

COMMITMENT TO SAFETY

AVRA APARTMENTS PROTOCOL

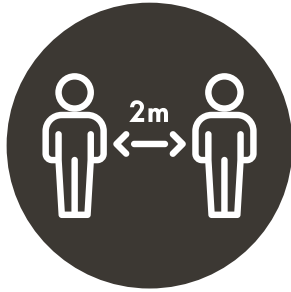


YOUR OWN SAFE AVRA EXPERIENCE

Taking into account the health & safety measures required by the new epidemiological reality that has been formed, we have adapted the operation of Avra Apartments with the main goals of health and safety of the people who choose to stay with us.

Our priority in this different reality will be to welcome you into a familiar and completely safe environment. That is why we have drawn up a complete operational plan within the framework of the guidelines required at national level (National Public Health Organization - EODY) and internationally (World Health Organization - WHO). Our brand as "Health First" property shows exactly what its words signify: our absolute commitment to the safety of all of us.

CORE SAFETY PRINCIPLES



Safe spacing
& privacy



Touchless, secure & seamless
guest stay experience



All tested
environment



24hr
medical service



Enhanced hygiene
& experienced team
for COVID-19 issues



Personal protective
equipment & sanitation
measures

OUR PEOPLE



All employees undergo rapid antigen testing in weekly basis



Daily temperature measuring of all employees



All employees use personal protective equipment & take sanitation measures



Working spaces adapted to ensure secure service




AVRA
APARTMENTS

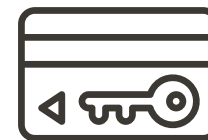
GUEST ARRIVAL

Airport transfers arranged
by Avra Apartments
(only guests of the same
apartment permitted per
car or minibus, which are
thoroughly sanitized)



Authentic
Cretan welcome
by our people

Sanitizing station
& personal protective
equipment available



Disinfected hotel
room card,
delivered sealed

AT YOUR APARTMENT

Deep cleaning
& thorough disinfection
pre-arrival (in partnership
with Ecolab and their
products & equipment)



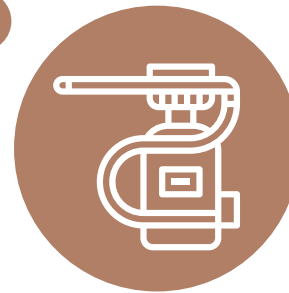
Welcome offer travel
kit upon arrival
(mask, sanitizing gel
& wipes)







Daily cleaning & disinfection
of all apartments
(high contact areas are
fully sanitized with the use
of a steam cleaner)



Steam cleaner used
on fabric surfaces
for sterilization



AT YOUR APARTMENT

A/C cleaning & disinfection	Maintenance scheduled to match guests' preferences	Check in/out times modified	Housekeeping staff protection
 <p>Fresh air circulation daily</p> <p>Rigorous A/C filter cleaning upon every apartment change</p>	 <p>Maintenance staff will enter your apartment upon your request & during your absence in order to achieve the minimum physical contact with the staff</p>	 <p>For the most effective disinfection & cleaning of the apartments, the arrival & departure times have been modified</p> <p>Check-in: 15.00 pm Check-out: 11.00 am</p>	 <p>Cleaning staff protected by single use personal equipment, replaced between apartment cleanings (face mask, disposable gloves, full body apron)</p>

PUBLIC AREAS & DEPARTURE



Continuous ventilation
in all indoor areas
& lounges



2 people maximum safety capacity
in elevators, excluding families
& people staying in the same apartment
(elevators are constantly disinfected)



Hand sanitizers
are available
in all common areas



PCR test available on-site
upon request



Contactless POS payment
Digital invoice available



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