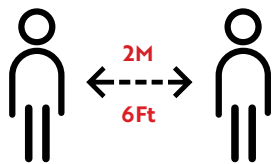


Dear Guest,

Before planning your trip or exploring possible dates we kindly ask that you thoroughly read the following message concerning the safety measures that we have taken and changes that we have made in our services in accordance to Greek CDC requirements and guidelines to reduce to risk of a Covid-19 outbreak. These measures are primarily based on social distancing and personal responsibility.

It is understandable that social distancing is contrary to what we as hosts and our guests expect to experience when in Greece but it is crucial to adhere to the CDC rules so that we may enjoy a healthy and safe summer!



Maintain proper distances



Wash/sanitize hands frequently



Wear mask or face shield

Staff Training: Based on Greek CDC training requirements

- All members of Irida Staff have followed Greek CDC seminars regarding current safety measures that have been imposed to limit the spread of Covid-19.
- Irida Santorini is certified with the "Health First" shield as required by the Greek Ministry of Tourism and Greek CDC.
- All members of Irida Staff are provided with and are knowledgeable of the proper use of protective gear such as gloves, masks and face shields.
- Our staff has received training and is knowledgeable of the proper use of disinfectant solutions and cleaning methods with high pressure steam cleaners as required by the Greek CDC.

Hygiene and Housekeeping: Based on Greek CDC sanitation requirements

- Prior to guests' arrival the apartment is sanitized through the use of alcohol based disinfectants and high pressure steam cleaner for surfaces.
- Linen and towels are washed in accordance to CDC standards (90 degrees). In addition to the detergents and whiteners, disinfectants are also added.
- Housekeeping is conducted daily to maintain proper sanitization. However, in order to limit contact with staff we ask that all personal items be stowed away so that the housekeeping process can be done in an efficient and effective manner.
- We kindly ask that guests do not reenter the room when staff is cleaning.
- We ask that guests inform us when they leave for the day as additional time is necessary for proper daily sanitization and disinfection.

- Amenities are on request according to guests' daily needs.
- Decorative items or additional room accessories have been removed from the apartments in order to maximize safety.
- Guests may request to forgo housekeeping if their stay is short and may request sheets and towels daily. If housekeeping is not provided the guest will be asked to remove the trash bins on their own.
- Please, note that the Greek CDC strongly advises the use of natural ventilation (open windows or fans) as an alternative to A/C units. If guests do use the A/C, the unit must be turned off and the windows must be open if the guest requests housekeeping services, prior to our staff entering the room.

Check in and Check out: Based on Greek CDC social distancing requirements

- The general time lines that will apply are Check in - 15:00 & Check out – 11:00.
- This season, the check in & check out process will be conducted by specific appointment. Exact times will be scheduled to maintain social distancing and additional protective measures.
- Access to our reception will be limited for guests. Reception activities such as registration, payments, information etc., will be handled by e-mail, in room phone, outside in our communal areas or by appointment prior to or during the course of the visit.
- We kindly inform guests that documentation such as passports and registration cards will be handled through e-mail to limit physical contact. Please, check your e-mails and spam files frequently.
- To limit contact with staff we advise guests to travel with luggage that they themselves can carry.
- Left luggage will not be kept.
- Laundry service will not be offered.

Additional services: Based on Greek CDC sanitation social distancing requirements and guidelines

Breakfast:

- Our complimentary continental breakfast has been adjusted and will be served in one use packages for each guest in order to limit contact and maximize safety.

Jacuzzi:

- Our dip pool will be open for visitors use in accordance to strict CDC requirements.

Most important note:

If at any time during your visit you or your traveling companion feel any flu or cold like symptoms (fatigue, fever, cough, sore throat, muscle pain) remain in your room and inform us immediately (dial 9 from your in room phone), so that we call our local doctor to assess the situation.

We thank you for your understanding and diligence!