

TROULIS
ROYAL COLLECTION
GREEK HOTELS & RESORTS

FEEL SAFE – BE SAFE!

OUR COMMITMENT FOR A SAFE STAY!

TROULIS
ROYAL COLLECTION
GREEK HOTELS & RESORTS



We are glad to welcoming you back!

WE PROMISE
TO OFFER YOU
A SAFE STAY!

THE TOP PRIORITY AT THE
TROULIS ROYAL COLLECTION IS
SAFETY AND WELL-BEING
OF BOTH VISITORS AND
EMPLOYEES.

WE HAVE ESTABLISHED AND
WILL APPLY STRICTLY ALL
HEALTH & CARE REGULATIONS
FOR OUR GUESTS AND
EMPLOYEES, AS OUR UPMOST
CONCERN IS YOUR SAFE STAY
AND THE ENJOYMENT OF YOUR
HOLIDAYS WITH US.



WE CARE FOR YOU, OUR ASSOCIATES AND OUR STAFF!



Health & Safety

- Implementation of all National Health & Safety protocols
- Compliance to the recommendations by the World Health Organization (WHO) and Greece's Public Health Organization (EODY)
- Collaboration with Biolabcrete, (water, hygiene and infection solutions & services)
- In process for the "Covid Shield Culture Certification" from TUV Austria Hellas
- Health First Certification by the Hellenic Chamber of Hotels, which verifies compliance to the health protocols against Covid-19
- Specialized partnerships with Sealed Air Diversey Care
- 24/7 Doctor on call trained in Covid-19 response



Staff - Associates

- All the staff members of Troulis Royal Collection have attended a Health & Safety Training in the new hygiene protocols and new Normality consultancy from the University of Crete (Medical school of Heraklion).
- Each member has received a certification concerning the Pandemic Covid-19.
- All staff members are obliged to wear masks throughout the hotel.
- Daily Temperature checks for all our associates and guests entering the resort
- Personal Protection Equipment (PPE) available for all our associates and guests
- Our cooperating partners comply strictly with all the hygiene procedures and guidelines (e.g. sterilization of all contact surfaces between the transfers etc.).

CLEANLINESS MANAGEMENT & HYGIENE

New standards – New specifications

Fresh air purification

The indoor space is continuously being provided with air changes using fresh clean air from outside

Steam pressure technology

Deep and hygienic cleaning in guestrooms and public surfaces



Water & Air quality monitoring

according to international standards

A/C disinfection

(ducts, filters & grills)

Key cards, POS and reception counters

disinfection procedures

Cleaning and disinfection schedules

In all public areas, guestrooms, back of the house and at the high touching points

ARRIVAL

PreArrival communication

- Welcome & info letter sent by e-mail
- So as to ensure fast and contactless, with safe distances Check - in experience

Transportation

- From a trusted partner
- All surfaces are sterilized between each transfer
- Limited number of passengers per vehicle

Temperature measuring with touch less devices

Luggage & Handling Disinfection with PPE

Guest Portal App available with all hotel's features

ROOM

Access to all menus and hotel information available through QR codes and TV channel

Decorative or/& items of frequent common use have been removed

Guest Portal App available with all hotel's features

Frequency of our in-room housekeeping services according to the new hygiene guidance.

Rooms are sanitized with cleaning & disinfecting products. Upon completion, sanitization stickers are applied

GASTRONOMY

Extended outdoor capacity to all bars and restaurants.

Distancing 1.5 m space between tables

Operating hours for breakfast & dinner are extended.

Double seating will take place.

Reservations required Pre-booked dining assuring safe spaces and social distancing

Digital menus are available through QR codes

Employees wear PPE during the operation of the restaurants and bars



Self service -contactless-
Buffet Breakfast & Dinner,
served from our buffet
service staff

Full service
will be provided at the
a la carte restaurants

Appropriate signage
will be used to maintain
social distancing

Extra sanitization practices
in all food production areas

Enhanced HACCP protocols

Cleaning & Disinfection
of all surfaces
and furniture after each
service

GASTRONOMY



PUBLIC AREAS - BEACH - POOLS

THE SPACIOUS AREAS OF OUR PROPERTIES AND THE PRIVATE MAN MADE MARINA OFFER THE POSSIBILITY OF GREATER DISTANCES BETWEEN THE SUNBEDS AND UMBRELLAS.

Cleaning & disinfection of all Sunbeds after each use

Regular chlorination of all pools with disinfecting products

Social distance protocols applied across all swimming pools and the beach



Touch less sanitization stations for guests & employees

The maximum number in all pools is 1 person per 5 m²

Guidance of elevator use by one person or a family

The indoor pool will remain out of operation, this season

Spa therapists are using PPE during spa treatments

Guests are encouraged to use masks

The use of Gym & the Personal training is provided upon request

SPA - GYM

Fitness Zone regularly disinfected

All entertainment activities (live music, DJ & other performances), will be organized only in outside areas

Mini Soccer and Tennis will be available after appointment

Disinfection of all equipments at regular intervals

SPORTS - ACTIVITIES

KIDS CLUB

Safe outdoor entertaining environment

Selected activities will take place only in outside areas (pool, beach, etc.), upon request

Activities with limited number of kids

Check in & Check out procedures



DEPARTURE

Farewell letter & invoice to be sent by e-mail

Check out without physical contact will be available

Contactless check out procedures and payment options at outdoor spaces

Credit card charge upon client's confirmation of the balance

Disinfection dispenser will be available for both, guests and staff

TROULIS
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WE ARE READY
TO WELCOME YOU TO OUR HOME!



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GREEK HOTELS & RESORTS

ENGAGING CRETAN SOULS

TROULIS ROYAL COLLECTION STANDS FOR HEARTFELT,
AUTHENTIC EXPERIENCES
THAT SPEAK OF THE CRETAN SOUL.



THE ROYAL BLUE
RESORT & SPA CRETE



THE ROYAL SENSES
RESORT & SPA CRETE