

A SAFE SANCTUARY



BLUE PALACE
RESORT & SPA
CRETE

THE
LUXURY
COLLECTION



A message from our General Manager

We are thrilled to welcome you at another wonderful season at Blue Palace Resort & Spa!

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 resort is favored by an expansive layout – layering across 143 acres (138.430 m²) of gentle slopes and lush Mediterranean gardens – and one of the longest private beaches of the island, as well as spacious and airy bungalows, suites and villas, dotted around a breathtaking landscape. Yet, the feeling is that of a boutique-style hotel, an intimate sanctuary in a sublime setting.



We are working closely with industry and health authorities on implementing our thorough hygiene and safety plan in accordance with **World Health Organization** measures, the **Greek State** directive and **Marriott International** protocols.

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.

Sotiris Kremastiotis
GENERAL MANAGER
BLUE PALACE, A LUXURY COLLECTION RESORT & SPA



*"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

Transportation and Arrival

- **Company transfer cars & minibuses** are thoroughly cleaned before and after each use, carrying only same room guests
- **Doors opened automatically** or by staff
- Implementation of **physical distancing** across all public areas
- All **luggage disinfected** upon arrival
- **Buggy** capacity is limited to those staying in the same room. Drivers are wearing a protective mask. All buggies are disinfected after every use.



Temperature checks will be required at the entrance.



RESORT ENTRANCE

On-Property COVID-19 Testing

As an extension to our commitment to you for a safe and comfortable stay we have established **on-property COVID-19 testing**, upon arrival or before departure. Teaming up with **local private medical Covid-19 certified expert** Asklipios Medical Center, on-property testing options (either rapid antigen or preventive PCR tests) are offered optionally to all guests, at a fee.

- **Preventive PCR test:** the price is arranged at 150€/guest and 65€/per any additional person (family or not) in the same room.
- **Rapid antigen test:** the price is arranged at 90€/guest and 40€/per any additional person (family or not) in the same room.
- **Special prices** will apply for groups of more than 5 guests.

SPECIAL TERMS:

- all tests are available to children, at the same fee, without age restrictions
- a 48h booking test appointment is required, during weekdays
- test appointments over the weekend are limited and require an additional fee

We believe in responsible and safe travel while staying vigilant and following procedures and protocols developed in accordance with World Health Organization measures, the Greek State directive and Marriott International protocols, always **striving to provide a seamless experience.**



Check in & out

- **New check in** time at 3pm and **check out** time at 11am and are available via the **Exclusivi-Blue Palace mobile app**.
- 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 throughout the resort
- Visible **safety signage**
- Intensive **staff training** on PPE use, frequent deep sanitation and change of equipment, such as worn masks



RECEPTION



The use of the protective face mask is mandatory when entering enclosed or partially enclosed public spaces (restaurants are excluded, except the breakfast buffet at Olea restaurant, where the use of the mask is mandatory too).

Public Spaces

- We have intensified the frequency of **deep-cleaning** and added a **disinfection procedure** of **all common areas**; public spaces, guest rooms, and 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** are available throughout our public areas.
- **Airy spaces, with fresh air** circulating in all indoor spaces and common areas.
- All **A/C units are supplied with 100% fresh air** and receive enhanced maintenance and their filters are regularly disinfected.
- **Exhaust ventilation** systems -24/7 - of restrooms.
- All rooms can also be accessed via **staircases**.
- Buttons inside and outside **the elevators** sanitized regularly. Sanitizing stations available outside elevators.



Guest Rooms

The Blue Palace's Bungalows, Suites & Villas are dotted around the gentle slope and accessed via airy walkaways. No elevator is needed. They open up to beautiful sun-filled verandas, most with a private pool.

All rooms are designed for people who want to spend a lot of time relaxing in their own private space. Families can unwind with comfort and space in one of our in plenty accommodation options. Large frames open to breezy balconies, verandas with private pools, daybeds and sun loungers or larger patios that lead to wonderful gardens, all offering breathtaking views to the Aegean Sea.

The tranquil aesthetic in each individually-designed space evokes a sense of freedom and understated Greek summer chic that will make you not to want to leave.

Guest Rooms

- **An enhanced cleaning protocol** is implemented by our Housekeeping (who wear the required protective equipment)
- We use the approved cleaning products from global hygiene expert **Ecolab®**
- **A PPE safety kit** -including hand sanitizers and masks - is available in all guest rooms

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

✱ **High-efficiency particulate air filters (HEPA 14)** will be placed in all our **Island Suites & Private Villas** A/C units to eliminate SARS CoV-2 spread.



Guest Rooms

- The frequency of our room **housekeeping and turndown service** is at our guests' discretion
- Our bungalows, suites & villas are **eliminated of all reusable print material**
- All in-room information, as well as our menus are available via **the Exclusivi-Blue Palace mobile app & TV application.**
- The **mini bar offering** is available upon request for our guests
- **The coffee & tea amenity** is available in the room, replaced before every arrival
- **Room service** menu is available via the **Exclusivi-Blue Palace mobile app**; orders can be placed by phone
- **Laundry service** is available; guests will be required to contact the reception to place their request



IN-ROOM EXPERIENCE

Which restaurants & bars will operate?

- Olea
- Anthós
- Isola Restaurant
- Blue Door
- Arsenali Lounge Bar
- Isola Beach Club
- Asia Deep Blue
- Room Service will be available.

A reservation is required for our restaurants.



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 **sanitizing stations** located at all venues
 - Visible **safety signage**
 - **Digital menus**, available via QR codes or our tablets
 - **Contactless payment** options available
 - Our **buffet breakfast** is served at **Olea 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
- The Elounda Spa
- Gym
- Kids Club
- Tennis
- Traditional Caique
- Helipad
- Shopping



FACILITIES OVERVIEW

The Elounda Spa & Gym

- **At The Elounda Spa**, the indoors swimming pools, sauna hammam and Jacuzzi are not be in use.
- **Fitness classes** are available upon reservation **outdoors**, all other **therapies** are available with a reservation
- **The Gym** is available at a limited capacity, by appointment only
- **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**



LEISURE ACTIVITIES

Kids Club

- The Kids club operates only **outdoors**
 - The space is **shaded**
 - All **activities are adjusted** and all **equipment** are **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**
 - Guest hand **sanitizing stations** available
 - Visible **safety signage**
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Water areas

PRIVATE BEACH

- Our **Blue-flag awarded** private beach, stretches approximately **200 meters** along the coastline of Mirabello bay
- **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** are sanitized after every use and will be **clearly labelled**
- 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 4 metres** between each set of sunbeds
- Visible **safety signage**
- **Sunbeds** are sanitized after every use and will be **clearly labelled**
- Our pools are **supervised** by a well-trained crew



Entertainment

Our entertainment continues with an enhanced program, including:

CRETAN FEAST

TRADITIONAL CAIQUE EXPERIENCE

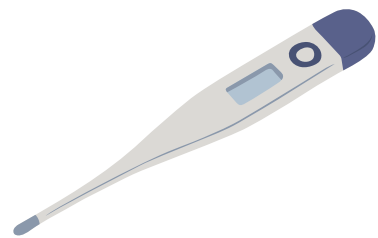
LIVE ENTERTAINMENT & DJ NIGHTS

LIVE GREEK & CRETAN 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**.



We have teamed up with local **private medical Covid-19 certified expert Asklipios Medical Center** 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 - **The Cleanliness Champions** - who are supervising procedures, receiving an ongoing certified training.



Our hygiene and safety plan is certified by **TÜV Nord** organization (Safe Restart Program). An extensive training for our staff will be completed and certified as well.



We are working closely with **industry and health authorities** on implementing our thorough hygiene and safety plan in accordance with **World Health Organization** measures, the **Greek State** directive and **Marriott International** protocols.

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 **private medical Covid-19 certified expert** and our **Social Environmental Health Agent** are available 24-hours to aid our guests
- An **emergency contingency plan** is in place



A **Restorair Rapid Room Recovery Unit®**, using Advanced Oxidation Cell to effectively mitigate and eliminate viruses and other contaminants and harmful pathogens in the air and on surfaces, 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 Blue Palace, a Luxury Collection Resort and Spa!

SOTIRIS KREMASTIOTIS

GENERAL MANAGER

BLUE PALACE, A LUXURY COLLECTION RESORT AND SPA, CRETE

CONTACT US



Please contact us for any questions at any time at



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www.bluepalace.gr
www.bluepalacebeach.gr



facebook.com/bluepalaceresort



instagram.com/bluepalaceresort



All guidelines are subject to change based on Government regulations and restrictions.



World Health Organization



European Centre for Disease Prevention and Control



Centers for Disease Control and Prevention



National Public Health Organization



UNIVERSITY OF CRETE

University of Crete



TÜV NORD Worldwide



Marriott International



Asklipios Medicare Center

Official resources