

CAYO



EXCLUSIVE RESORT & SPA

The Covid-19 Guide

maintaining social distance

CAYO



WHERE GUESTS' SAFETY & WELLBEING MATTER THE MOST.



EXCLUSIVE RESORT & SPA
Plaka • Elounda

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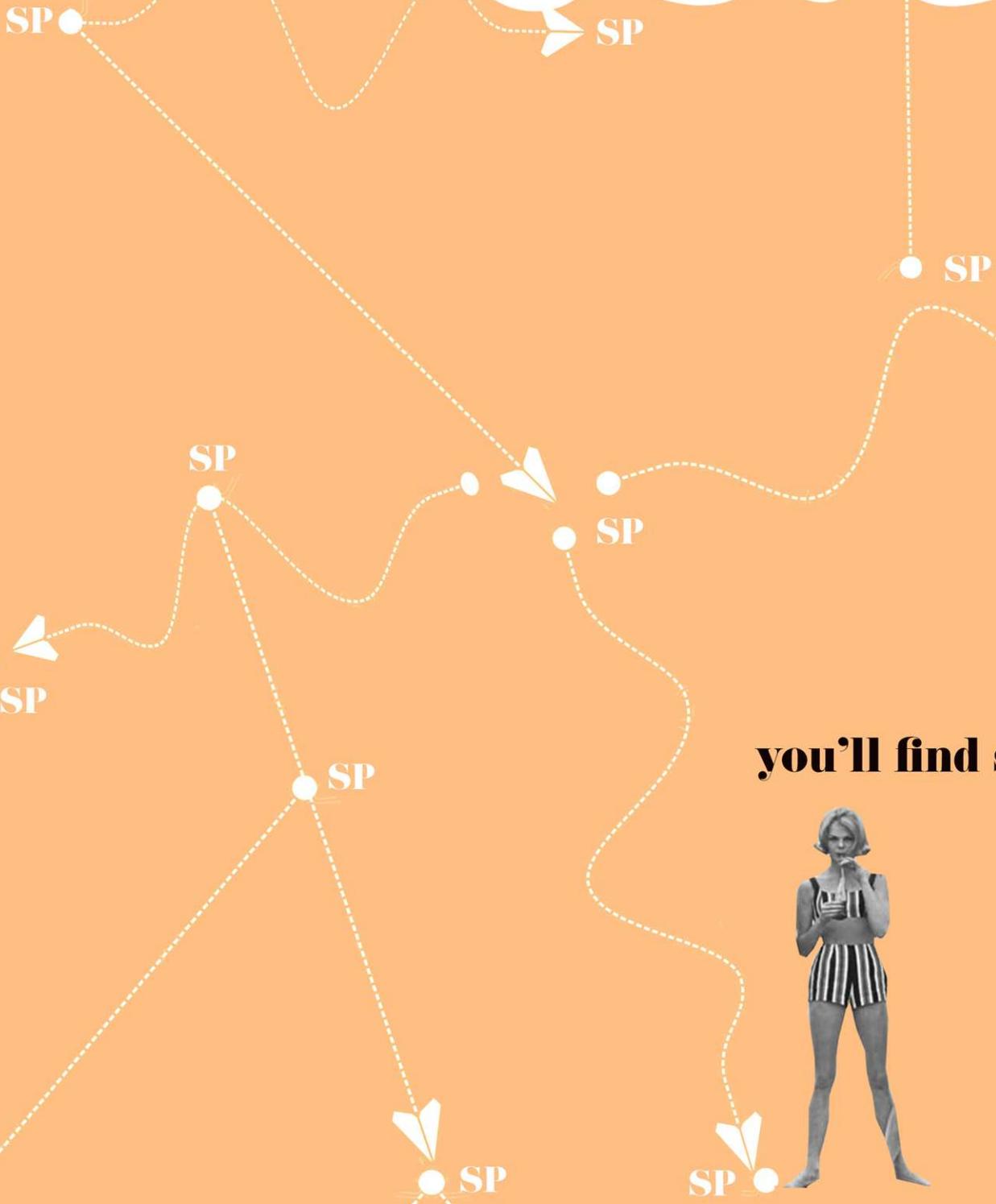


EXCLUSIVE RESORT & SPA
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Sanitising Points are located in all public & private areas

travel safely within

CAYO



you'll find sp's



You'll find Sanitising Points in all public & private areas.

Dear valued guests,

Cayo Exclusive Resort & Spa is a brand new luxury travel-inspired resort born out of passionate love in the art of traveling and discovering the world's treasures. The Resort's luxurious facilities maiden voyage will begin in August 2020.

Here at Cayo, we understand that traveling is as individual as each one of our valued guests. We take joy and pride in excelling in the art of hospitality, setting our goal not only to meet but to exceed guests' expectations through exquisite aesthetics and highly personalized services.

Starting at the beginning of 2020, we all experienced first hand the ways the COVID19 crisis disrupted our daily routines and work-life, along with our plans. As we enter the early days of summer, our minds and soul yearns for a few days of joy and relaxation.

As acknowledged worldwide, and presented in the comparative pan-European detailed report of the Bridge Tank Institute that compared coronary spread to ten major European countries, Greece had the best performance in Europe in terms of normalizing the epidemic curve.

In Cayo Exclusive Resort & Spa, we focus on providing our guests with the best experiences while ensuring the utmost attention to their safety and wellbeing. Our operations and facilities comply with rules and regulations issued by the National Health & Safety Organization.

Every single one in our team has been through rigorous training, familiarizing themselves with suggested cleaning and hygiene protocols and directives issued by authorities such as the Centers for Disease Control and the Greek government.

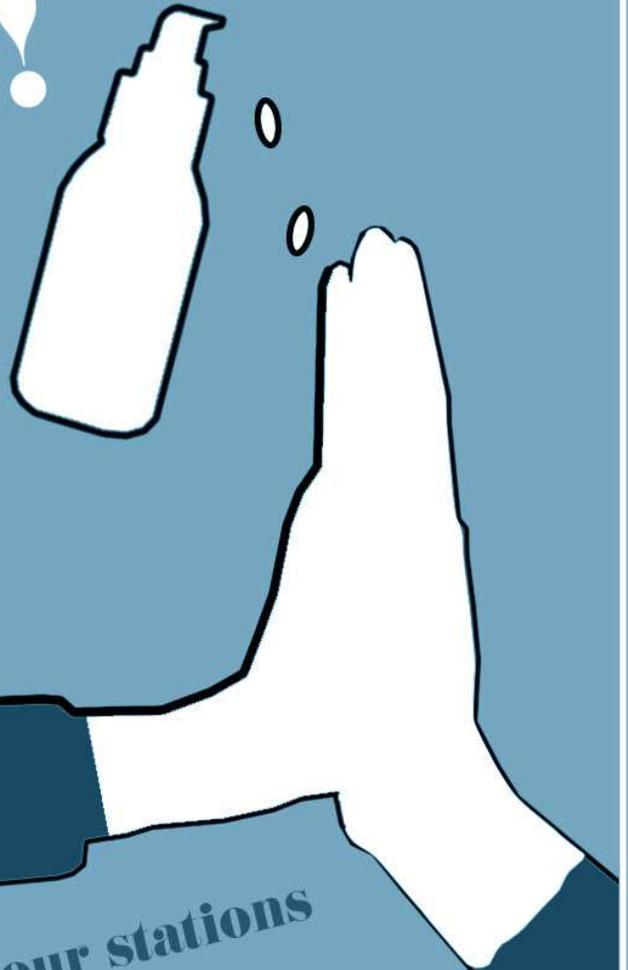
Cayo Exclusive Resort & Spa is the ideal place to reconnect with your family or loved ones and restore your contact with nature. Come and savor a few days of Greek summer and its unique qualities.

YOUR SAFETY IS ENSURED EVEN BEFORE YOUR ARRIVAL.

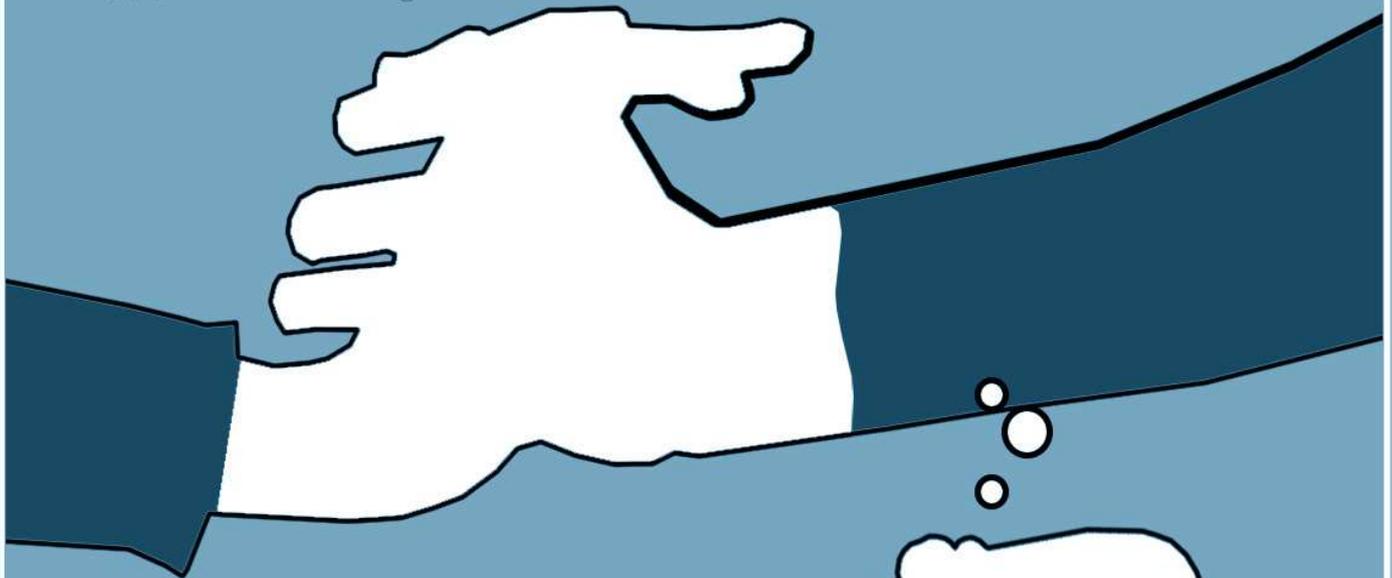
- + OUR RESORT IS IN THE PROGRESS OF BEING CERTIFIED BY TUV HELLAS.
- + WE FOLLOW ALL RULES AND REGULATIONS IN COMPLIANCE WITH THE DIRECTIVES FROM THE NATIONAL HEALTH & SAFETY ORGANIZATION.
- + PERSONAL PROTECTIVE EQUIPMENT (PPE) IS USED ACCORDING TO THE COVID-19 HEALTH PROTOCOLS ENSURING OUR VALUED GUESTS' SAFETY.
- + A DOCTOR WILL BE AVAILABLE ON CALL ON A 24HOUR BASIS.
- + FOR EMERGENCIES, THE NEAREST HOSPITAL IS IN AGIOS NIKOLAOS TOWN 15KM AWAY FROM THE HOTEL.
- + THE NEAREST PHARMACY IS IN ELOUNDA, 4.5KM AWAY FROM THE HOTEL.



stay safe!
stay together.



sanitise at our stations
...wash your hands regularly



& enjoy
CAYO



CAYO FOLLOWS HEALTH PROTOCOLS OF HYGIENE AND IS HIGHLY COMMITTED TO CLEANLINESS

ARRIVING AT CAYO.

Guests requesting a transfer to the Resort can rest assured that our partners operate following all hygiene procedures and protocols. The number of passengers present in vehicles along with hygiene rules is meticulously observed according to protocols.

CONTACTLESS PROCEDURES.

In compliance with Covid-19 health protocols and safety measures issued for 2020, we made every effort to ensure that physical interaction is minimized. We are at your disposal to discuss any additional preferences that will improve your stay as our guest.

An exclusively designed application for mobile devices and tablets allows our guests to access their rooms and initiate contactless check-in procedures. In Cayo's mobile app, guests may find useful information on the Resort and its services.

OPEN-AIR COMMUNAL AREAS TO ENJOY AND RELAX.

CAYO offers open garden paths and spacious, beautifully decorated communal areas. Cayo's swimming pool area, the lobby bar terrace, the restaurants, and more allow our guests to enjoy special moments while following social distancing practices.

YOUR TEMPORARY, SHINY "HOME" AWAITS YOU.

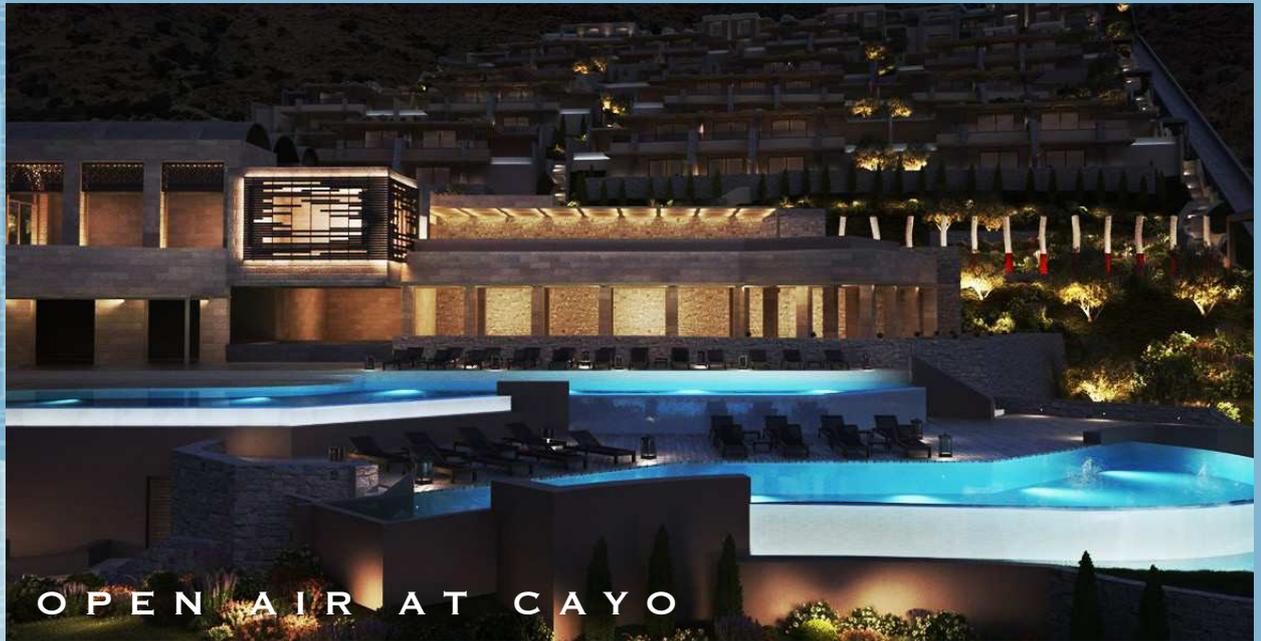
Our team will be pleased to welcome our guests and escort them to their room following all guidelines established by the latest health protocols

Cleanliness and sanitization of frequently touched surfaces in bedroom and bathroom areas are raised to a new standard. Enhanced cleaning protocols are implemented for guestrooms, including the removal of high-touch items.

Cayo's rooms are equipped with designated personal hygiene products.

According to the 2020 guidelines for COVID19, the frequency our housekeeping team enters our guests' rooms is at the guests' discretion.

Following established protocols, all decorative pillows and various other objects have been removed.



CAYO

ENJOY DINING WITH EXTENDED HOURS AND COMFORT.

- + THE SPACIOUS OUTDOOR AREAS OF OUR RESTAURANTS AND BARS ALLOW YOU TO ENJOY SPECIAL MOMENTS WHILE MAINTAINING ALL RECOMMENDED SOCIAL DISTANCING PRACTICES.
- + THE OPENING HOURS OF OUR RESTAURANTS AND BARS WERE EXTENDED TO ENSURE SERVING OUR CUSTOMERS WITHOUT CROWDING.
- + MENUS ARE AVAILABLE IN A DIGITAL FORMAT BOTH THROUGH CAYO'S WEBSITE AND BY SCANNING THROUGH YOUR MOBILE EACH RESTAURANT'S QR CODE.
- + PREBOOKING RESERVATIONS ARE IMPLEMENTED TO ENSURE THE ULTIMATE SERVICE FOR OUR GUESTS.
- + THE MINIMUM REQUIRED DISTANCES BETWEEN TABLES ARE OBSERVED.
- + CONTACTLESS PAYMENT IS AVAILABLE IN ALL OF OUR BARS AND RESTAURANTS.
- + OUR TEAM MEMBERS FOLLOW ALL HYGIENE STANDARDS AND WEAR THE REQUIRED PERSONAL PROTECTIVE EQUIPMENT.
- + OUR EXECUTIVE CHEF AND HIS TEAM FOLLOW HACCP AND ISO 22000 GUIDELINES, PLUS ALL INTRODUCED SANITIZATION PROTOCOLS.





OPEN AIR AT CAYO

CAYO

YOUR DAY BY THE POOL OR IN CAYO'S SPOT ON THE BEACH OF PLAKA.

The appropriate distancing between sunbeds and umbrellas applies to both the swimming pool and beach areas.

All sunbeds are cleaned and disinfected following each use.

The chlorination of private and public swimming pools follows the newly established protocols.

As part of our compliance with Covid-19 health protocols and safety measures for 2020, the Spa indoor pool will not operate for this year.



OPEN AIR AT CAYO

CAYO

COMMUNAL AREAS.

CAYO'S GUESTS AND STAFF HAVE ACCESS TO MULTIPLE SANITIZATION SPOTS ACROSS THE RESORT.

SIGNS IN THE RESORT'S ELEVATORS AND CABLE CARS INFORM ON THE MAXIMUM CAPACITY TO ENSURE APPROPRIATE SOCIAL DISTANCING

EACH AREA'S FREQUENTLY USED SPOTS ARE APPROPRIATELY SANITIZED.

FITNESS ROOM & ARMONIA SPA.

PERSONAL TRAINERS AND SPA THERAPIES WILL BE AVAILABLE UPON REQUEST. PREBOOKING RESERVATIONS ARE REQUIRED.

CHECK-OUT AND BILLING.

AN EXCLUSIVELY DESIGNED APPLICATION FOR MOBILE DEVICES AND TABLETS IS AVAILABLE TO MAKE YOUR CHECK-OUT PROCEDURE AS EFFORTLESS AS POSSIBLE. THROUGH OUR ADVANCED CHECK-OUT PROCEDURE, PROFORMA INVOICES WILL BE SENT TO OUR GUESTS THE NIGHT BEFORE DEPARTURE. WITH THE GUEST'S APPROVAL, CONTACTLESS PAYMENT MAY BE APPLIED THROUGH A PAYMENT LINK.

FOLLOWING THE GUEST'S PAYMENT, AN INVOICE WILL BE SENT TO THE DESIGNATED EMAIL ADDRESS.

A SURVEY QUESTIONNAIRE WILL ALSO BE AVAILABLE FOR GUESTS TO FILL-OUT IF THEY WISH TO SHARE THEIR EXPERIENCE WITH US AND IMPROVE OUR SERVICES.





OPEN AIR AT CAYO

PROCEDURES & DEVICES.

Touchless thermometers will be available if required.

Disinfection of all luggage, drop off with PPE to ensure safety.

We look forward to welcoming you to Cayo's Exclusive Resort & Spa
for a memorable and safe holiday.

The CAYO Exclusive Resort & Spa Team.

CAYO RESORT.COM
ELOUNDA, PLAKA - 720 53
CRETE, GREECE
TEL : +30 28410 44700
INFO@CAYO RESORT.COM



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