



## CURRENT REQUIREMENTS FOR TRAVELLERS AND WHAT WE ARE DOING TO KEEP YOU SAFE

**We are delighted to advise that as the FCDO advice has been updated and the FCDO no longer advises against all but essential travel to the whole of Greece, including all the Greek Islands, based on the current assessment of COVID-19 risks.**

See UK Govt Foreign Travel Advice for Greece. [here](#)

**Additionally: Quarantine-free travel is to resume on 19 July for fully vaccinated passengers returning from amber list countries.**

- Passengers returning to the UK from Amber countries who have been fully vaccinated with an NHS administered vaccine in the UK (plus 14 days) or are on a formally approved UK vaccine clinical trial, returning to England from amber list counties will no longer need to quarantine. Passengers will need to provide proof of their vaccination status to carriers in advance of travel.
- Pre-departure testing and day 2 testing measures to remain.
- Children under the age of 18 to be exempt from quarantine on returning to England from amber countries.
- The recommendation for people to not travel to amber countries will have been removed from 19 July.
- Passengers over the age of 18 who have not been fully vaccinated will still be allowed to travel but will be required to self-isolate at home on their return and do a Day 2 & Day 8 test. The option of test to release early on day 5 will still be an option.

**For specific details of what is required under the under new arrangements please read the following sections**

- **REQUIREMENTS TO ENTER GREECE FROM UK**
- **REQUIREMENTS TO RETURN BACK TO UK FROM GREECE**



## REQUIREMENTS TO ENTER GREECE FROM UK

**Greece is open to UK visitors. The requirements for travellers entering Greece from the UK are detailed below:**

➤ **VACCINATED TRAVELLERS:**

Travellers from the UK having had both vaccinations (received more than 14 days prior to travel) will be permitted to travel and enter Greece without the need for a PCR or Antigen testing. Proof of the Vaccination can now be provided on the [NHS App](#) or by calling 119 to get a letter. The name on the vaccination certificate must match your passport.

➤ **NON-VACCINATED TRAVELLERS:**

If you have not been vaccinated travellers arriving in Greece are required to have either a negative **PCR certificate** from an approved testing laboratory, for a Covid-19 test taken no later than 72 hours before arrival **or** a negative **antigen (rapid) certificate** taken no longer than 48 hours before arrival. This test is mandatory for all travellers (including children over the age of 12 who have not been vaccinated.

- Antigen Tests: can be purchased from companies like **C19 Testing** who are providing approved tests and certificates for **£26.10** each, applying discount code **AITO10**. [See here](#)
- PCR tests: can be purchased **Randox Health** can purchase a pre- departure test t for £43 per person. applying this discount code **AITO43**. [See here](#).

**Note:** Proof of a negative PCR or Antigen test is not required if the traveller was tested positive with COVID-19 in the past 30 -180 days from your arrival into Greece. This can be proved either by presenting a positive PCR molecular or an antigen test result performed by an authorized laboratory or a medical certificate confirming that the holder was tested positive with SARS-CoV-2 virus infection.

➤ **ALL TRAVELLERS MUST COMPLETE A [GREEK PASSENGER LOCATOR FORM \(PLF\)](#).**

Please ensure that you have **completed and submitted the form by 22:00 UK time the day before your departure** as the Greek PLF form cannot be completed on the day of your departure.

**One form** needs to be completed for each household, but it is important that **all passengers are listed**.

Passengers will receive a confirmation email upon submission of the PLF with a **QR code**. The confirmation email will allow to check the details that you have submitted.

Please ensure that all the passengers are on the confirmation and if they are not you will need to redo the process until it is correct.

You will be asked to present your QR Code both at check in the UK & on arrival in Greece either in digital format or hard copy – both are acceptable.

If you are denied boarding because you have not completed the form for all passengers, you will be liable for any additional costs to rebook flights and additional onward transfers.

You can find a [step-to-step guide](#) to completing the [Passenger Locator Form \(PLF\)](#)

- **Random testing on arrival** Every traveller who arrives in Greece, regardless of the certificate in their possession, may undergo a random health screening. If you are selected, please keep in mind that the screening is mandatory. In case of refusal, authorities reserve the right to refuse entry into the country.



## REQUIREMENTS TO RETURN BACK TO UK FROM GREECE

You will not need to quarantine on your return to England from Greece or take a day 8 COVID-19 test if you: have been fully vaccinated under the UK vaccination programme.

Children under the age of 18, who are returning to the UK, and people taking part in formally approved COVID-19 vaccine clinical trials will also be exempt from requirements to quarantine and take the day 8 test. Fully vaccinated means that you have had your final dose of an approved vaccine at least 14 days before the date you arrive in England. You will need to:

- declare that you have been fully vaccinated on your [UK Passenger Locator Form \(PLF\)](#).
- proof of your vaccination status to your airline when you travel.

[Read about how you can use the NHS COVID Pass to show proof of your COVID-19 vaccination status.](#)

### ➤ ALL PASSENGERS MUST TEST BEFORE RETURNING TO UK.

All passengers over the age of 11 are required before they depart Greece to have either a PCR, LAMP or Antigen test taken at a clinic, or an **approved** self-administered test taken within 72 hours of your return to the UK. **A negative test result with certificate is required to travel.**

Further details can be found [here](#).

Our Resort Representatives will be able to assist in arranging these tests for you at all our destinations prior to your return and the cost varies between 20- 40 Euros per person depending on the resort. (In Skiathos testing with an approved travel certificate is free of charge. In Ithaka, Paxos, Corfu, Meganisi, Lefkada and Skopelos the cost is 20 Euros. In the Pelion the cost is 25 euros, but from 10<sup>th</sup> Sep testing will only be available in Volos. In Fiskardo Kefalonia the tests cost 40 euros).

Alternatively, you may find it more convenient to take an approved Antigen self-test kit with you before you depart from the UK, from an **approved** provider and use it with the certificate they will provide to re-enter the UK.

**C19 TESTING** provide approved rapid antigen tests for £26.10 using discount code **AITO10** [See here](#)

### ➤ ALL PASSENGERS MUST COMPLETE A UK PASSENGER LOCATOR FORM

[UK Passenger Locator Form \(PLF\)](#). This must be completed before returning to the UK.

### ➤ ALL PASSENGERS MUST PURCHASE A DAY 2 TEST BEFORE RETURNING TO THE UK

All passengers over 5 years old will be required to purchase and take a Day 2 test.

These tests must be ordered before your return to the UK.

Tests can be ordered from **Randox** [Day 2 Test](#) at £43 each using discount code **AITO43**.

### ➤ ALL PASSENGERS OVER 18 WHO HAVE NOT BEEN FULLY VACCINATED:

Will still be allowed to travel but will be required to self-isolate at home on their return and do a Day 2 & Day 8 test.

The option of “test to release’ early on day 5 is also available reducing the quarantine period.

These tests must be ordered before your return to the UK.

[Day 2 and Day 8 £86](#) (£43 per test) From Randox Health discount code **AITO43**.

[Day 5 – Test to Release £43](#) from Randox Health using discount code **AITO43**.

A full list of other Govt accredited providers for the Day 2 and Day 8 tests can be found [here](#).

### ➤ REQUIREMENTS FOR CHILDREN:

Age of child	Self-isolation	Pre-departure test	Day 2 test
Under 4 years old	X	X	X
5 - 10 years old	X	X	✓
11 - 18 years old	X	✓	✓

## 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.

## WHAT TO EXPECT AND HOW WE WILL BE KEEPING YOU SAFE

Greece has also embarked on a vaccine immunization program which should result in over the majority of the population having been vaccinated by the end of June 2021. In fact, many islands have already been fully vaccinated and all those working in the tourist sector including restaurant staff have been prioritized to receive a vaccination regardless of age. Many islands we feature have had Zero Covid cases for several weeks now and the infection rates are significantly lower than those currently in the UK.

The last few months have been challenging to say the least. The way we shop, where we work, and how we socialise have all changed. Our holidays, and how we get there, is also adapting to ensure travel is enjoyable, efficient, and safe. As the summer season returns and travel restrictions are eased, we want to reassure you that we are doing everything we can to continue to take you and your family on safe and enjoyable holidays to Greece and her islands. From check-in, flights, resort transfers or car hire, in fact, everything including your villa, apartment, pension or hotel, we have every element of your holiday covered. So, with that in mind, we have outlined our promise to you, so you can enjoy your holidays with us with complete peace of mind.

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.** From the 15 **May 21**, Greece has been ready to welcome tourists for a long-anticipated holiday season. Most Greek Islands have very low rates of infection, being unanimously glorified by the international media for its handling of the crisis. Greece was able to operate for a large part of the summer season last year successfully testing the safety measures implemented. Its positive health performance record against coronavirus in combination with its countless secluded islands makes it the perfect destination for your holiday!

### Q. What is a PLF form, and do I have to fill this in before I travel?

**A.** Please ensure that you have **completed and submitted the form by 22:00 UK time the day before your departure** as the Greek PLF form cannot be completed on the day of your departure.

**One form** needs to be completed for each household, but it is important that **all passengers are listed**.

Passengers will receive a confirmation email upon submission of the PLF with a **QR code**. The confirmation email will allow to check the details that you have submitted.

Please ensure that all the passengers are on the confirmation and if they are not you will need to re do the process until it is correct.

You will be asked to present your QR Code both at check in the UK & on arrival in Greece either in digital format or hard copy – both are acceptable.

If you are denied boarding because you have not completed the form for all passengers, you will be liable for any additional costs to rebook flights and additional onward transfers.

You can find a [step-to-step guide](#) to completing the [Passenger Locator Form \(PLF\)](#) **The Passenger Locator Form (PLF)**.

**Only one PLF form needs to be completed per family unit or group however all passengers must be listed otherwise you will be denied boarding.**

To assist you in completing the form, please note that many of the Greek Islands do not have street names please see our [step-to-step guide](#).

Therefore, when completing the form, it is sufficient to put the following information.

- **Property Name** i.e. [Villa Aquarius](#)
- **Street** – You Need to put the area i.e. [Fiskardo Kefalonia](#)
- **Post Code** i.e. [28084](#)

Depending on where you are staying the following Post Codes apply.

Destination	Post Code
Kefalonia- North ( Fiskardo- Assos)	28084
Kefalonia South	28081
Ithaka	28300
Lefkada	31100
Meganisi	31084
Parga	48060
Paxos	49082
Corfu	49083
Pelion- Agios Giannis ( Agapitos )	37012
Pelion- (Affissos & Pounda Paou , Horto)	37006
Skiathos	37002
Skopelos	37003
Alonissos	37005

#### **Q. What testing is in place when I arrive in Greece and if I am tested do, I need to be quarantined?**

**A.** Spot Rapid tests are carried out on arrival at all Greek airports. Selection is randomly based on scanning your QR code on arrival. If you are selected for a test this consist of a swab test which only takes a few minutes. If you are tested, you will still be allowed to continue with your onward transfers and your holiday normally.

In the rare event you prove positive you will be given instructions of what you need to do by local health officials. What happens next depends on individual circumstances & will also depend on your symptoms. If you have a mild reaction and there is adequate room in the accommodation you are staying and are able to self-isolate, you will be allowed to stay there for the duration of your holiday. If the isolation period exceeds the duration of your initial stay, we will either find suitable accommodation where you can continue your isolation or you can choose to go to one of the Free of Charge hotels that the Greek Government are providing on each island. You will incur no additional expense for this accommodation.

Please note that hospitalization In Greece is free for all UK nationals.

We will also assist in finding an alternative flight home when you are able to travel.

In most cases, any additional costs you incur will be covered by your travel insurance, which is why it is important to ensure that you insurance policy covers you for any such eventuality.

It is essential you have the correct travel insurance. Please check that your insurance is valid. You should check that your policy covers you for medical expenses, subsistence, and repatriation if you or a member of your party contact COVID-19 during your holiday. You will need to contact your insurance to check if you are covered.

Some insurances are allowing customers extensions on their policies to cover specifically for COVID-19.

Several travel insurers including Stay sure, Battle face and Avanti are now allowing travellers to purchase an add on their policy for as little as £5 to cover travel to all European countries.

## 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](#)
- [Enter 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 [here](#).

The Ministry of Tourism in Greece has drawn up a series of protocols, which must be adhered to, for the safe re-opening of hotels within the country. In addition, all accommodation establishments are required to draw up an action plan in accordance with the guidelines of Greece's public health organisation, EODY.

We have highlighted some of the measures below:

- Social distancing (2 metres) within the property and its grounds
- Use of face masks and gloves by accommodation personnel.
- Later check-in (after 3pm) / earlier check-out (before 11am) to allow for enhanced cleaning.
- Changes in the opening hours of public areas
- Perspex screens at reception desks (optional)
- Hand sanitiser available at reception (and elsewhere around the property - optional)
- Buffets will be self-service, but all guests will be required to sanitise before use or to wear gloves.
- Reduced guest capacity.
- Frequency of guest room cleaning will be reduced with most properties offering cleaning and linen change upon request.
- Immaterial objects removed from guest rooms i.e., magazines, leaflets, mini bars, Espresso machines.
- Contactless payments are strongly encouraged - all shops, tavernas, cafes and bars accept these.

## 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. 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 required 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 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. Please check that your insurance is valid. 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. You will need to contact your insurance to check if you are covered.

Some insurances are allowing customers extensions on their policies to cover specifically for COVID-19.

Several travel insurers including Stay sure, Battle face and Avanti are now allowing travellers to purchase an add on their policy for as little as £5 to cover travel to all European countries.

Irrespectively, the Greek government has confirmed that hospitalization is free for all UK citizens.

The above information is correct at 2 Sep 21. We reserve the right to change our policies.