



OUR COMMITMENT FOR A SAFE, WORRY-FREE STAY

The well-being of our guests and staff is the highest priority of Numo.

With this in mind, we have implemented rigorous health and care regulations in order for you to enjoy a safe and relaxed holiday.

These regulations include, but are not limited to, the following:



COMPLIANCE

Health First Certification issued by the Hellenic Chamber of Hotels verifying compliance to health protocols

Compliance with WHO & ECDC guidelines

Collaboration with Ecolab, a global leader in hygiene and cleaning industry

Collaboration with certified laboratory for water and food analysis, hygiene solutions and services

Assigned manager who is responsible for the implementation of SARS-CoV-2 (Covid-19) protocols

Dedicated doctor on call available 24 hours a day



ASSOCIATES & PARTNERS

SARS-CoV-2 (Covid-19) action plan in place according to WHO & ECDC and local hygiene authorities' protocols and guidelines

Mandatory weekly self-testing for all associates throughout of the season

All associates are trained and certified on SARS - CoV - 2 (Covid-19) hygiene protocols

Temperature checks will be conducted daily before entering the resort.

PPE available to all departments

All our partners comply with strict operating protocols

All partners including transportation are committed and comply to hygiene health & safety protocols

PCR and rapid tests are available on request through our doctor on call

FEEL SAFE BE SAFE

CLEANLINESS MANAGEMENT & HYGIENE

Collaboration with our trusted partner Ecolab, a global leader in water, hygiene and infection prevention solutions and services

Fresh air purification and A/C disinfection

Steam pressure technology

Cleaning & disinfection schedules for all public areas, guestrooms & high frequency touching points

Water & air quality monitoring

OPERATIONS

Contactless Check In – Check Out procedures performed in outdoor areas

POS, key cards and reception counters disinfection

Daily temperature checks upon arrival

Contactless access to online booking dining and SPA sessions by using the app

Dining and spa menus as well as hotel information are available digitally with the use of the app and QR codes

Dining is offered in the extended open-air outdoor areas practicing safe distancing

Enhanced HACCP procedures across all F&B outlets

Thorough and regular disinfection procedures apply to all public areas

Social distancing signage & information is provided throughout the resort

Furniture set up ensures social distancing according to hygiene guidelines

Room service available under enhanced hygiene protocols and HACCP procedures

Spa services and sessions are designed to ensure the utmost security to our guests

Outdoor fitness area and equipment along with wellness sessions are available for sport enthusiasts

All public and private pools follow the social distancing protocol as well as required hygiene measures

Housekeeping services are provided according to hygiene protocols and respecting the special requests and needs of guests to ensure a comfortable, pleasant and safe stay

Guest rooms are sanitized with cleaning & disinfection certified products of Ecolab, a global leader in hygiene and cleaning industry

PPE equipment & disinfection stations are available in various public areas throughout the resort. Guests are encouraged to use mask and follow the respiratory etiquette

VISITORS & GENERAL INFO

Visitors are allowed in public hotel areas but not in guest rooms

Please note that all measures are monitored and subject to change

This information will be regularly updated when required, however additional measures not listed here might be implemented if this is deemed necessary

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