

HEALTH & SAFETY PROTOCOLS

SUMMER 2020

COSTA
NAVARINO

WE ARE READY TO WELCOME YOU

COSTA
NAVARINO



IN ROOM DINING
AT YOUR ROOM'S
SPACIOUS TERRACE

PRIVATE DINING
OPTIONS AL FRESCO

WIDE SELECTION
OF WATER SPORTS,
INCLUDING YACHTING
& SAILING

OVER 1 KM-LONG
SANDY BEACH

21 RESTAURANTS,
CAFES & LOUNGE
BARS OUTDOORS

259 OF ROOMS,
SUITES AND VILLAS
WITH PRIVATE
INFINITY POOLS

KIDS' CLUB WITH AIRY
OUTDOOR SPACES

AN IMPRESSIVE
AQUA PARK WITH
STATE-OF-THE-ART
WATERSLIDES



LESS THAN 10%
BUILDING FOOTPRINT

A SPRAWLING
130 HECTARES
OF TOTAL
RESORT AREA

OUTDOOR
"ESCAPE ROOM"
EXPERIENCE FOR
TEENAGE GUESTS.

WEALTH OF SPORTS
AND ACTIVITIES
IN NATURE

3 OUTDOOR POOLS
WITH A TOTAL SURFACE
OF 3.238M²

A LONGSTANDING COMMITMENT

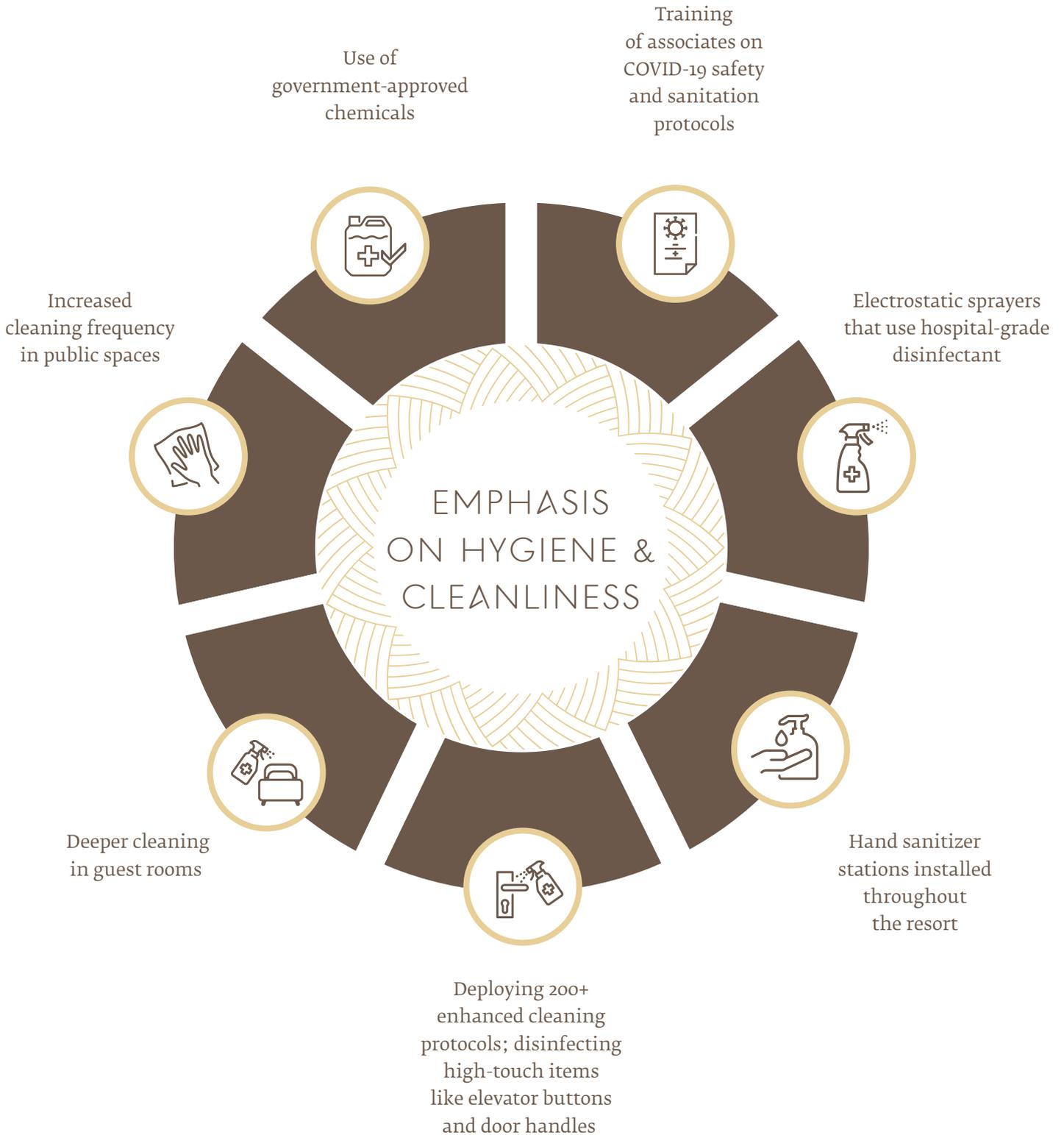
Since our opening in 2010, health and safety have been at the heart of Costa Navarino's approach to hospitality.

This commitment to our guests and associates continues to anchor us as we adapt to new challenges presented by COVID-19.

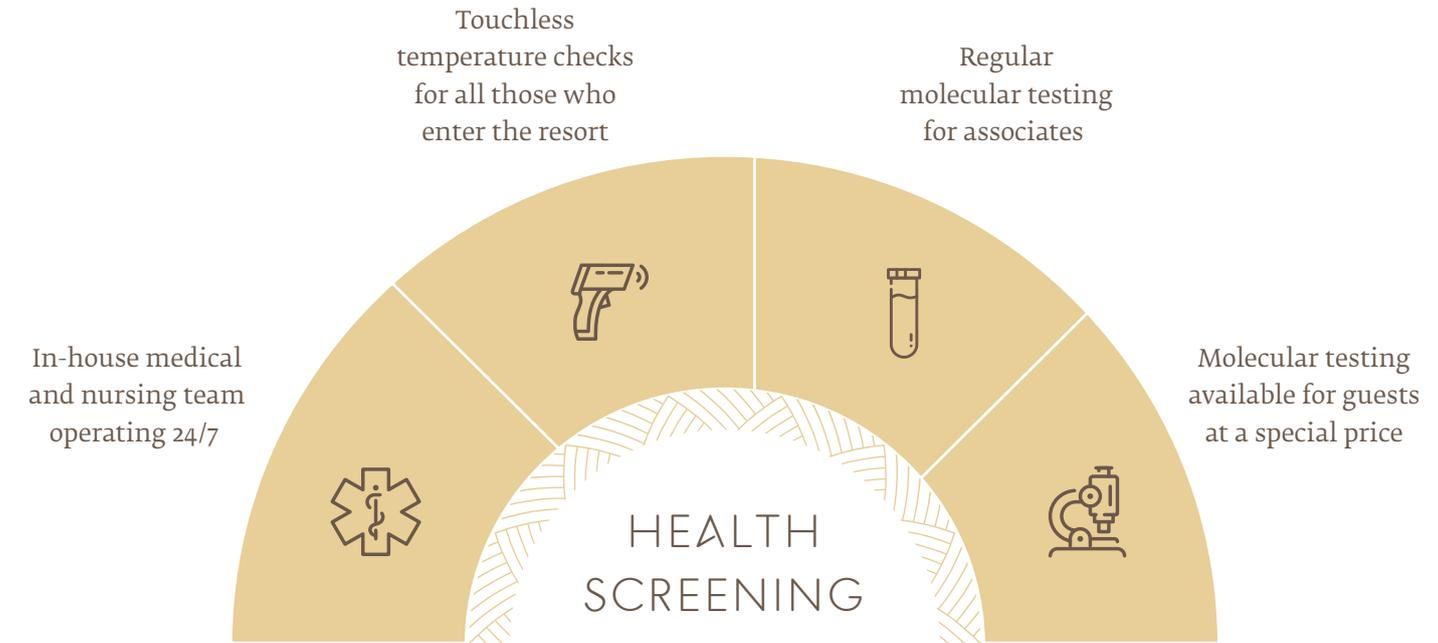
We have elevated our exacting standards and rigorous protocols to create a "new normal" to address the unique challenges presented by the current pandemic environment.



OUR PLAN



OUR PLAN



OUR PLAN

Paper disposable, high-quality laminated menus disinfected after each use, and digital menus a restaurants and In Room Dining

Protective barriers at Food and Beverage stations; removal of non-essential items

A la Carte menus and table service at our restaurants

Enhanced Food Safety Protocols



LESS CONTACT. MORE CONNECTION



Costa Navarino Mobile App, mobile requests via WhatsApp chat and the Marriott Bonvoy™ App



Reduced allowable capacity in spaces, increased distance between furniture, and queuing areas management



Physical Barriers (e.g. plexiglass shields)



Pre-arrival planning and communication



Protective masks part of associates' uniform. Personal face masks, disinfecting wipes and gel are provided in guestrooms



Signage to remind guests of social distancing guidelines and hygiene practices

COVID-19 CASE PROTOCOLS

WE HAVE ADDITIONAL PROTOCOLS IN PLACE
IN THE EVENT THAT WE ARE ALERTED TO A CASE OF COVID-19.
INCLUDING:

CASE NOTIFICATION

If a guest starts to feel ill, he or she will be encouraged to contact the resort's medical team.

Extensive plans are in place, so that appropriate quarantine procedures and cleaning protocols will be implemented.



OCCUPIED GUEST ROOM RECOVERY PROTOCOL

In the event of a guest with a confirmed case of COVID-19, his or her guest room will be removed from service to undergo a specific cleaning protocol.

The guest room will not be returned to service until the room is deemed safe, and consistent with the guidance of local health authorities.

Similar recovery protocols address public spaces, associate offices and work areas.



OUR SHARED RESPONSIBILITY

Guests are critical in preventing the spread of COVID-19. To fulfill this responsibility, we offer resources such as COVID-19 related signage and materials describing good health practices.

Signage is posted to remind guests of social distancing guidelines and hygiene practices to prevent the spread of any disease.

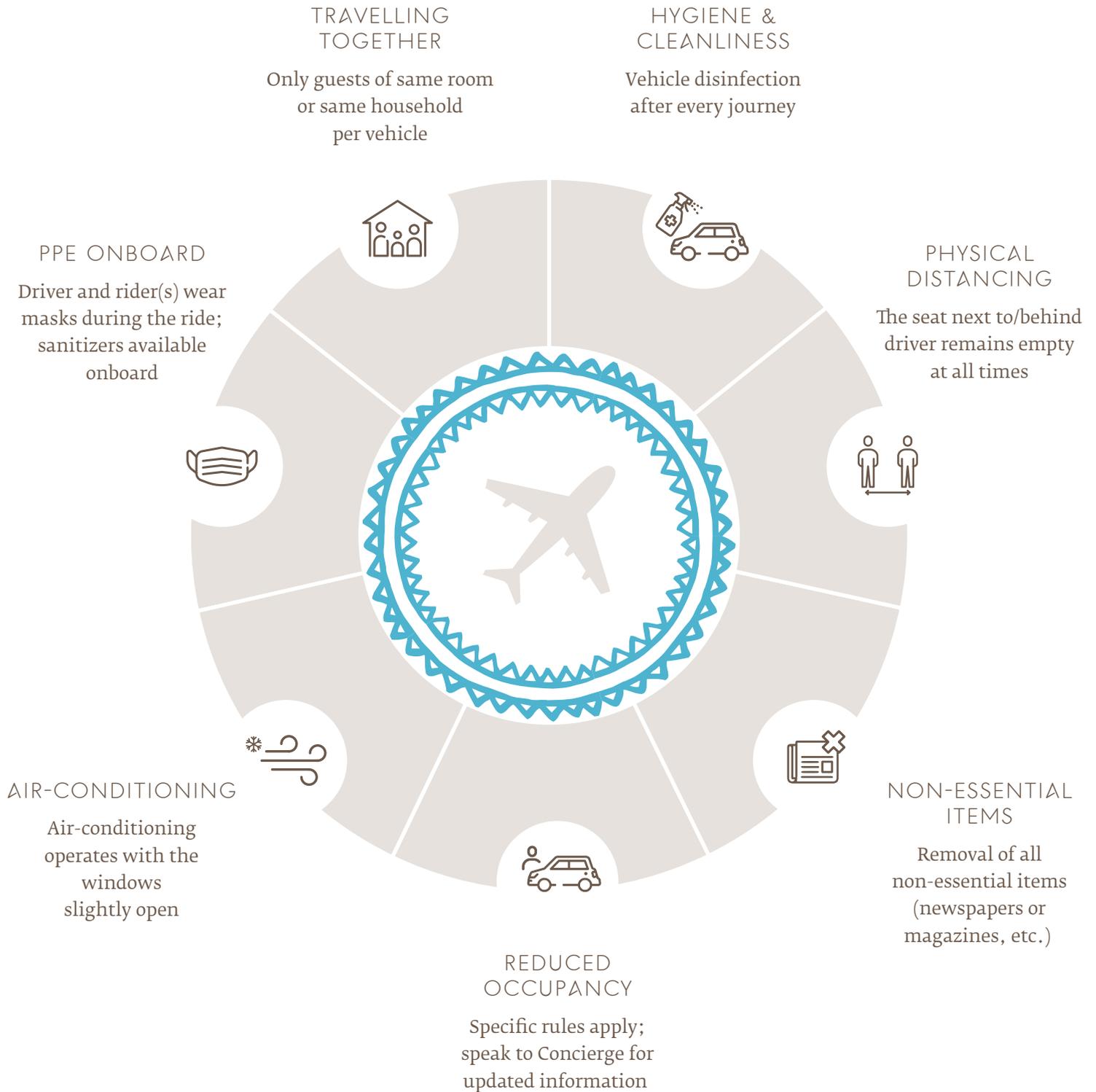
Associates have been educated on the proper way to wear, handle, and dispose of PPE, the appropriate way to wash hands, sneeze, and avoid touching their faces.



RESORT OVERVIEW



AIRPORT TRANSFERS



FRONT DESK



CHECK-IN

Contactless check-in, where possible; physical distancing with floor signage; polycarbonate shields between guests and associates

CHECK-OUT

Contactless check-out, where possible; alternative contactless payment options available

SELF-SERVICE PARKING

Valet parking provided only upon guest's request



QUEUES + STANCHIONS

Queuing through floordecals and stanchions



DIGITAL CONCIERGE

Use of WhatsApp chat and Mobile Request via the Marriott Bonvoy™ App



HAND SANITIZER DISPENSERS

Dispensers stationed throughout, with focus in high-traffic areas

BUGGIES & BELL CARTS

Sanitized after each use

DISINFECTING OF EQUIPMENT

Keys disinfected between stays and sanitized prior to handover to guests; disinfection of POS and ATM points



RESTAURANTS, BARS & LOUNGES

PAY-AT-TABLE OPTIONS

Reduced handling of guest personal property; alternate payment options; associates sanitize hands after handling cash and credit cards

REDUCED SEATING

Modified floor plans and reduced seating up to 6 guests per table, (excluding families with underage children)

RESERVATIONS

Recommended to control occupancy and seating times

BAR SERVICE

Cocktail equipment sanitized between use; drinks accompanied by mixed nuts individual packs



BREAKFAST

Various service points with attendants, along with a menu of A la Carte options



FOOD SAFETY
Appropriate PPE use for food handling

ALTERNATE MENU OPTIONS

Paper disposable, high-quality laminated menus disinfected after each use, and digital menus via the Costa Navarino Mobile App and QR codes



A LA CARTE DINING

A la Carte dining available across all resort's restaurants



CLEANLINESS

All surfaces and appliances sanitized between guest use; elimination of shared items at guest tables; overnight disinfection of venue and food preparation tables

FOOD SAFETY PROTOCOLS

- Implementation of enhanced food safety protocols
- Rigorous cleanliness standards
- Food safety training for all Chefs and Service associates
- Food Allergy management training for all chefs and service associates
- Dedicated hygiene team ensuring strict standards through daily audits
- Procurement through certified only food suppliers
- Monthly food, water and surfaces microbiological tests to ensure highest food safety standards

GUEST ROOMS



A/C & CEILING FAN

Optional use of air-conditioning, which operates with fresh air; use of the ceiling fan instead

ENHANCED CLEANING

Deeper cleaning between guest stays; when possible, rooms are left empty for 24h; labelling of sanitized rooms on the room door

FURNITURE

Deep cleaning and disinfection of all furniture, fixtures, and surfaces; all carpets, decorative pillows and bed throws are removed

AMENITY KIT

Disinfecting wipes and gel, and one mask per guest provided in guest rooms

HIGH-TOUCH ITEMS

Deeper cleaning of high-touch items (handles, knobs, controls etc.)

REMOVAL OF NON-ESSENTIAL ITEMS

Brochures and magazines digitalized and available via the Costa Navarino Mobile App and in-room TV

ASSOCIATE ENTRY + PPE

Modified in-stay housekeeping, in-room dining, and other associate entry into guest room

DELIVERY

Use of mobile chat and requests via WhatsApp chat or Marriott Bonvoy™ app for additional amenities, with contactless delivery

TURN DOWN SERVICE

Available upon request

MOBILE DINING

In Room Dining menu available digitally via the Costa Navarino Mobile App



IN-ROOM DINING & MINIBAR

MINIBAR

The Minibar is empty, but switched on, clean and sanitized for guest use

IN ROOM DINING

Available 24/7

IN ROOM DINING MENU

Available digitally via the Costa Navarino Mobile App and in-room TV

CONTACTLESS DELIVERY

Minibar room delivery service is provided contactless

MINIBAR STOCKING

Order minibar items through Service Express or Guest Service Center; only item cost is charged; no service fee applies

MINIBAR MENU

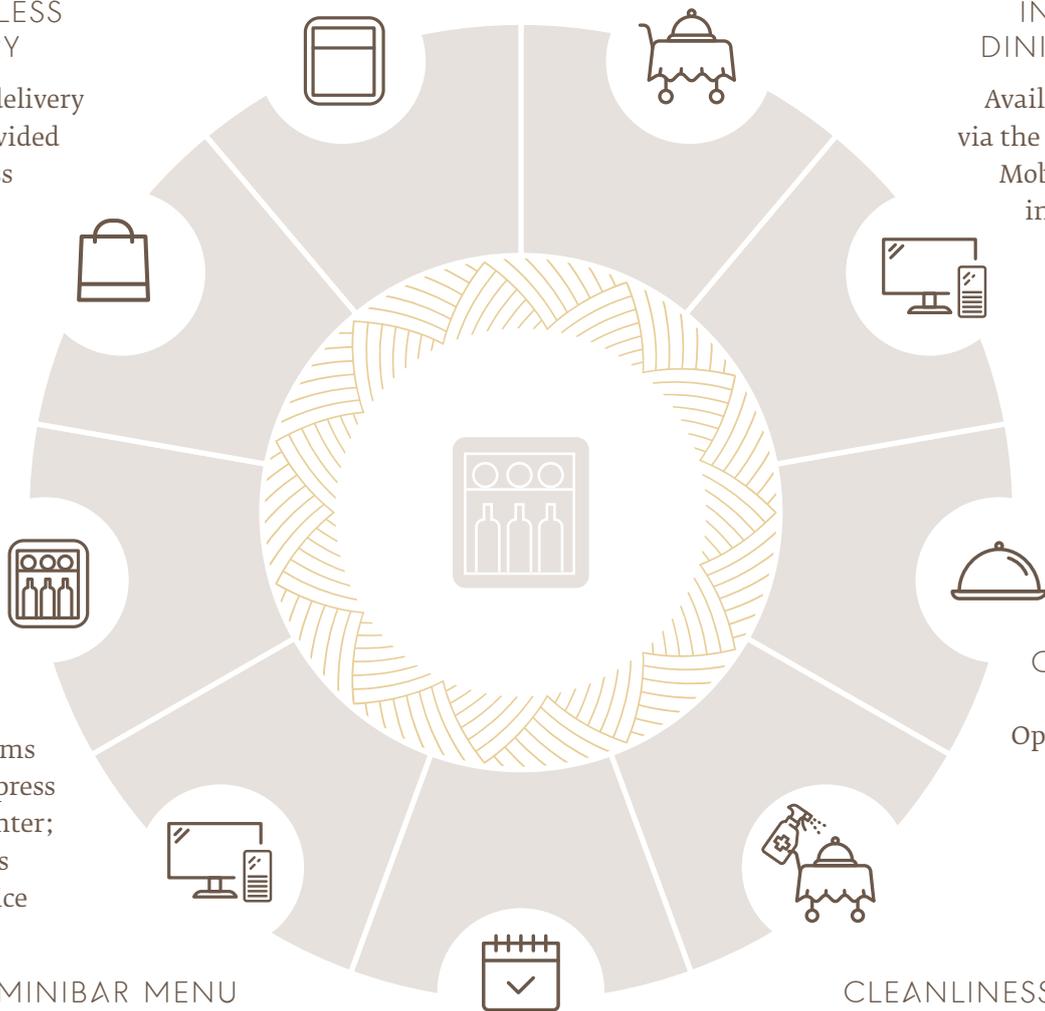
Available digitally via the Costa Navarino Mobile App and in-room TV

PRE-ORDERING

Two minibar packages are available for pre-order; items placed in the minibar before guest arrival; items charged at check-out, regardless if consumed or not

CLEANLINESS

Sanitation wipes placed on In Room Dining tray; Cart disinfected after use



MEETINGS



REQUESTS AND BILLING

Contactless billing option available

REGISTRATION

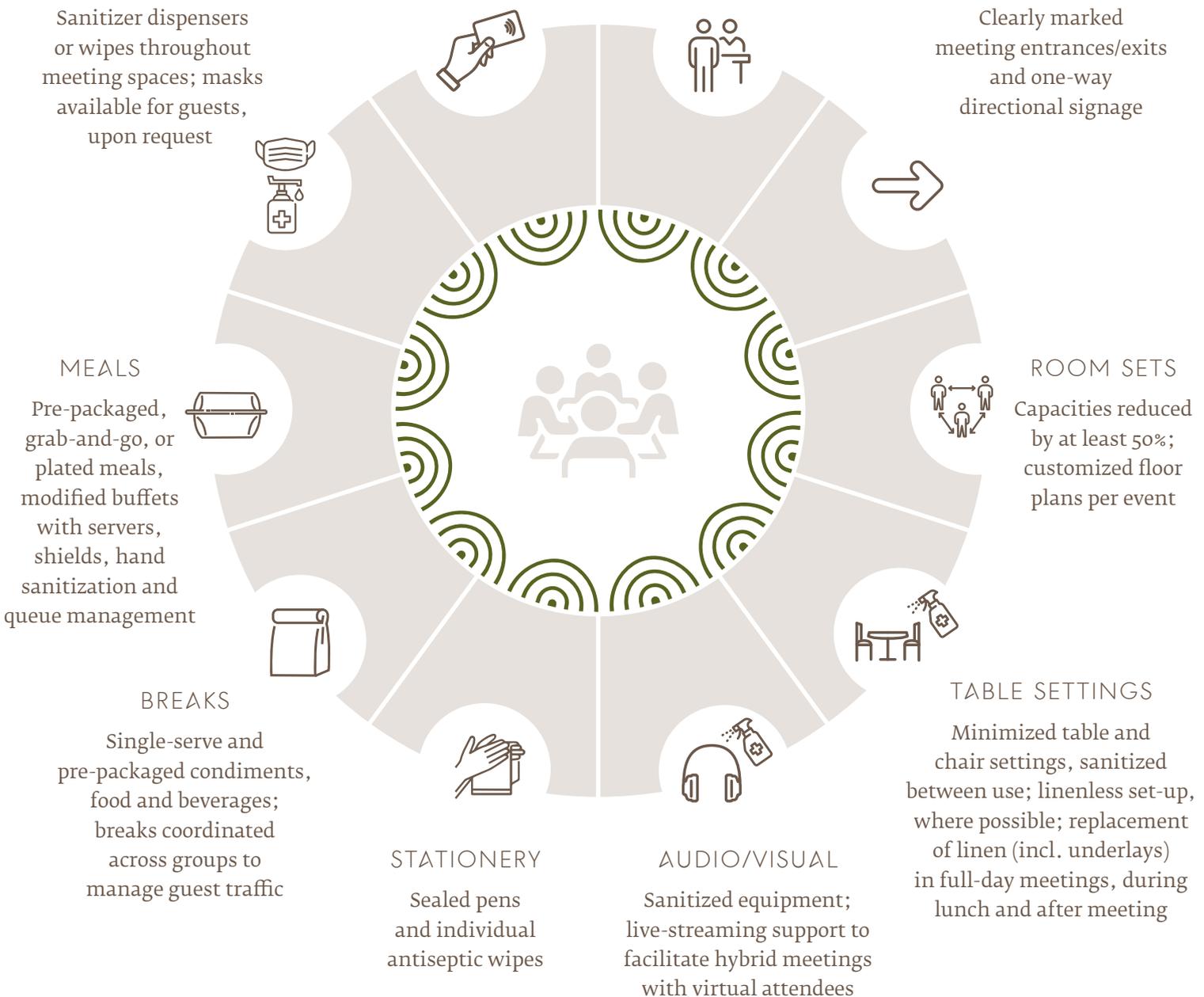
Separate registration areas; signage and physical barriers

HAND SANITIZER

Sanitizer dispensers or wipes throughout meeting spaces; masks available for guests, upon request

GUEST FLOW

Clearly marked meeting entrances/exits and one-way directional signage



CLEANLINESS

Disinfection of rooms at end of meeting day; frequent cleaning in high-traffic areas and during breaks; shared equipment and amenities sanitized before/after use; single-use items, if cannot be sanitized



BANQUET EVENTS

OUTSIDE VENDORS

Updated policies to include cleanliness, PPE, and sanitization requirements

ARRIVAL

Doors propped open; one-way directional signage for entry/exits; stations for queuing

AUDIO / VISUAL

Sanitized equipment following each use and associate management of A/V equipment

ROOM SETS

Customized floor plans with seating capacities reviewed for each individual event



CLEANLINESS

Surfaces, tables, chairs, and all high-touch items sanitized between events

GUEST FLOW
Management of guest flow for special event activities, events, or food and beverage delivery

TABLE SETTINGS + CUTLERY

Centerpieces, cutlery, china, glassware and linens sanitized between each use

BEVERAGE + BAR

Sanitized cocktail equipment between use; modified operations for garnishes and glassware

MEALS + FOOD DISPLAYS

Pre-packaged, grab-and-go, or plated meals, modified buffets with servers, shields, hand sanitization and queue management

SPA + FITNESS



PAYMENT

Relocation of credit card payment devices; reduced handling of guest personal property

ENHANCED CLEANING

Sanitization of equipment, treatment rooms and lounge areas between use; frequent cleaning of high-touch surfaces

FITNESS ALTERNATIVES

Option of in-room private fitness sessions; all group fitness classes take place outdoors, equipment free

SANITATIONS STATIONS

Hand washing and hand sanitizer stations placed in public areas



FITNESS FACILITIES

Majority of gym equipment moved outdoors; indoor gym capacity reduced to 3 guests per 100m²



PHYSICAL DISTANCING

Modified floor plans to increase space between equipment, furniture, etc.



APPOINTMENT SCHEDULE

Staggered arrival times; longer appointment lengths to allow for deeper cleaning between sessions



SHARED USE ITEMS

Sanitization of rental gear, hair dryers, beverage vending, etc. between use, or replaced with single-use alternative



INDOOR POOLS & THALASSOTHERAPY POOLS Currently unavailable.

POOLS + BEACH

BEACH EQUIPMENT

All items sanitized
between use

ENHANCED CLEANING

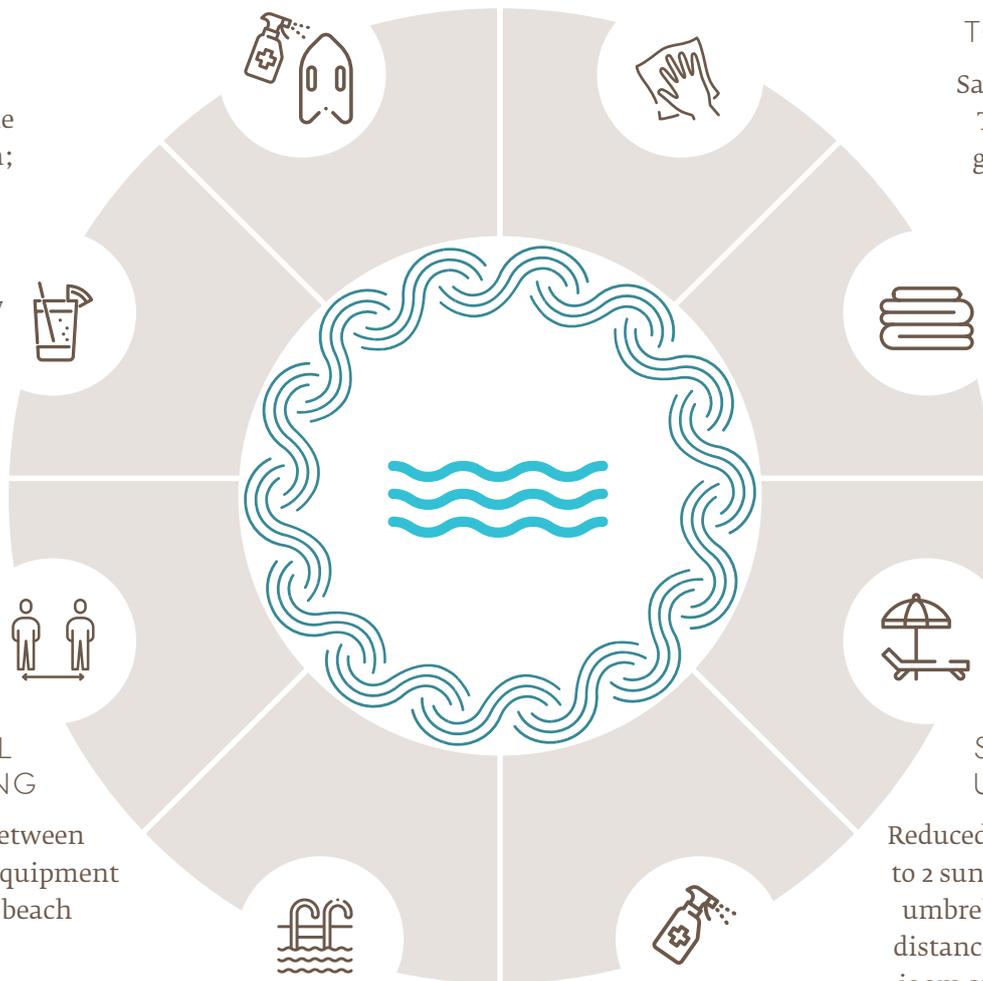
Sanitizing equipment,
surfaces and furniture
between use; hand
sanitizer available
for guests

TOWEL STATIONS

Sanitized every 2 hours.
Towels handed-in to
guests, not displayed

FOOD AND BEVERAGE

Limited menu at the
pools and the beach;
beach service in
take away boxes;
strict associates'
hygiene and safety
measures apply



SUNBEDS & UMBRELLAS

Reduced sunbed capacity; up
to 2 sunbeds under the same
umbrella, except families;
distance between umbrellas
is 3m at the pools and 5.5m
at the beach; Sunbed
pillows are removed
at the beach

CABANAS

Sanitized
between use

POOLS

Swimming pools in Costa Navarino were designed and constructed following the most demanding European standards (DIN19643, PWTAG code of practice). All water treatment processes as filtration, coagulation and disinfection are constantly monitored in real-time and automatically precisely adjusted. Very high circulation and disinfection rates (Low turnovers up to 1 hour depending on bathing load) assure the best water quality and excellent hygiene conditions, making the always safe bathing a real pleasure

PHYSICAL DISTANCING

Increased space between
tables, chairs, and equipment
in all pools, and beach

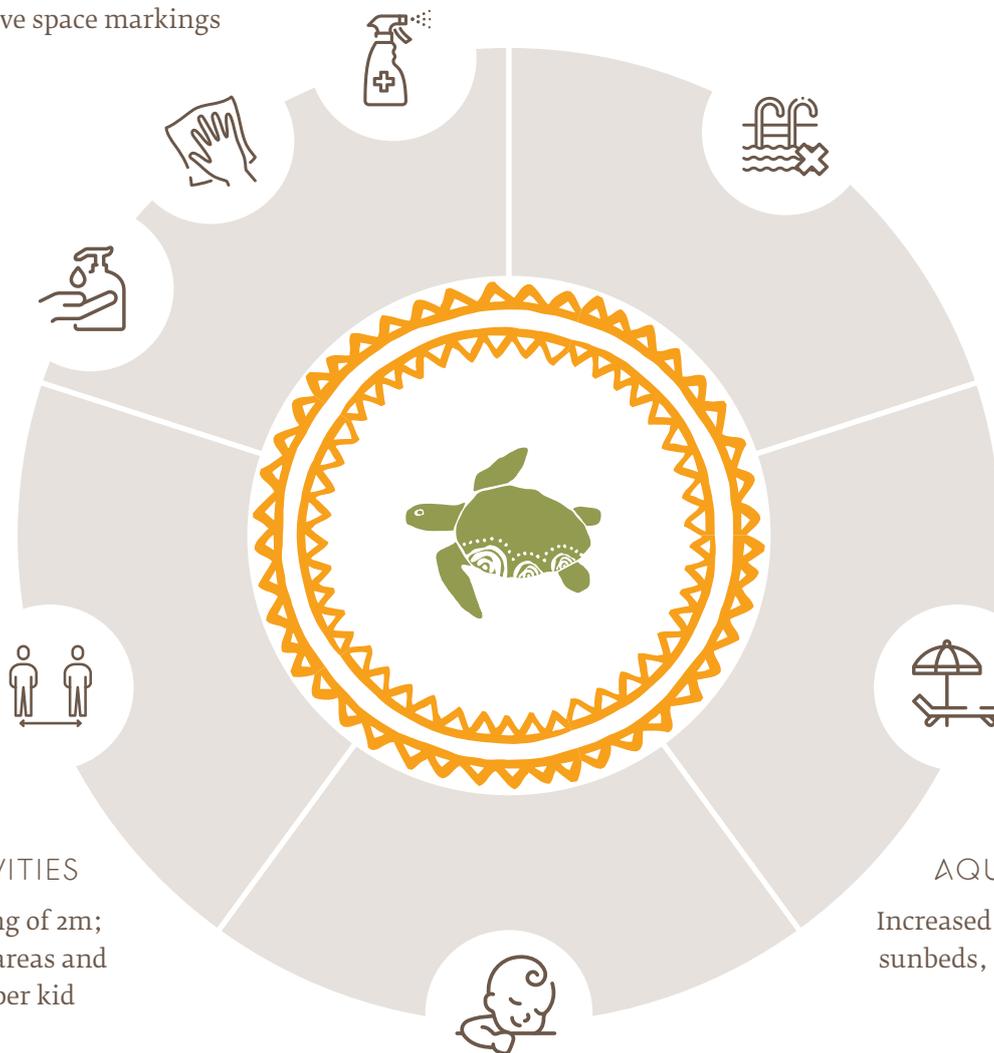
KID'S FACILITIES

ENHANCED CLEANING

Disinfection of toys, surfaces and equipment between use; twice a day sanitation of all facilities; hand sanitizer available for kids; creative space markings

KIDS' CLUB FACILITIES

For kids between 4-12 years old; indoor pool not operating; activities take place only in the outdoor areas of the kids' club



KIDS' ACTIVITIES

Social distancing of 2m; Individual play areas and personal kit per kid

AQUA PARK

Increased space between sunbeds, tables & chairs

BABYSITTING

Babysitting service available upon request for children from 4 months to 12 years old; babysitting takes place in guest's room for a maximum of three children from the same family per babysitter

GOLF

GOLF CARTS USE

Single rider use only, unless riding with member of same household; no tees, no pitchfork, no towels on buggy, unless provided on request, sanitized in plastic bags

ENHANCED CLUBHOUSE CLEANING

Deeper more frequent cleaning; hand sanitizers available; disinfecting wipes, masks and gloves for guests upon request

GOLF CART CLEANING

Deep cleaning and sanitation before and after usage, labelled appropriately



GOLF CARTS STAGING

2m distance between carts



ASSOCIATE CARE

Face masks worn as part of uniform; gloves and sanitizing gel available



COURSE SET-UP

Only bottled water; modified no-touch flagstick protocols



DRIVING RANGE

Minimum distance of 2m between players and hitting stations; pyramids tacker, trays and balls disinfected before use



GUIDELINES FOR PLAY

Intervals of 10 minutes; 4 players max; no touch of flagstick; rake bunkers with club or foot; congregating discouraged before / after the round is completed

GOLF INSTRUCTION + FITTING

Up to 4 persons, unless members of same household



SPORTS + ACTIVITIES



NAVARINO OUTDOORS

- Booking in advance for all activities highly recommended and required for indoor climbing wall, group biking excursions and individual hiking excursions.
- Sanitization of equipment and fitting room between use; cloth steaming after fitting; frequent cleaning of high-touch surfaces
- Maximum 10 participants in group biking excursions; 5m distance between bikers
- Maximum 10 participants in group hiking excursions; 2m distance between hikers
- Indoor Climbing wall: 1 person per 15m²; max 4 persons; mandatory use of mask by guests and instructors
- When vehicle transfer needed for guests, specific rules apply

NAVARINO RACQUET ACADEMY

- Booking in advance highly recommended
- Sanitization of equipment between use
- Modified operations to singles play only, not switching sides of court, not touching the fillet; limited court capacity
- Recommended use of own equipment
- Mandatory use of mask by instructor

NAVARINO SEA ON-WATER BY SURF SALAD

- Booking in advance highly recommended
- Sanitization of equipment, lifejackets and fitting room between use; cloth steaming after fitting; frequent cleaning of high-touch surfaces
- Limited capacity at Surf Club and Surf Retail Shop
- No group sports requiring physical contact
- Mandatory use of PPE by instructors
- When vehicle transfer needed for guests, specific rules apply

NAVARINO SEA WATERSKI AND WAKEBOARD

- Booking in advance highly recommended
- Sanitization of equipment and lifejackets between use
- Reduced number of participants
- Certain watersports like fun tubes require a distance of 1.5m between participants
- When vehicle transfer needed for guests, specific rules apply

SPORTS + ACTIVITIES



NAVARINO SEA UNDERWATER BY AQUA DIVERS CLUB

- Booking in advance highly recommended
- Sanitization of all equipment between use; equipment transferred in separate boxes, marked for each guest and instructor
- Recommended use of own equipment
- Reduced number of participants
- Access to Diving centre allowed only to participating guests, keeping a distance of 1.5m between one another
- When vehicle transfer needed for guests, specific rules apply
- Boat transfer for up to 12 people with a distance of 1.5m between one another and mandatory use of mask
- Mandatory use of PPE by instructors and staff handling diving equipment

NAVARINO YACHTING & SAILING

- Booking in advance highly recommended
- Cleaning and disinfection of all vessel areas between guests' trips; providing disinfecting wipes/gel for guests
- Up to 12 people onboard with a distance of 1.5m between one another
- Access onboard allowed only to participating guests and crew
- When vehicle transfer needed for guests, specific rules apply

NAVARINO SPEED EXPERIENCE PARK

- Booking in advance highly recommended
- Sanitization of all equipment and lockers between use; disinfection of helmets, steering wheels, pedals, seats and all touch points in the cart before use; mandatory use of disposable gloves and mask by driver
- Minimum space for each cart driver is 9m²
- Rest area seats and benches placed in 2m distance and sanitized between guest use

HAIRDRESSER

- Reduced capacity; by appointment only
- Surfaces, tables and chairs sanitized between guest use; frequent disinfection of high-touch items; hand sanitizer station
- Mandatory use of mask or face-shield by staff; suggested use of mask by guests

SHOPPING

- Reduced capacity
- Surfaces, tables/chairs and fitting room sanitized between guest use; frequent disinfection of high-touch items; hand sanitizer station; cloth steaming after fitting
- Mandatory use of mask or face-shield by staff; suggested use of mask by guests

MESSINIAN AUTHENTICITY

Cultural experiences offered on a private or household basis

OUR PARTNERS

Marriott International Inc.

(NASDAQ: MAR) is the world's largest hotel company with over 7,000 properties in 131 countries and territories. Marriott operates and franchises hotels and licenses vacation ownership resorts. The company's 30 leading brands give people more ways to connect, experience and expand their world. As Marriott welcomes back guests, is committed to provide a safe environment for guests and associates that aligns with expert protocols for working to defeat COVID-19. Consisting of in-house and outside experts in food and water safety, hygiene and infection prevention, and hotel operations, Marriott's "Commitment to Clean" initiative is redefining cleaning and safety standards. On 15 June 2020, Marriott launches global Commitment to Clean Certification, a self-evaluation which focuses attention on the most critical standards that must be executed consistently during this time.

Bioatriki Healthcare Group

is a privately-owned company in the field of diagnostic centers, with an extensive presence across Greece. The Group cooperates with many private sector companies, insurance companies and public insurance funds, having received a significant number of prestigious awards and quality certifications.

CrossBorderMedCare Hellas S.A.,

is the International Patient Center (IPC) of BIOIATRIKI Healthcare Group and offers a range of healthcare services. Through its on-site representative, our guests can have 24/7 access to the expertise of its in-house medical team, which includes contagious disease specialists.

Bureau Veritas, a world leader in Testing, Inspection and Certification, supports players across the hospitality industry in meeting the highest safety and quality standards. With a range of certification and auditing services, companies demonstrate the safety and quality of their products, enabling them to meet regulatory requirements and consumer expectations who want to know where food comes from, what it is made of and how it is processed. The ISO 22000 Certification of our Food Safety Management System to ISO 22000 proves that our commitment to food safety exceeds regulatory requirements and incorporates Good Manufacturing Practices (GMP) and Hazard Analysis Critical Control Points (HACCP).

TÜV Hellas, a leader in the field of Inspection-Certification, 100% subsidiary of the German TÜV NORD Group, provides Third Party Inspection-Certification services for all types of enterprises, in both the private and public sector, having linked its name with the quality and safety of products of the largest projects in Greece. TÜV HELLAS offers services with prestige, reliability, visibility and added value. The newly launched "Safe Restart" guides companies to safely return to operation in the after COVID-19 era.

Ecolab is the global leader in water, hygiene and infection prevention solutions and services that protect people and vital resources. Around the world, customers in the food, healthcare, hospitality and industrial markets choose comprehensive Ecolab solutions, data-driven insights and personalized service that advance food safety, maintain clean and safe environments, optimize water and energy use, and improve operational efficiencies and sustainability.

