

STAY SAFE

and Have Fun!

IONIAN & AEGEAN
ISLAND HOLIDAYS

OUR IONIAN PROMISE



PROTECTING YOU IS OUR PRIORITY

We have introduced extra measures to protect you, as well as us, against COVID-19 – from disinfecting the aircraft cabin to making sure all our accommodation is deep-cleaned before they reopen and prior to every new arrival.



24-HOUR SUPPORT

You'll be supported in resort by our experienced and fully trained Overseas Team available 24hours a day, 7days a week. Our entire team have well drilled and up to date with the latest guidance advice to keep you safe during your stay and all interactions with them appropriately safe.



BOARD WITH CONFIDENCE

Before you board, all aircraft will have been deep cleaned from nose to tail. All the planes we use are fitted with state-of-the-art filters and ventilation systems, which carefully control the air quality and flow fresh clean air through the cabin every few minutes.



CLEAN & SAFE AT ALL TIMES

As you'd expect from the award-winning Ionian Island Holidays, when you arrive at your destination, everything will have been fully checked to ensure your safety and wellbeing. From your resort transfers to your hire car.



KEEPING YOU SAFE

We also have procedures and a detailed plan in place to make sure all our properties meet the highest standards of cleanliness using the latest EU certified cleaning products.

EVERYTHING WE DO WILL BE IN LINE WITH THE VERY LATEST ADVICE FROM THE GOVERNMENT AND HOLIDAY INDUSTRY EXPERTS

WHAT TO EXPECT AND HOW WE WILL BE KEEPING YOU SAFE

As we prepare to welcome guests back to our properties and destinations, our attention is firmly focused on ensuring we have done everything possible to make travel safe and enjoyable in the wake of the Coronavirus pandemic. To help inform and reassure our guests about what to expect from your Ionian & Aegean Island Holiday this summer, we have answered a few of your questions below:

Q. Is Greece a Safe Destination to go on holiday?

A. Greece is ready to welcome tourists for a long-anticipated holiday season, being unanimously glorified by the international media for its handling of the crisis. Greece's positive health performance record against coronavirus in combination with its countless secluded islands and its numerous luxury hotels makes it the perfect destination for your holiday!

Greece reported less than 200 COVID-19 deaths and 3,000 cases during the pandemic period. The country's immediate and successful response is a passport of safety, credibility and health for its visitors. With all safety measures, keeping visitors and locals healthy, Greece promises to show its traditional hospitality this summer.

Q. What will the travel experience be like?

A. Without doubt, the airport and flying experience will be different this year. The UK and Greek governments are requiring passengers on all public transport, including flights, to wear face masks. You can also expect to be required to wear a face mask in airport terminal buildings and at the boarding gate. In summary, you should be prepared to wear a mask or face covering at all points of your journey.

The UK government is also advising minimising luggage and checking baggage into the hold wherever possible. All flights bought as part of Ionian & Aegean Island Holiday packages include hold baggage.

Many airlines are changing their on-board service, offering limited catering; we, therefore, recommend you stock up after you go through security and before you board with any drinks and snacks you require.

For specific information about how the airlines we use are adapting flying in the 'new normal', including how they are cleaning aircraft, please refer to their dedicated webpages:

- [EASY JET](#)
- [TUI](#)
- [JET 2](#)
- [British Airways](#)
- [Ryan Air](#)

Q. Does Greece have any protocols in place to ensure our safety?

A. Greece has very strict protocols in place with regards to distancing and hygiene. For more details of some of these measures please refer to http://www.visitgreece.gr/en/home/health_protocols

(Please note that some of the protocols mentioned in this link do not apply to members of the same party.)

Q. How will transfers operate?

A. The number of passengers allowed on coaches and boats that we use for our transfers have been restricted to approximately 60 % of their normal capacity. Protocols are in place to ensure that coaches and boats are sanitised and cleaned after each journey.

Q . What measures are in place for restaurants?

A. Fortunately, many restaurants, tavernas and bars in Greece have extensive outdoor areas. You do not have to wear masks in tavernas or outside spaces however the use of masks is recommended in other closed spaces.

Tables in restaurants have been spaced out and members of the same family unit can sit on the same table. Restaurant must follow these protocols with regards to hygiene.

Food services – Kitchens

- All kitchens in hotels are obliged to follow Hazard Analysis Critical Control Points (HACCP), an internationally recognised method of identifying and managing food safety related risk.
- Goods must be served by specific staff members who always wear gloves and masks.
- All kitchen staff members should keep distance from one another, in accordance to the requirements of health authorities.
- Entrance to the kitchen area is prohibited for the public.

Food services – Restaurants (a la carte, buffet, breakfast rooms) and bars (indoor and outdoor)

- The same rules apply as in restaurants and bars in the country, according to the current legal framework.

All restaurant and bar managers must implement social distancing through table spacing and guest seating.

Q. What cleaning measures are in place with regards to my accommodation?

A. Protocols issued by the Greek Government vary for Villas, Apartments, Hotels under 50 Rooms and larger establishments over 50 rooms.

For all our accommodation cleaners will have attended training courses organised by the Greek Tourist Board and will have been certified that they have attended these courses.

- Cleaners will be paying extra attention to cleaning 'high touch' areas in the accommodation. These include light switches, remote controls, hairdryers, safes, bathroom and kitchen surfaces, kitchen utensils, keys and handrails.
- Cleaners will be asked to use hypochlorite solution to thoroughly disinfect the accommodation before occupation by each party and all villas will be steam cleaned at each change over.
- All bedding will be laundered in cycles where temperatures are maintained at 65°C for not less than ten minutes, or 71°C for not less than three minutes.
- Hand sanitiser will be provided in all accommodation for our guests.
- The contents of welcome hampers will be limited as we do not want individuals other than cleaners and guests to enter the accommodation.
- Practical measures such as any unnecessary paper e.g. leaflets and guides and some ornaments will be removed from the accommodation to minimise any risk.
- Cleaners themselves will follow strict protocols, including wearing disposable gloves, wearing suitable shoes and following social distancing rules when working in teams.

- Chlorine and pH levels of their pools will be tested twice a week for villas and daily for apartments and hotels, including changeover days. Levels are strictly maintained to ensure pools offer a safe environment for our guests.
- For shared accommodation and hotels either sunbeds will be allocated to specific apartments or rooms where practical, or where there are limited sunbeds these will be disinfected by staff after each usage.

Q. What happens if there is an outbreak of COVID-19 whilst I am on holiday?

A. Our local teams and partners have been fully briefed on the processes and procedures necessary should there be an outbreak, or suspected outbreak, of COVID-19 whilst you are on holiday. The response will vary depending on whether you are staying in a villa, with just your own party, or in a hotel or complex with other guests. Should you, or anyone in your party come down with any symptoms of COVID-19, please inform our local representative immediately and they will advise you of the next steps. As always, our dedicated teams are there to ensure your welfare and are ready and happy to communicate on your behalf with local health professionals and authorities.

Q. Do I need to be insured against Covid19?

A. It is essential you have the correct travel insurance. For your travel insurance to be valid, the FCO must have removed their advice against 'all but essential travel'; we expect this to happen as part of the air bridges. You should check that your policy covers you for medical expenses, subsistence and repatriation if you or a member of your party contract COVID-19 during your holiday. If you took out a single trip policy or renewed an annual policy after the outbreak began in February, you may not be covered. Whilst we do not sell or recommend specific travel insurance policies ourselves, several insurers, including Cover for You, Stay Sure, AXA and Trail finders, are now offering policies that specifically cover COVID-19.

With regards to local lockdowns occurring before your departure and you cannot travel for this reason most travel insurance should cover this eventuality. <https://www.abta.com/tips-and-advice/planning-and-booking-a-holiday/travel-insurance>