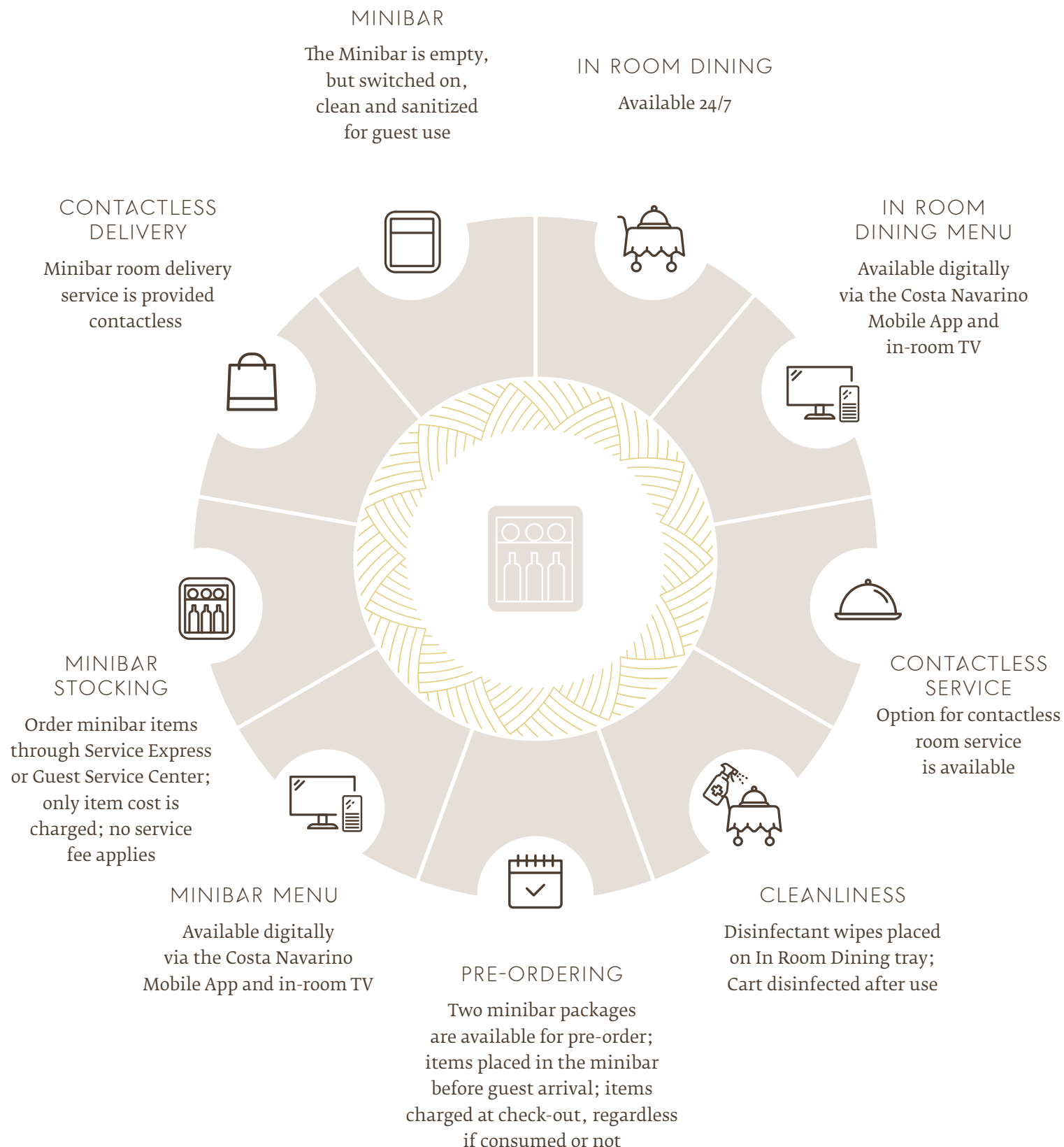
## FOOD SAFETY PROTOCOLS

- 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

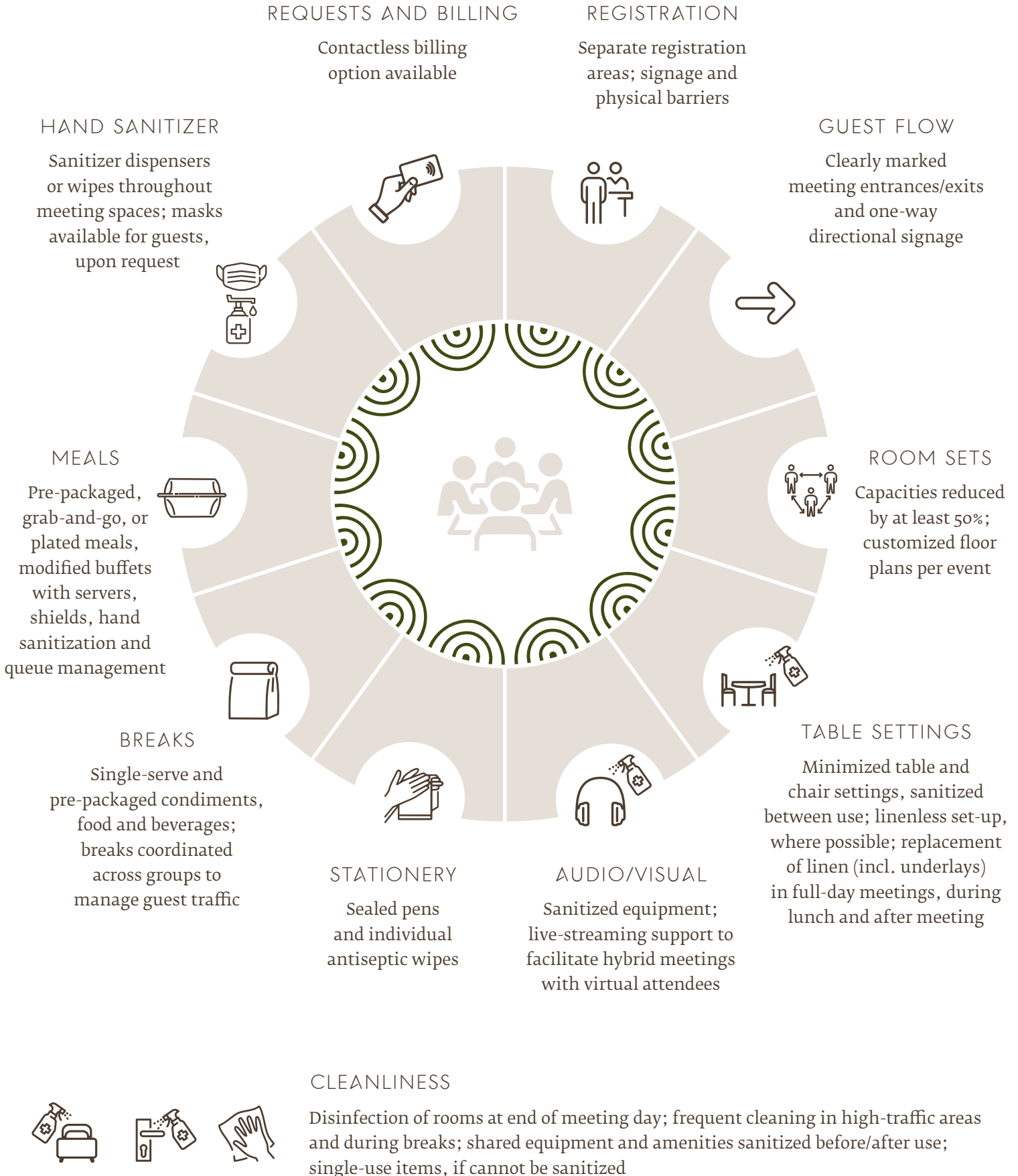
# GUEST ROOMS



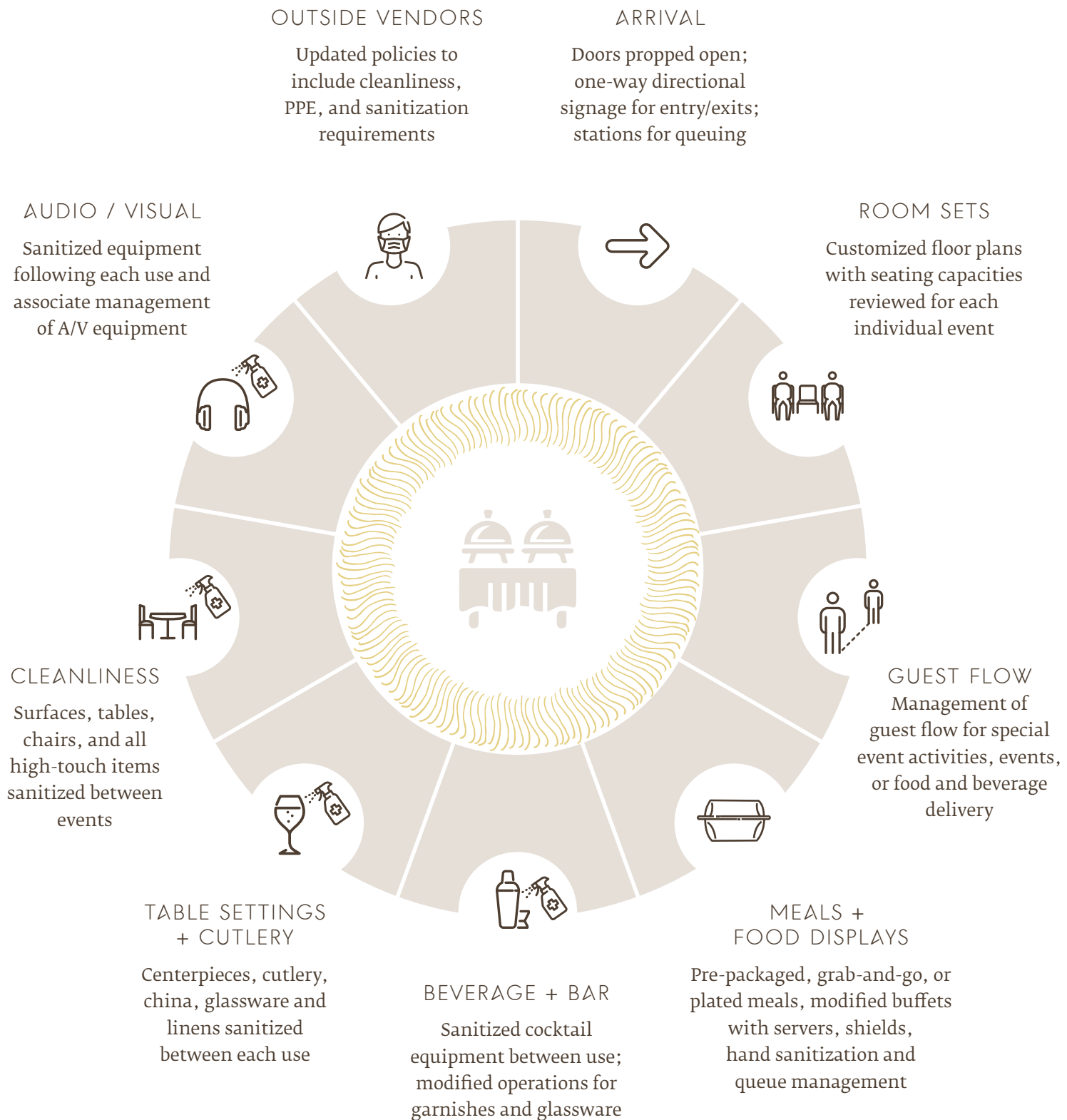
# IN-ROOM DINING & MINIBAR



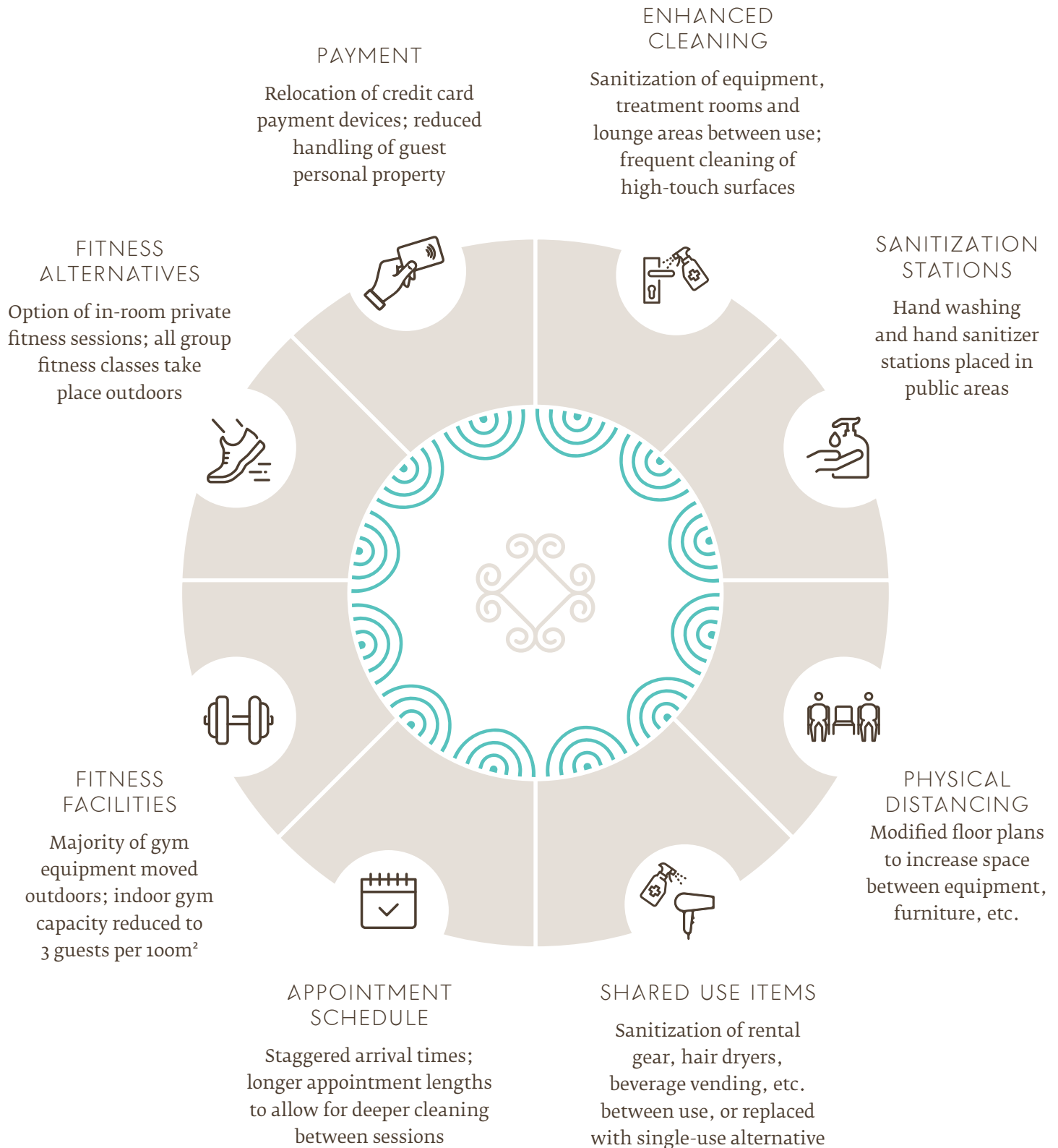
# MEETINGS



# BANQUET EVENTS



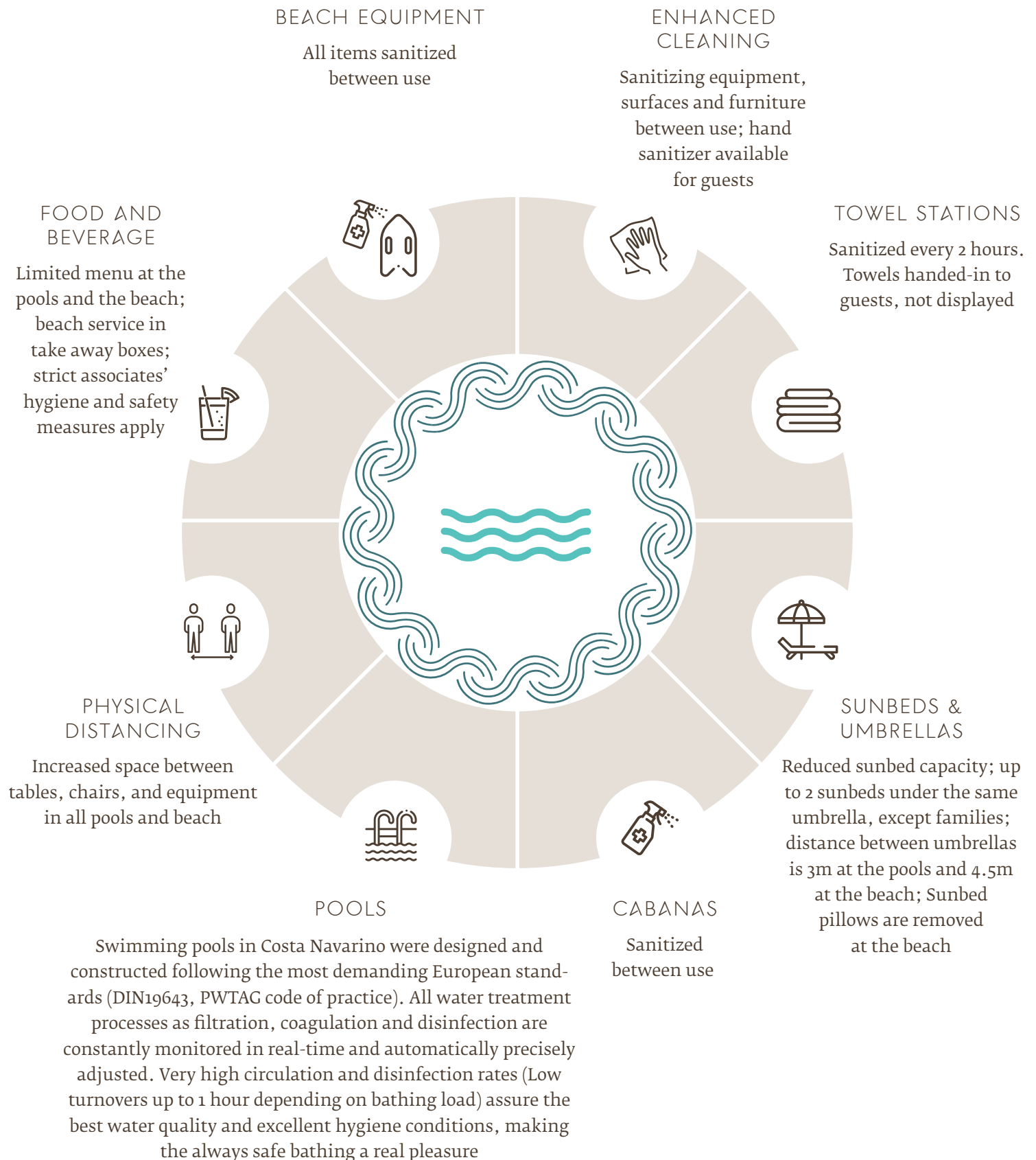
# SPA + FITNESS



INDOOR POOLS & THALASSOTHERAPY POOLS Currently unavailable.



# POOLS + BEACH





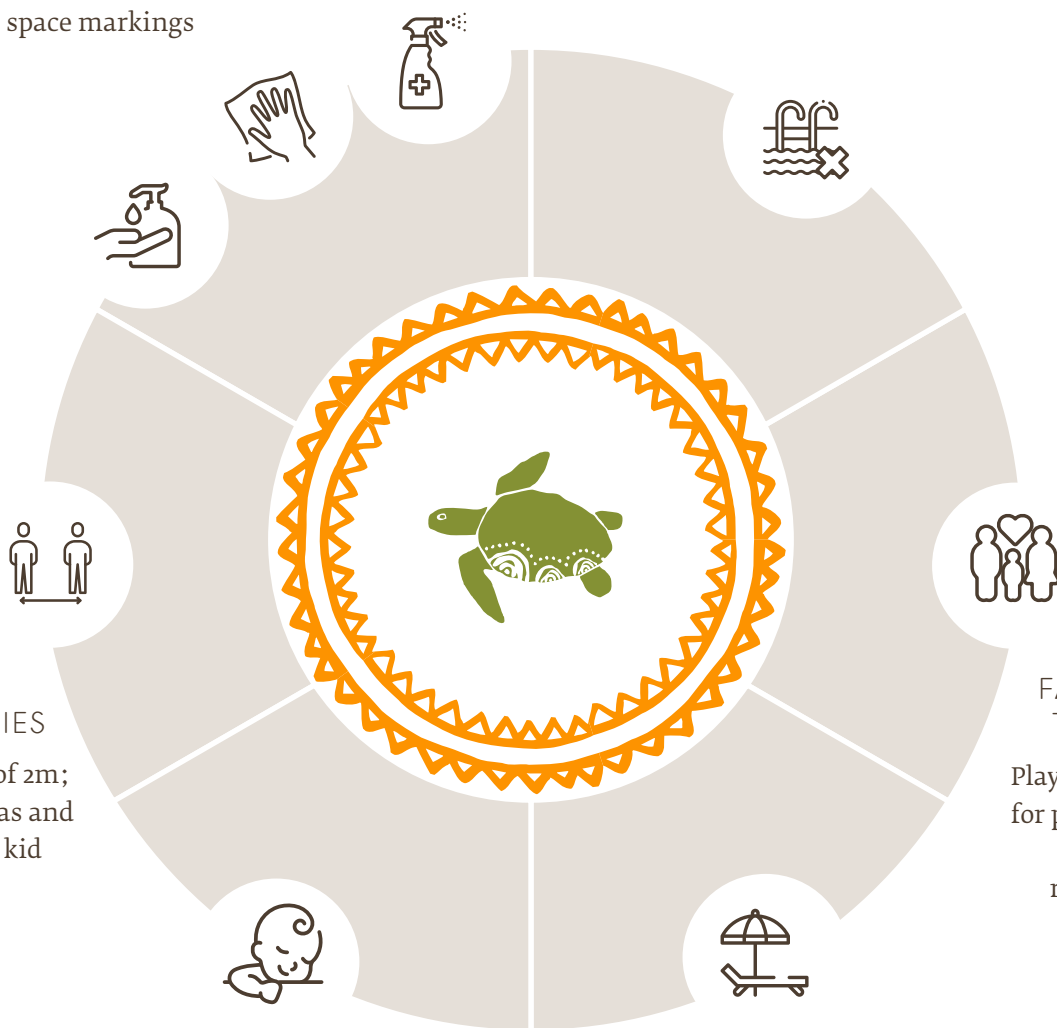
# KIDS' FACILITIES

## 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



## KIDS' ACTIVITIES

Social distancing of 2m; Individual play areas and personal kit per kid

## FAMILY TIME TOGETHER

Playground available for parents and kids. Pre-booking recommended

## 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

## GOLF CARTS STAGING

2m distance between carts

## ASSOCIATE CARE

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

## COURSE SET-UP

Only bottled water; modified no-touch flagstick protocols

## 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

## 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

- 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

## 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.

