WELCOME BACK

AGAPI BEACH RESORT
CRETE

A message from our General Manager

Dear Friends,

We are thrilled to announce the start of our summer season 2020, **on July 1st!**

Our team is working tirelessly to welcome guests back following the unprecedented times our planet has been through.

We have come together to ensure that when we open our doors, the warm, sincere and heartfelt Cretan hospitality remains the same.

Our premium all-inclusive
resort is favored with a generous layout, spreading across 10.7 acres (43.300 m²) in a series of low-rise structures that crawl towards the neighboring sea. Our spacious and airy rooms are dotted around Mediterranean gardens of endemic flora, lead ing to its impressive, long, sandy, and friendly beach of sparkling-blue waters.

Over the last few weeks, we are working closely with industry and health authorities on implementing our thorough hygiene and safety plan in accordance with **World Health Organization** measures and the **Greek State** directive.

A number of additional initiatives have also been adopted, so that our guests feel at ease at all times and our employees have a safe workplace. Our new protocol means that some of the services and facilities may be limited and we will be updating our online communication constantly.

Please find below some useful information regarding your stay with us.

Dimitris Stratikis
GENERAL MANAGER
AGAPI BEACH RESORT

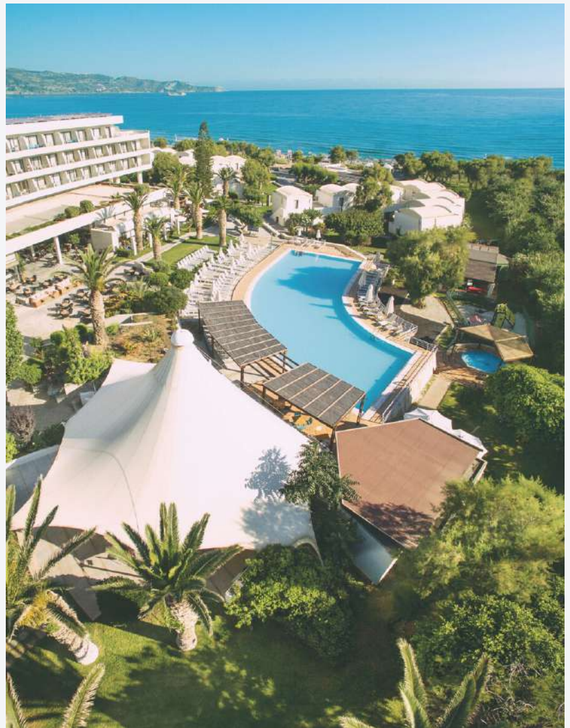
INSPIRING WORDS

"Our commitment to you is clear: to welcome you in a safe sanctuary and to celebrate the ethos of the Greek summer, together"

Agapi & Costantza Sbokou
co-CEOs Phāea Resorts

When will Agapi Beach Resort reopen?

Agapi Beach Resort will reopen on **1st of July 2020**, at a limited capacity.

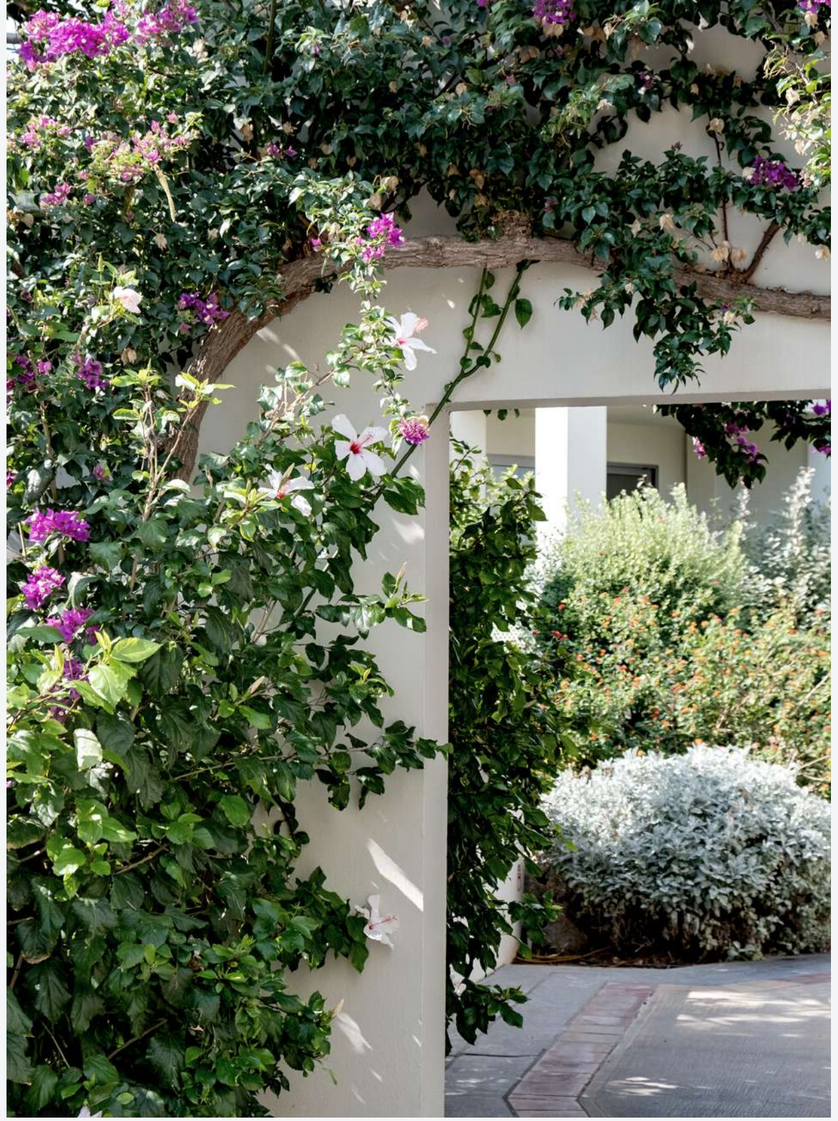


OPENING DATE

Transportation and Arrival

- **Company transfer cars & minibuses** will be thoroughly cleaned before and after each use, carrying only same room guests
- **Doors opened automatically**
- Implementation of **physical distancing** across all public areas

Temperature checks will be required at the entrance



RESORT ENTRANCE

Check in & out

- **New check in** time at 3pm and **check out** time at 11am
- Comfortable check-in procedures with **safe distances**, plexiglass placement at the reception & staff PPE
- **Contactless payments** available
- **Disinfection** of all equipment such as room keys and POS
- **Sanitizing stations** available
- Visible **safety signage**
- Intensive **staff training** on PPE use, frequent deep sanitation and change of equipment, such as worn masks

RECEPTION

Contactless check in available via our mobile app

Public Spaces

We have intensified the frequency of **deep-cleaning** and added a **disinfection** procedure of **all common areas;** public spaces, guest rooms and to back of house areas, with an emphasis on high-contact, hard surfaces areas; such as front desk check-in counters, door handles, restrooms and dining surfaces.

Additionally, we have **rearranged our furniture** throughout all common areas and back-of-house to allow for increased spacing.

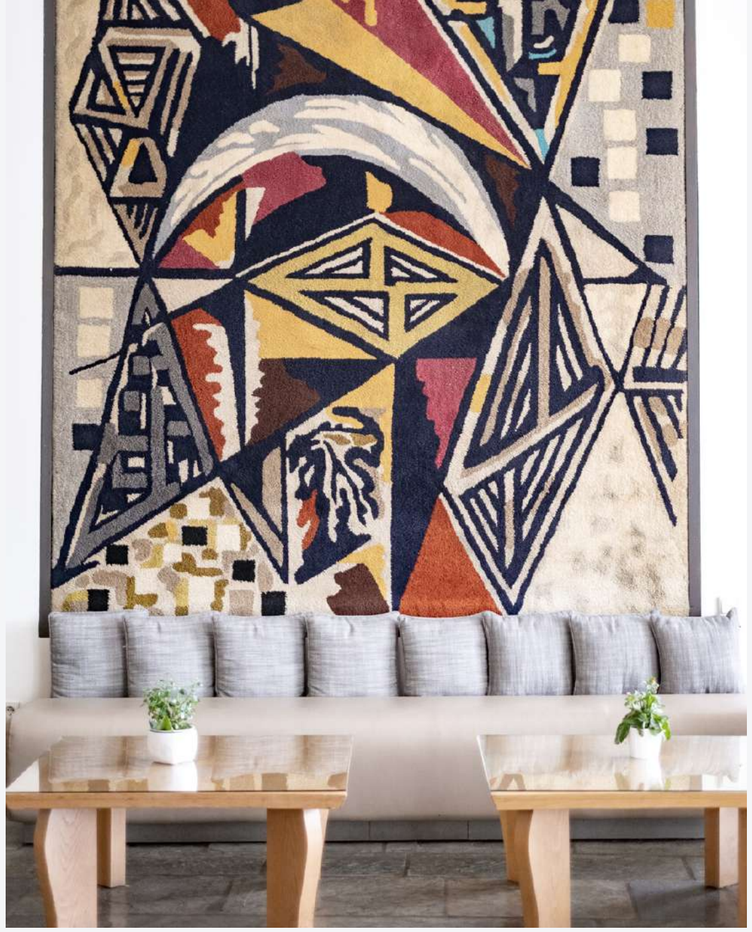
An enhanced number of **sanitizing stations** will be available throughout our public areas.

Airy spaces, with fresh air circulating in all indoor spaces and common areas.

All **A/C units** receive an enhanced maintenance and their filters are regularly disinfected.

All rooms located in the main building, can also be accessed via **staircases**.

Elevators can be used only by a party staying in the same room. Buttons inside and outside the elevators sanitized regularly. **Sanitizing stations** available outside elevators.



Guest Rooms

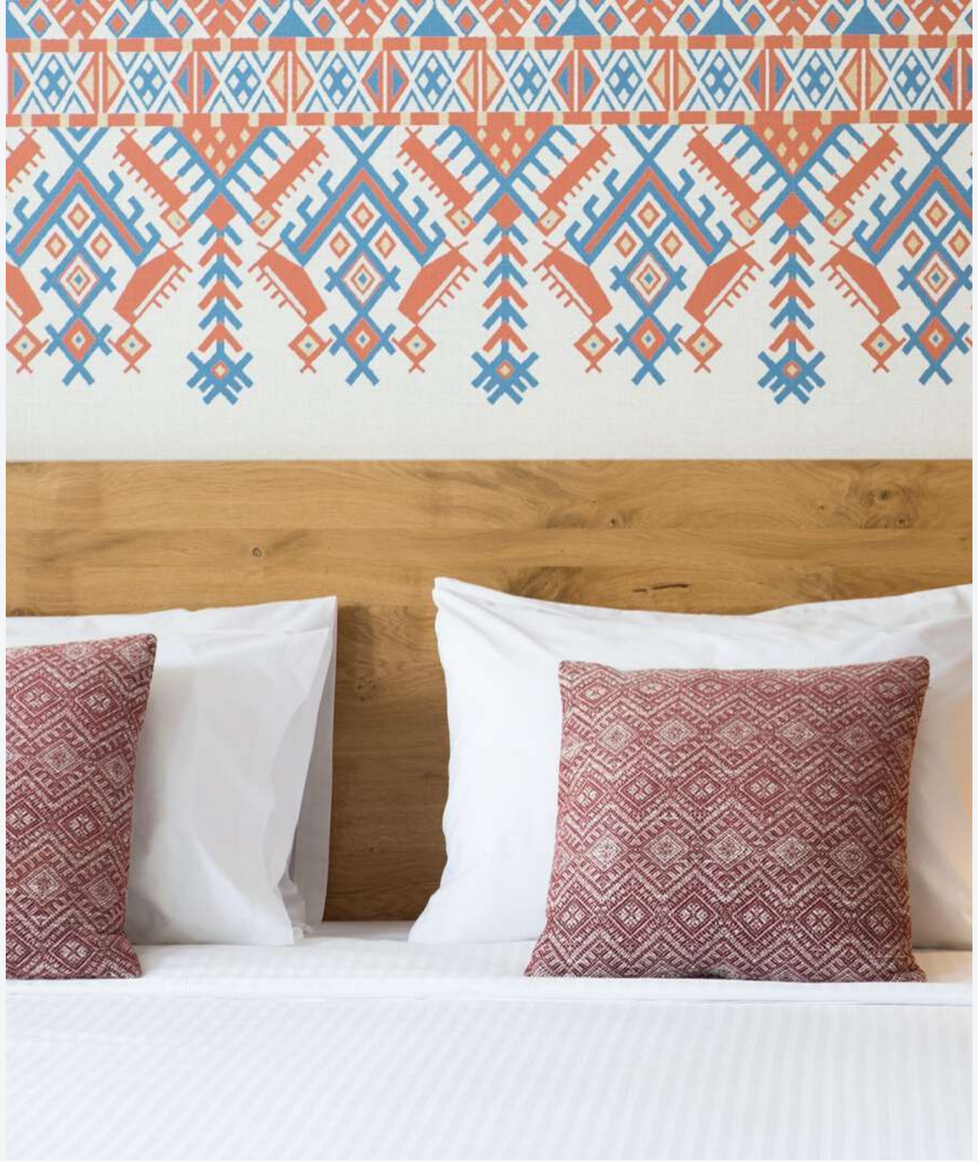
- **An enhanced cleaning protocol** is implemented by our Housekeeping staff, who will wear the required protective equipment
- We use the approved cleaning products from global hygiene expert **Diversey™**

All **A/C units** receive an enhanced maintenance and their filters are disinfected before every arrival

SAFETY & SANITATION

Guest Rooms

- Our guestrooms, bungalows and suites will also be **eliminated of all reusable print material**
- All in-room information, as well as our menus will be available via **QR codes**, our **mobile app** and **TV screens**
- **The coffee & tea amenity** is available in the room, replaced before every arrival
- **Room service** menu is available via a QR code; orders can be placed by phone (for breakfast only)
- **Laundry service** is available; guests will be required to contact the reception to place their request



IN-ROOM EXPERIENCE

Which restaurants & bars will operate?

- Main Restaurant (breakfast, lunch & dinner)
- Akrogiali Tavern (lunch& dinner)
- Piazza d'Italia (dinner)
- Taka-Taka (street food)
- 1978 Lobby Bar
- Beach Bar
- Pool Bar
- Room Service (breakfast, upon request)

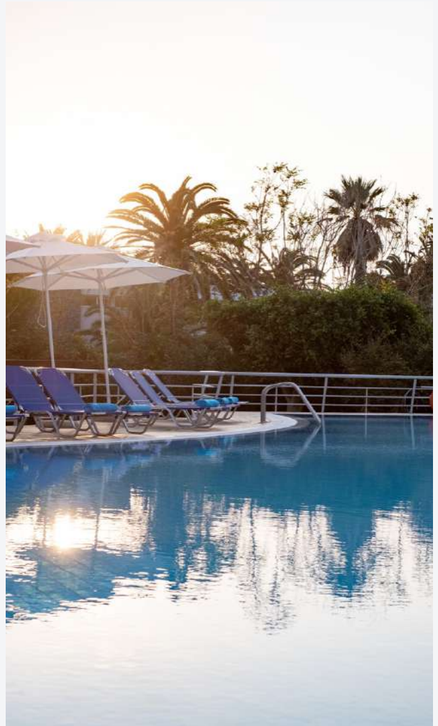
FOOD AND BEVERAGE OVERVIEW

Restaurants & Bars

- We will continue to reinforce our internationally recognized methods, including Hazard Analysis Critical Control Points process **(HACCP)**, to manage risk and prevent contamination of food
- A **rearranged seating layout** has been implemented at all our F&B outlets
- Frequent disinfection of all high-touch surfaces after each reservation
- Staff is wearing **PPE**
- Guest hand **sanitazing stations** located at all venues
- Visible **safety signage**
- **Digital menus**, available via QR codes or our tablets
- **Contactless payment** options available
- Our **buffet** (breakfast, lunch & dinner) is served at the Main Restaurant; cold items are available in **single portions** and hot items are **served** by our staff
- **Cutlery and tableware** are replaced upon every service

Which facilities will operate?

- Private Beach
- Outdoor Pools
- Spa
- Gym
- Kids Club
- Tennis
- Bocce court
- Shopping



FACILITIES OVERVIEW

Spa & Gym

- At the **Spa**, all therapies are available with a reservation
- The **Gym** is available at a limited capacity, by appointment only. **Fitness & yoga sessions** are available, by appointment.
- **Disinfection** of all gym & spa equipment, as well as hard-surface areas, such as the spa reception and lockers, is performed after every use
- Staff is wearing **PPE**
- Guest hand **sanitizing stations** available
- Visible **safety signage**

Kids Club

- The Kids club will only operate **outdoors**
- All **activities are adjusted** and all **equipment** will be **disinfected** after use
- No consumption of **food or drinks** is allowed
- We accept **a limited capacity** of children, upon reservation
- **Baby sitting services** operating with protective equipment and sanitizing protocol procedures
- Staff is wearing **PPE**
- **Sanitizing stations** available
- Visible **safety signage**

Water areas

PRIVATE BEACH

- Our **Blue-flag awarded**, long, sandy private beach, stretches approximately **218 meters** along the coastline of Ammoudara, Heraklion
- **Safe distance of 4 metres** between each set of sunbeds
- **Beach towels** are provided by our beach crew. Collection of used towels is performed following strict hygiene protocols
- **Sunbeds** will be sanitized after every use
- Our private beach is **supervised** by a well-trained **beach crew**
- **Watersports are available;** operation as per strict safety & hygiene protocols

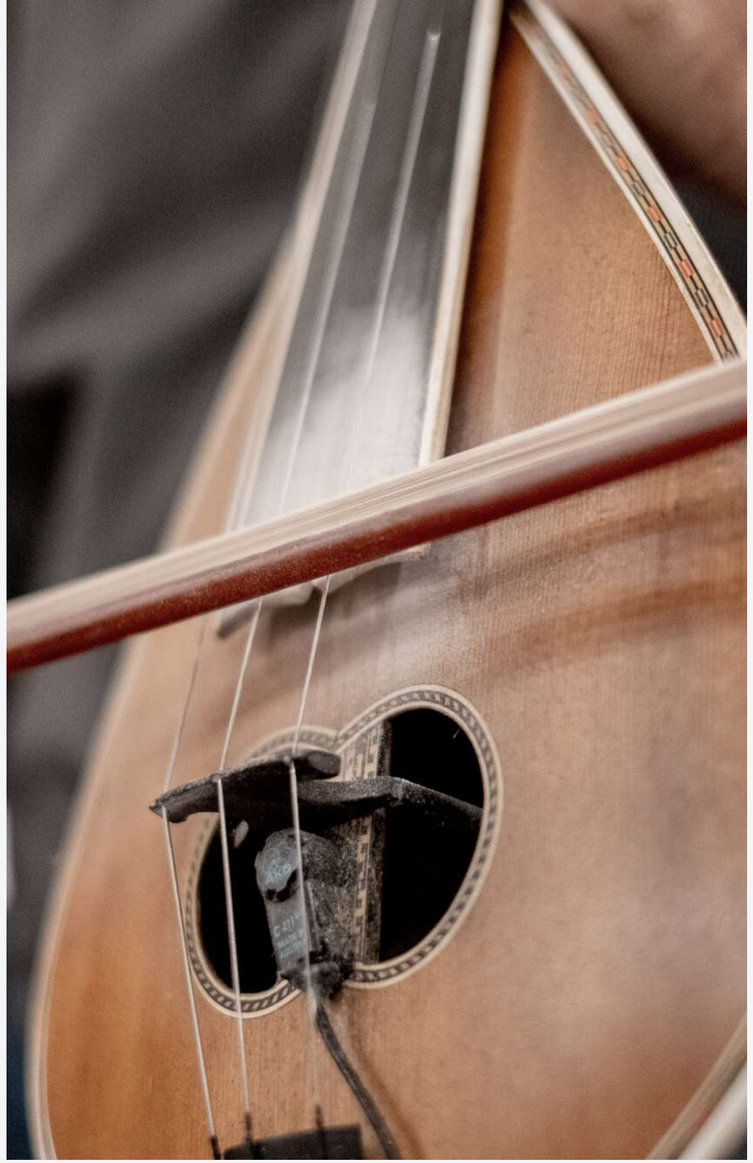
OUTDOOR POOLS

- **Our outdoor pools** will be operating, following strict safety & hygiene protocols
- **Water quality controls** in place
- **Safe distance of 2 metres** between each set of sunbeds
- Visible **safety signage**
- **Sunbeds** will be sanitized after every use
- Our pools are **supervised** by a well-trained lifeguard

Entertainment

Our entertainment continues this year with an enhanced program, including:

BBQ EVENTS AT GAZEBO (upon reservation)
WINE TASTINGS, OLIVE OIL TASTINGS, COOKING LESSONS
LIVE MUSIC, PIANO NIGHTS, LIVE DUET PERFORMANCES
CRETAN LINE MUSIC



Reservation is required. Safety & Hygiene protocols are followed.

Expert Healthcare Measures

All employees will have their **temperature** checked before commencing their shift, as well as **suppliers** before entering our premises.

Our **guests** will have their temperature checked **upon arrival.**

AMOUDARA MEDICAL ASSISTANCE

We have teamed up with local **private medical Covid-19 certified expert Ammoudara Medical Assistance** to have available required molecular Covid testing for any guests or employees who may feel unwell or experience virus-related symptoms.

Moreover, we have assigned a **designated hotel team**, who are supervising procedures, receiving an ongoing certified training.

TÜV NORD

At the opening of our resort, our hygiene and safety plan will be certified by **TÜV Nord** organization (Safe Restart Program).
An extensive training for our staff will be completed and certified as well.

World Health Organization

We are working closely with i**ndustry and health authorities** on implementing our thorough hygiene and safety plan in accordance ith **World Health Organization** measures and the **Greek State** directive.

Expert Healthcare Measures

What happens if I begin to feel unwell during my stay?

- If you or your family members feel unwell or experience virus-related symptoms, please **contact Reception** immediately
- Our pr**ivate medical Covid-19 certified expert** and our **Social Environmental Health Agent** are available 24-hours to aid our guests
- An **emergency contingency pla**n is in place

A **RestorAir Rapid Room Recovery Unit** is available at the hotel, in case of a suspicious case.

We are working tirelessly to implement everything for you to enjoy a stress-free vacation, where your peace of mind and wellbeing are our top priority.

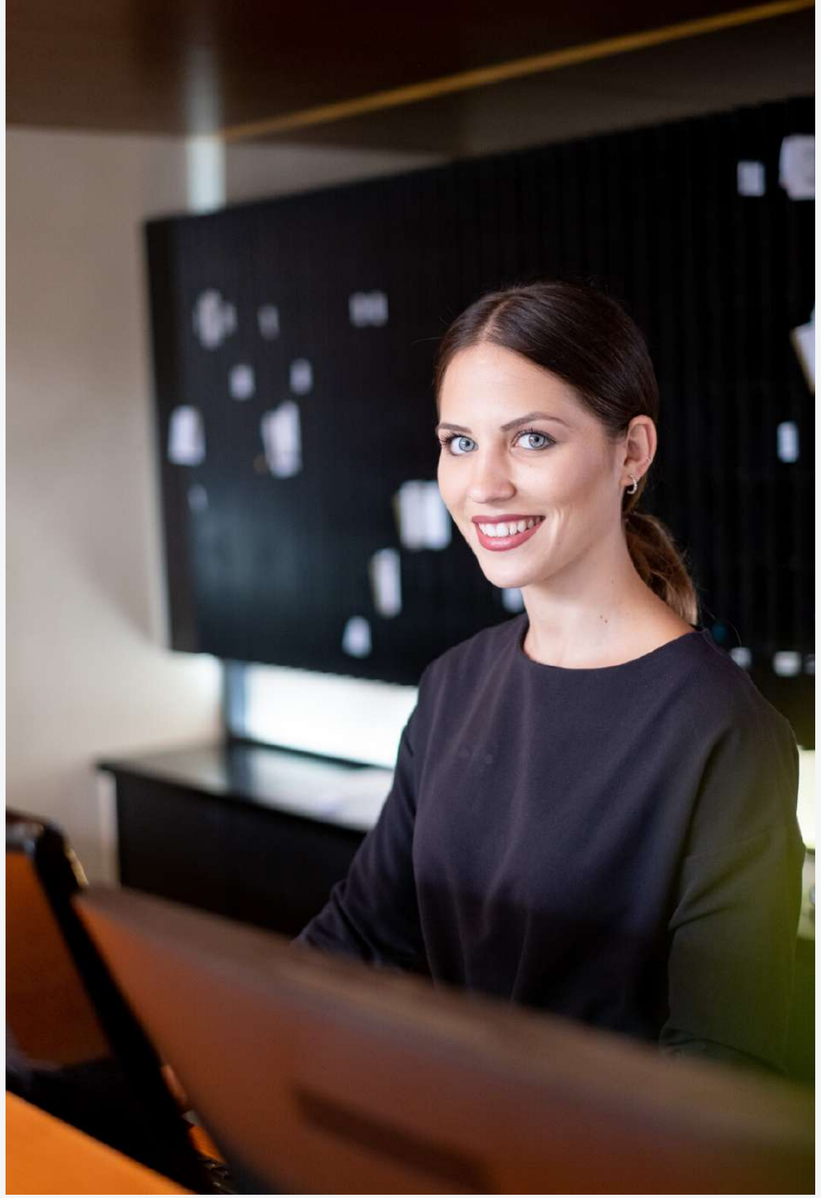
We want you to enjoy the holiday you have so much waited for, so we will continue striving to provide the confidence you need, but most importantly to offer you a medley of beautiful summer experiences and our personal heartwarming hospitality.

We thank you for your continued patience and trust and look forward to welcoming you to Agapi Beach Resort.

DIMITRIS STRATIKIS

GENERAL MANAGER
AGAPI BEACH RESORT

CONTACT US



Please contact us for any questions at any time at

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www.agapibeach.gr

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World Health Organization

European Centre for Disease Prevention and Control

Centers for Disease Control and Prevention

National Public Health Organization

TÜV NORD Worldwide

Ammoudara Medical Center

Official resources