FEEL SAFE – BE SAFE!

OUR COMMITMENT FOR A SAFE STAY!
We are glad to welcome you back!
WE PROMISE TO OFFER YOU A SAFE STAY!

THE TOP PRIORITY AT THE TROULIS ROYAL COLLECTION IS SAFETY AND WELL-BEING OF BOTH VISITORS AND EMPLOYEES.

WE HAVE ESTABLISHED AND WILL APPLY STRICTLY ALL HEALTH & CARE REGULATIONS FOR OUR GUESTS AND EMPLOYEES, AS OUR UPMOST CONCERN IS YOUR SAFE STAY AND THE ENJOYMENT OF YOUR HOLIDAYS WITH US.
WE CARE FOR YOU, OUR ASSOCIATES AND OUR STAFF!

Health & Safety
• Implementation of all National Health & Safety protocols
• Compliance to the recommendations by the World Health Organization (WHO) and Greece’s Public Health Organization (EODY)
• Collaboration with Biolabcrete, (water, hygiene and infection solutions & services)
• In process for the “Covid Shield Culture Certification” from TUV Austria Hellas
• Health First Certification by the Hellenic Chamber of Hotels, which verifies compliance to the health protocols against Covid-19
• Specialized partnerships with Sealed Air Diversey Care
• 24/7 Doctor on call trained in Covid-19 response

Staff - Associates
• All the staff members of Troulis Royal Collection have attended a Health & Safety Training in the new hygiene protocols and new Normality consultancy from the University of Crete (Medical school of Heraklion).
• Each member has received a certification concerning the Pandemic Covid-19.
• All staff members are obliged to wear masks throughout the hotel.
• Daily Temperature checks for all our associates and guests entering the resort
• Personal Protection Equipment (PPE) available for all our associates and guests
• Our cooperating partners comply strictly with all the hygiene procedures and guidelines (e.g. sterilization of all contact surfaces between the transfers etc.).
CLEANLINESS MANAGEMENT & HYGIENE

New standards – New specifications

**Fresh air purification**
The indoor space is continuously being provided with air changes using fresh clean air from outside

**Steam pressure technology**
Deep and hygienic cleaning in guestrooms and public surfaces

**Water & Air quality monitoring**
according to international standards

**A/C disinfection**
(ducts, filters & grills)

**Key cards, POS and reception counters**
disinfection procedures

**Cleaning and disinfection schedules**
In all public areas, guestrooms, back of the house and at the high touching points
ARRIVAL

Pre-Arrival communication
• Welcome & info letter sent by e-mail
  So as to ensure fast and contactless, with safe distances Check-in experience

Transportation
• From a trusted partner
• All surfaces are sterilized between each transfer
• Limited number of passengers per vehicle

Temperature measuring with touch less devices

Luggage & Handling
Disinfection with PPE

Guest Portal App available with all hotel’s features

ROOM

Access to all menus and hotel information available through QR codes and TV channel

Decorative or/&#38; items of frequent common use have been removed

Guest Portal App available with all hotel’s features

Frequency of our in-room housekeeping services according to the new hygiene guidance.

Rooms are sanitized with cleaning & disinfecting products. Upon completion, sanitization stickers are applied

GASTRONOMY

Extended outdoor capacity to all bars and restaurants.

Distancing 1.5 m space between tables

Operating hours for breakfast & dinner are extended.

Double seating will take place.

Reservations required
Pre-booked dining assuring safe spaces and social distancing

Digital menus are available through QR codes

Employees wear PPE during the operation of the restaurants and bars
Self service -contactless-
Buffet Breakfast & Dinner,
served from our buffet
service staff

Full service
will be provided at the
a la carte restaurants

Appropriate signage
will be used to maintain
social distancing

Extra sanitization practices
in all food production areas

Enhanced HACCP protocols

Cleaning & Disinfection
of all surfaces
and furniture after each
service
PUBLIC AREAS - BEACH - POOLS

THE SPACIOUS AREAS OF OUR PROPERTIES AND THE PRIVATE MAN MADE MARINA OFFER THE POSSIBILITY OF GREATER DISTANCES BETWEEN THE SUNBEDS AND UMBRELLAS.

Cleaning & disinfection of all Sunbeds after each use
Regular chlorination of all pools with disinfecting products
Social distance protocols applied across all swimming pools and the beach

Touch less sanitization stations for guests & employees
The maximum number in all pools is 1 person per 5 m²
Guidance of elevator use by one person or a family

The indoor pool will remain out of operation, this season
Spa therapists are using PPE during spa treatments
Guests are encouraged to use masks
The use of Gym & the Personal training is provided upon request

Fitness Zone regularly disinfected
All entertainment activities (live music, DJ & other performances), will be organized only in outside areas
Mini Soccer and Tennis will be available after appointment
Disinfection of all equipments at regular intervals
KIDS CLUB

Safe outdoor entertaining environment

Selected activities will take place only in outside areas (pool, beach, etc.), upon request

Activities with limited number of kids

Check in & Check out procedures

DEPARTURE

Farewell letter & invoice to be sent by e-mail

Check out without physical contact will be available

Contactless check out procedures and payment options at outdoor spaces

Credit card charge upon client’s confirmation of the balance

Disinfection dispenser will be available for both, guests and staff
WE ARE READY TO WELCOME YOU TO OUR HOME!
ENGAGING CRETAN SOULS

TROULIS ROYAL COLLECTION STANDS FOR HEARTFELT, AUTHENTIC EXPERIENCES THAT SPEAK OF THE CRETAN SOUL.