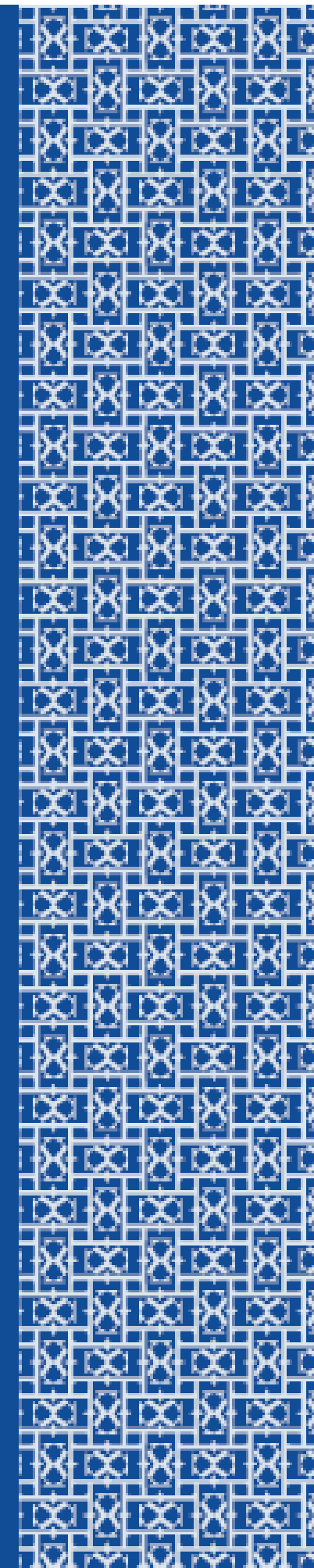




INFINITE CARE PROTOCOL

THE IKOS WORLD
OF SAFETY AND FREEDOM



The Ikos World of Safety & Freedom



Testing of guests and employees



Boundless space inside and out, with beach and al fresco dining options



A touchless, safe, world-class *Ikos Infinite Care* guest journey

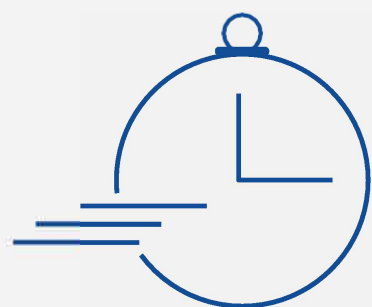


Foremost expert programme partnerships

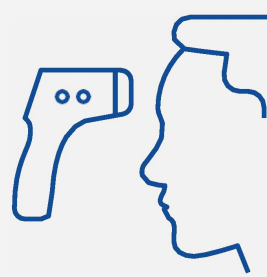
Testing Guests & Employees

Guests who do not have a digital Covid certificate or a negative test result, will receive a complimentary rapid antigen test upon arrival.

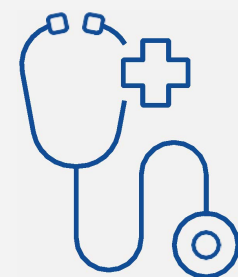
- Children under 12 are exempt from testing
- All employees undergo regular Rapid Antigen Testing
- Full PCR testing available on-site, upon request (at extra charge)



Quick and easy
procedure at
a designated
testing area



Non-invasive,
**touchless temperature
measuring devices at
all resort entry points**



**Doctor and
dedicated medical
transfer available
24/7** within resort
premises



Possibility to explore
insurance options at
time of booking
(provided by Junta de Andalucia)

Space Inside & Out

A wealth of **à la carte dining** options at spacious restaurants or in your room or suite

Spacious rooms & elegant suites with sizeable terraces, private pools and private gardens all to yourself

Service on the beach & by the pool, with all-day snack menus, cocktails and drinks or al fresco in unspoilt nature

Secluded beach, with a minimum of 1.5 metres between each umbrella

24-hour in-room dining

ikos[™]
ANDALUSIA

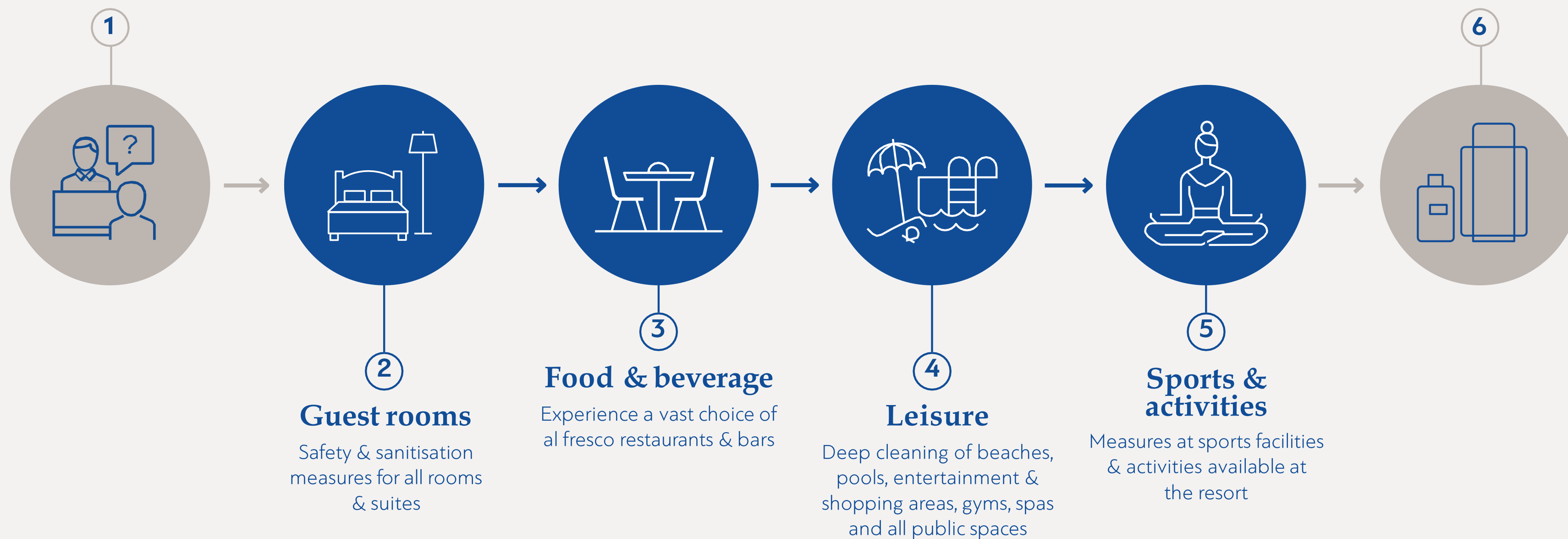
A touchless & safe guest journey throughout your holiday experience

Arrival

Your journey begins with arrival at the hotel & your room

Departure

Advance checkout & safety measures during departure



Guest Arrival

Resort Entrance



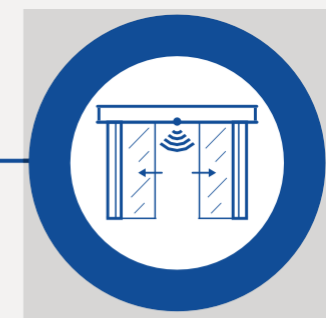
Antibody testing and temperature checks



Transfer from airport, only guests of the same room permitted per car or minibus, thoroughly disinfected after each use



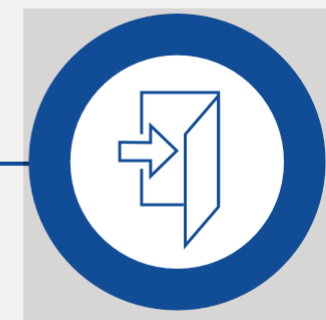
Guest luggage disinfected and handled with personal protective equipment (PPE)



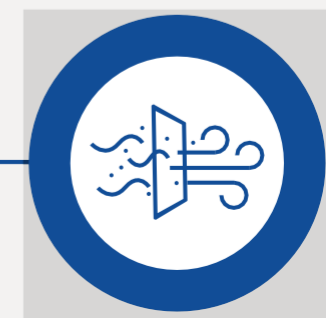
Doors opened automatically or by staff



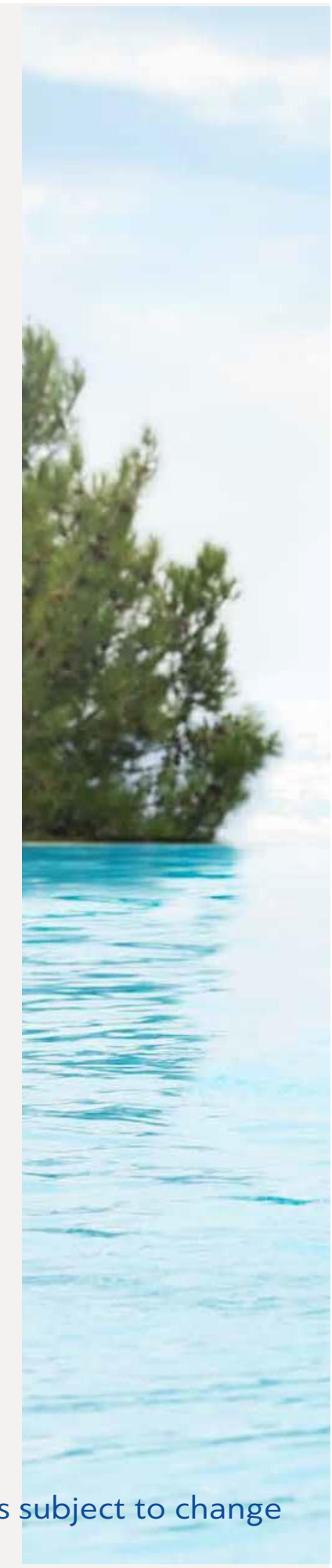
Regular sanitisation of door handles, surfaces and buttons with specialist disinfectant



Reduced points of access and limited designated entrances

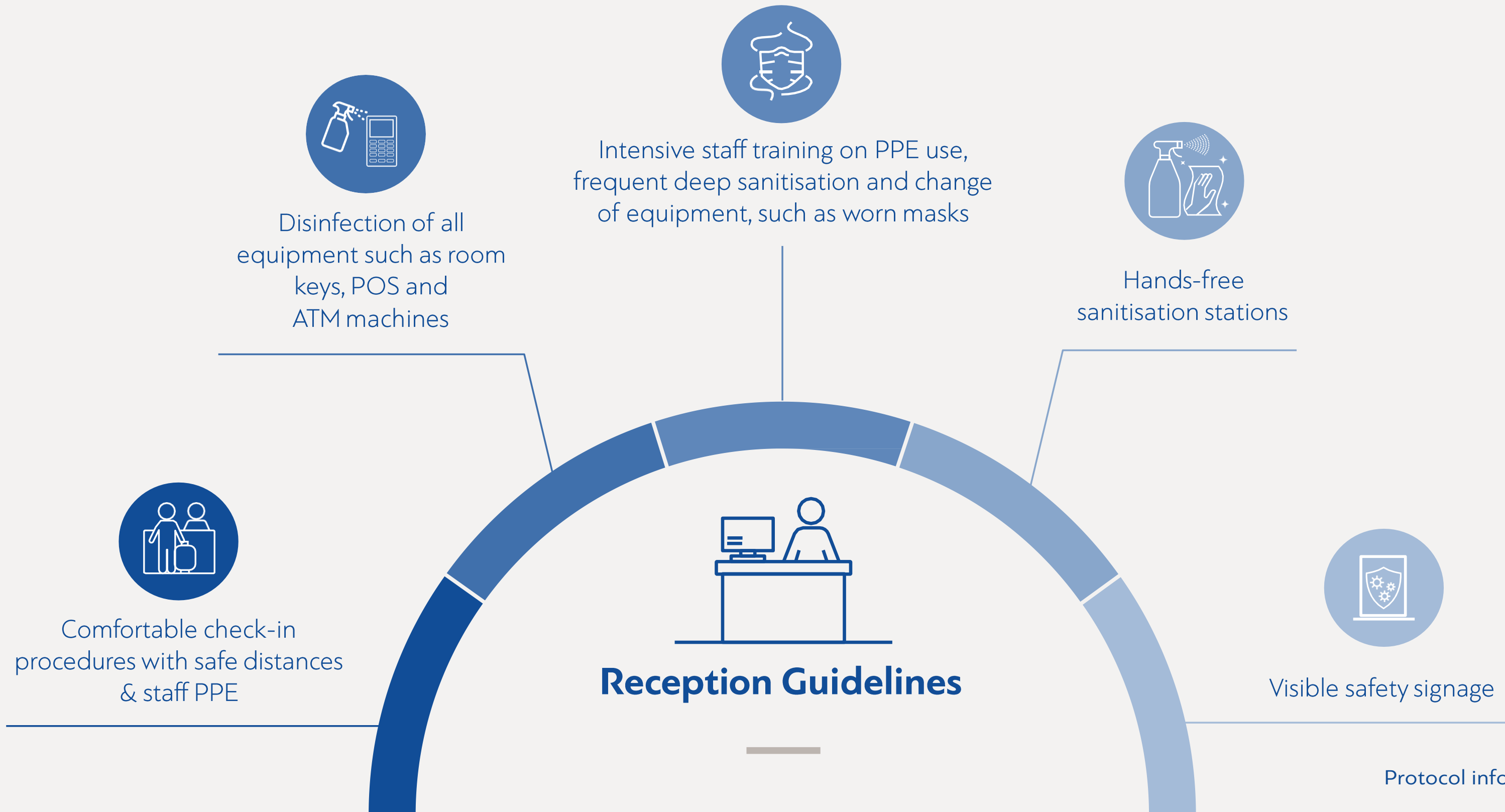


Airy spaces, with fresh air circulating in all indoor spaces and common area



Guest Arrival

Reception



Guest Rooms

Safety & sanitisation measures for all rooms & suites



Guest Rooms

Safety & sanitisation measures for all rooms & suites



Guest room disinfection



Use of industry-leading cleaning and disinfecting protocols to clean guest rooms.

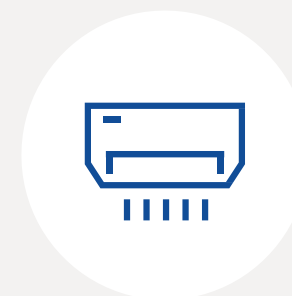
Each room is thoroughly cleaned and disinfected upon every room change, as well as with Diversey-certified cleaning equipment.

Deep cleaning of guest rooms and suites



Daily deep cleaning of rooms and suites-high contact areas such as door handles, switches, furniture, bathroom fittings and room accessories fully sanitised

Water testing and A/C cleaning & disinfection



Water and air quality testing carried out in rooms

Air ducts, filters and grills disinfected upon every room change

The usage of A/C within rooms at guests' discretion

Personal safety kit



A PPE safety kit-including hand sanitisers, masks and gloves-available in all guest rooms

Food & Beverage

Experience a vast choice of al fresco restaurants & bars



Food & Beverage

Safety & sanitisation measures for all restaurants & bars

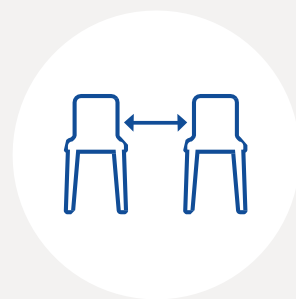


Buffet service with disinfection stations



Buffet service with protective measures available (gel, mask, gloves)

Spacious restaurant capacity



1.5 metres space between tables, ample for safe distancing. One family per table at a time. Reservations for dinner are required to facilitate safe spacing

Menu



Digital menus available to minimise physical contact, via the Mobile App and QR codes

Sanitisation of all restaurant elements



Frequent disinfection of all high-touch surfaces after each reservation
Overnight restaurant deep disinfection



Guest hand sanitisation stations located in all venues



POS machines and equipment sanitised between every use

Guest & employee PPE



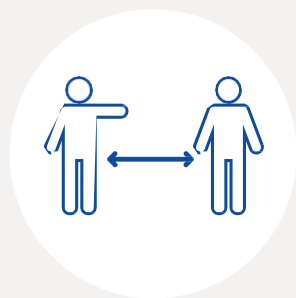
All employees wear masks for serving. Staff receive intensive covid-safe PPE training. Personal protective equipment (hand gel, masks) to all guests

Food & Beverage

Robust kitchen protocols further enhanced



Limited contact



Staff workstations are spaced out to limit face-to-face interactions and secure appropriate social distancing

Cooked options



Menus adjusted to increase options of cooked food available instead of raw food

Ingredients



Appropriate cleaning of all materials and ingredients used in kitchens

Sanitising products



Approved cleaning products and disinfectants used throughout kitchen areas

Kitchen utensils



Thorough sanitisation of all kitchen utensils

Leisure

Measures taken to maintain safety in leisure areas



Leisure

Measures taken to maintain safety in leisure areas



Beaches & pools



- Safe distance of 1.5m between sunbeds & lounge chairs
- Disinfection of sunbeds, pool areas and equipment
- Increased water quality controls
- Indoor pools not in operation

Spa



- Deep cleaning and sanitisation. 1.5m distance between loungers.
- Guests wear face masks during treatments

Babysitting & Kids Clubs



- Babysitting services operating with protective equipment and sanitising protocol procedures
- Monitored operation of Creche, Kids & Teen Clubs with measures, in designated outdoor areas

Entertainment



- Live music entertainment available with PPE and physical distancing rules

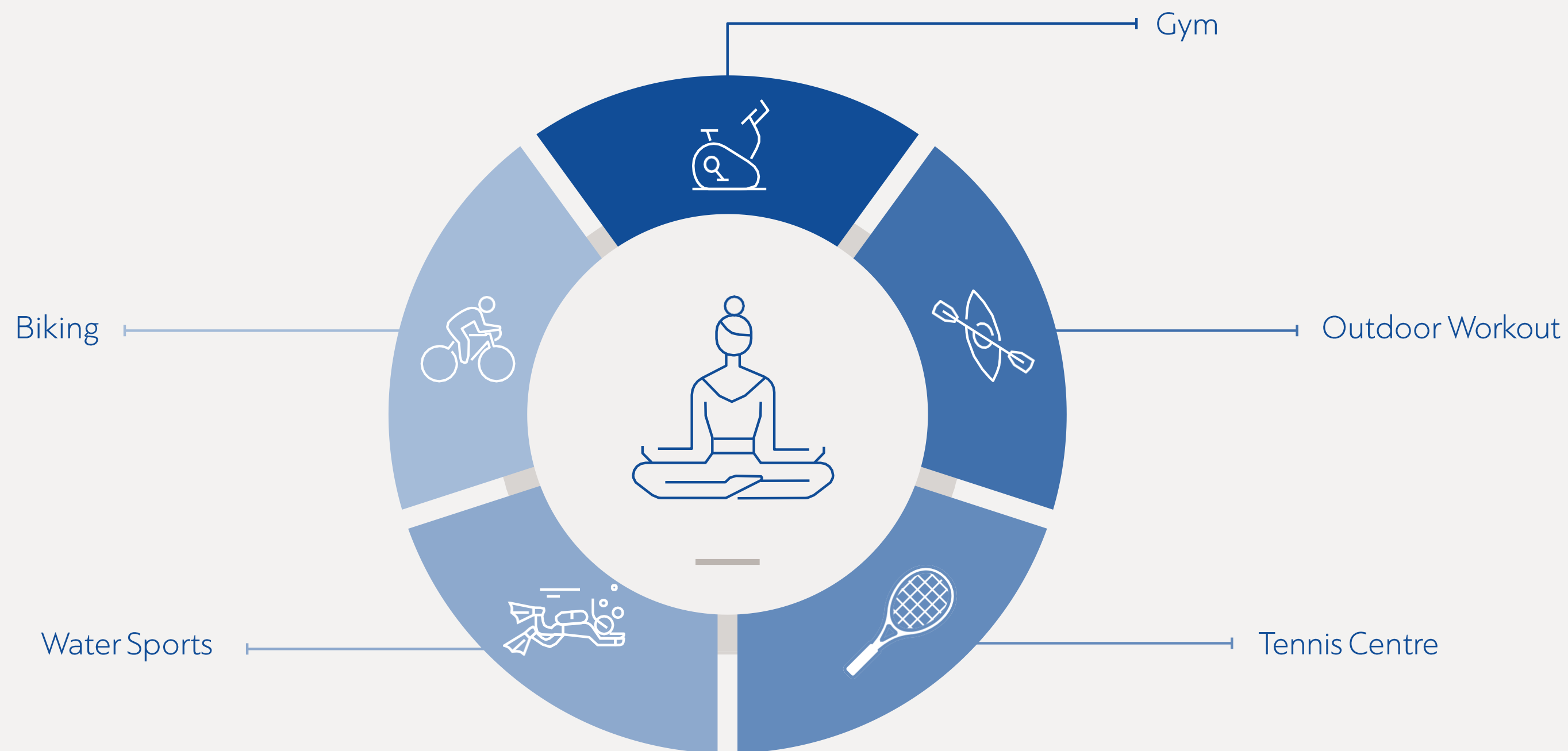
Shopping



- Maximum capacity according to available space of particular store
- Queueing and appropriate social distancing measures applied
- Daily cleaning and disinfection, with fitting rooms, clothing and other items sanitised after being used or worn

Sports & Activities

Measures taken to maintain safety at sports facilities



Sports & Activities

Measures taken to maintain safety at sports facilities



Gym



Pre-booking required to allow for physical distancing

Gym sanitisation after each use and daily deep disinfection

Sanitisation stations available

Outdoor workout options



Alternative options for workouts such as outdoor wellness & fitness programmes, yoga, jogging and more

Tennis Centre



Tennis equipment cleaned and sanitised between sessions

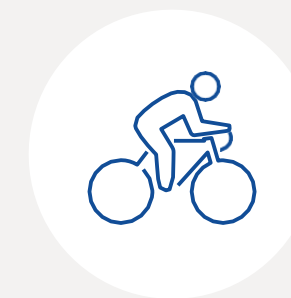
Water Sports



Reservations are required

Equipment cleaned and sanitised between sessions

Biking



Cleaning and sanitisation of all

between rentals

bikes and equipment

Departure

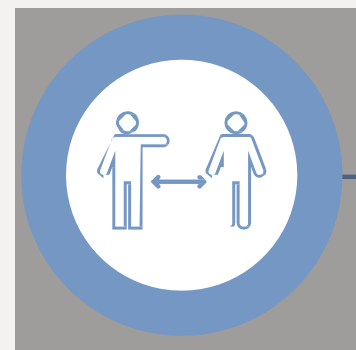
Measures taken to keep you safe at checkout



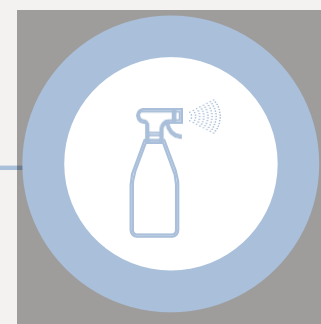
Checkout in advance -
Full PCR testing available
on site, upon request
at extra charge



Clearly displayed safety
signage for social distancing



Designated checkout desk capacity



Sanitisation

Departure

Measures taken to keep you safe at checkout



Checkout in advance



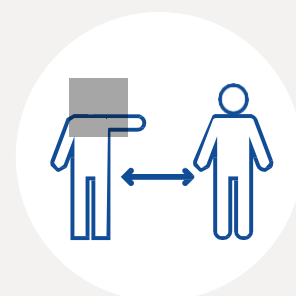
Advance checkout is available to guests - bills prepared without physical contact - Full PCR testing available on site, upon request

Designated checkout desk capacity



Designated checkout desk capacity to maintain social distancing in the event of overcrowding

Clearly displayed safety signage for social distancing



Guest distancing applied through clear signage for a safe departure

Sanitisation



Hands-free sanitisation stations with PPE

Additional Measures

Disinfection of in-resort spaces



All indoor spaces thoroughly cleaned with a disinfectant using Diversey- certified eco products

Disinfection of all surfaces



All surfaces thoroughly disinfected on a regular basis
Metallic surfaces and items-such as door handles, keys and security locks-disinfected with 70% alcohol, where bleach not appropriate

Compliance with Health Authorities' guidelines & additional protocol implementation



Compliance with WHO, Government Health Authorities and TUV Austria, with Covid Shield certification by independent third party body (TUV Austria)

Stringent water testing



Testing of common area water samples on a monthly basis by a professional partner to ensure strictest hygiene standards are maintained

Elevators safety guidelines



Max 1 family permitted in elevators.
Buttons inside and outside the elevators sanitised.



Our Partners



Harnessing over 95 years of expertise and knowledge, **Diversey** develops cleaning technologies that save lives, providing a tailored, customer-centric approach that empowers sustainable solutions.

Constantly seeking to deliver revolutionary cleaning and hygiene technologies that provide total confidence to customers across all our global sectors. These include: facility management, health care, hospitality, retail and food service; in addition to food and beverage. Diversey is a provider of cleaning, sanitation and maintenance products, systems and services that efficiently integrate chemicals, machines and sustainability programs.



TÜV AUSTRIA Hellas provides independent third-party services in the form of technical audits, inspections, certifications and transfer of know-how in a large number of specialised sectors of economic activity.

The Covid Shield Certificate verifies that an appropriate mechanism, adequate resources and suitable infrastructure are always in place and adjusted to current epidemiological data and guidance, to prevent the spread of the coronavirus through reliable science.



Quirónsalud is Spain's leading provider of health services. Quirónsalud offers patients comprehensive health care that encompasses all medical specialties. With more than 70 medical centers throughout Spain, a highly regarded professional team, the latest technology, flourishing research and education programs, and a management model based on a solid commitment to quality.

Expert care and a vision of medicine based on personalization, warmth, and connection with the patient.



I N F I N I T E C A R E P R O T O C O L