

COVID-19: Retreat with Safety 2021

The measures Fykiada Retreats has put in place to ensure the health & safety of our guests.

2020 was a challenging year for most of humanity and the travel sector. Despite the constant flux and insecurity around tourism, Fykiada Retreats managed to host three successful retreats in 2020 with the utmost care and safety. By putting in good practice the announced health protocols and measures we created a safe ground for our guests to feel both secure and relaxed.

With this valuable experience gained and the global COVID-19 vaccination in progress, our team is committed to offer safe and high quality retreats on the Greek islands in 2021. We will keep following closely all international developments and updating our safety procedures in order to be aligned with any new measures and protocols.

Below you will find the measures that are put in place in order to retreat with safety along with our updated payment and cancelation policy offering a more flexible booking process.

Please take a moment to read the below measures that are put in place in order to ensure a safe and relaxing experience for you. Holiday time is to be treasured even more during these times and we're committed to keeping our island spirit alive. We trust that the Greek sun and the salt along with the serenity of the Greek islands will replace the warmth that we've been deprived of in the age of social distancing.

Health & Sanitation

All our retreat premises have acquired the "Health First" certification badge and abide by the official health protocols announced by the Ministry of Tourism which have been drafted according to the guidelines of the World Travel and Tourism Council (WTTC).

- **Cleaning - disinfection:** All high-risk areas such as living rooms, kitchen, bathrooms, outdoor spaces and yoga shala will be cleaned and disinfected on a daily basis along with any other communal use furniture & items (sockets, light switches etc.).
- **Check-in & out timings** will be extended so there's plenty of time for meticulous cleaning and airing of the rooms.
- **Health protection kits** including masks, gloves, and sanitizers will be placed in communal areas and will be made available to the guests.
- **Daily room cleaning** will be avoided as per the health guidelines to avoid frequent interaction of the housekeeping personnel with the guests. Rooms will be cleaned once during the retreat upon the consensus of guests.
- **Housekeeping and kitchen staff** will be wearing masks and gloves when on duty.
- **All linen washing-up will be done in-house** to control that washing regulations are strictly followed and linen is washed above 70 Celsius degrees.
- **All premises will have a 'Health First' brochure** available on check-in informing the guest what measures & procedures have been made in place along with all the first aid and medical contact information.
- **A Covid-19 doctor will be appointed on every retreat** who will be on hold 24/7 to provide our guests and team with any medical advice and assistance.

Yoga & Safety

- The majority of retreat time is spent outdoors & in nature and all our locations are spacious with big outdoor areas.
- Our retreats are now limited to smaller groups to avoid overcrowded gatherings and ensure a safe group experience.
- The yoga takes place in outdoor covered yoga shalas which are sunlit & easily aired
- Each student is required to clean her hands with sanitiser in the entrance and in the exit of the yogashala.
- Each person will be provided with her own yoga mat and block for the retreat by our team but we advise guests to bring their own mats and their own yoga towels.
- The yogashala will be cleaned daily and mats will be spread out keeping the suggested distance.
- Asana adjustments will be made only orally by the teacher and not physically, unless requested by the guest.
- Our yoga equipment will be thoroughly cleaned and disinfected at the end of every retreat.

Personnel training according to Health Protocols

Every retreat will have a 'Health Coordinator' who will be in charge to monitor that all health and safety procedures are followed on a daily basis. This person has followed the 'Health First' training as suggested by the Ministry of Tourism and he/she will be in charge to manage any possible Covid-19 cases and connect with the appointed doctor.

Handling of a COVID-19 case

In the event of a suspected or a confirmed case, the guest will be handled according to the applicable laws and regulations, while ensuring that all health protocols and procedures are followed.

In the event of a confirmed case (i.e. any guest who tests positive for Covid-19 during his/her stay in Greece), the Greek State shall cover the cost of treatment or any other imposed action for public health purposes.

Once the official regulations and protocols are released for the summer season 2021, we will update this document with the latest information.

Flexible Cancellation & Payment Policy | Covid note:

In case Covid-19 travel restrictions are applied to Greece or the guests' country of residence at the time of the retreat, and a retreat needs to be cancelled or the guest is restricted from joining the retreat, **any amounts paid will be fully refundable.**

Reservation of Rights

As the situation is constantly changing and so are the instructions of the National Public Health Organization (NPHO) under the supervision of the Minister of Health, this document is a “work in progress” with continuous updates.

- We kindly ask that you refrain from joining one of our retreats if you have experienced symptoms of illness in the last few days prior to the retreat that are indicative of respiratory disease. Please notify us if such symptoms of illness develop during or after your retreat.
- We reserve the right, at our sole discretion, to restrict guests from coming into our retreat premises that display any symptoms of COVID-19 or have a measured body temperature higher than 37.4C to protect the health and safety of other guests and staff. In addition, we reserve the right, at our sole discretion, to take any other appropriate measure permitted by the applicable laws for public health purposes.

Guest Compliance

By joining one of our retreats, you agree to practice good hygiene, follow the social distancing rules, comply with all of the necessary preventive hygiene measures according to local guidance and abide by the official general public health safety guidelines in accordance with the National Public Health Organization (NPHO) under the supervision of the Minister of Health guidelines, currently in force. The guest also agrees to take all the necessary precautions & measures before travelling to Greece (such as Covid 19 test, vaccination et al) according to the international travel guidelines.

Welcoming you on our retreats!

We acknowledge the complications of the current situation and we're fully committed to doing our best to ensure that our guests can travel and enjoy their retreat with confidence. We also trust that each individual will respect the above rules and that individual hygiene will always be in everyone's daily practice.

Thank you for taking the time to read the above practices and we look forward to welcoming you to the Greek islands. We strongly believe that a new and better face of travel can emerge from these wild times. We trust that people will be more aware of their individual choices and actions towards more sustainable tourism and we will all collectively strive to look for experiences that benefit both the guests and the local communities they will be visiting.

Warm regards,
Fykiada Team

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