



kipriotisHOTELS

A MOSAIC OF POSSIBILITIES

Covid - 19 Info

1. When will Kipriotis Village Resort be open?

We confirm that Kipriotis Village Resort will be open to receive hotel bookings from the 1st July 2020 onwards. Our Reservations team will make every effort to respond to all inquiries the soonest possible. We do suggest that where possible you book directly at our hotel's website by following the link <https://kipriotishotels.reserve-online.net/>

And great news for 2021!

We have just opened bookings for 2021 so you can start planning all those holiday getaways and special occasions that you missed with family and friends this year, on our wonderful Greek island!

2. Facing COVID-19, what steps is Kipriotis Village Resort taking to protect guests?

The management is strongly committed to following all the precautionary guidelines given by the authorities in order to keep each and every guest safe.

At Kipriotis Village Resort we put your health and safety first with enhanced cleaning standards, through our close cooperation with national and local authorities as well as with independent certification agencies.

We have an appointed Health & Safety team to implement the measures set by the authorities, to check and respond to any incident.

We provide the necessary staff training in order to raise awareness about the virus and to achieve the necessary expertise for the implementation of all appropriate protection measures.

A specialist doctor will be on call 24/7.

3. Are there any travel restrictions I should be aware of during this time?

For the most up-to-date information, please consult travel advisories and information made available by your national authorities or follow the link below.

<https://www.iatatravelcentre.com/international-travel-document-news/1580226297.htm>

We will continue to closely monitor the situation and adapt our policies accordingly.

4. Can I cancel or change my reservation without a penalty?

Guests traveling to any of our hotels with existing or new direct bookings, for stays through 30/06/20 will have their cancellation or change penalties waived, if the request is received at least 24 hours (or less if permitted by the hotel's policy) prior to arrival.

a. Guests who have booked their stay with our Standard rates can change or cancel their booking without charge up to 24 hours prior to arrival for stays in July and October, and up to 7 days prior to arrival for stays in August 1st until September 26th 2020.

b. Regarding our guests who have booked our Prepay and Save rates for any stay in 2020, in case of booking change or cancellation, we will issue a credit voucher that will cover the entire amount of the reservation with 18 months validity from the issue date with a limitation of 31/12/2021.

5. What if I made my reservation through a travel agent or online booking platform?

For bookings made from a travel agent or an online booking platform, the relevant agent or booking platform's terms and conditions are the only valid cancellation terms that apply for your reservation.

6. What are the times for check-in and check-out at Kipriotis Village Resort?

New check-in time is 15:00 hrs. and check-out time is 11:00 hrs. Upon arrival, there will be multiple front office check-in areas. Please follow staff instructions in order to have a fast, safe and stress-free check-in experience.

There is always the possibility for online check in so please check our website www.kipriotis.gr or click the following link [online check-in](#) for more info.

7. Are there going to be any changes at the F&B outlets in Kipriotis Village Resort?

Buffet service will continue, but all food will be served with the assistance of our kitchen staff. Menus have been modified to incorporate the needs of the present conditions. All meals are going to have extended service times and 3 restaurants will be in operation. All bars will continue with their normal operation, always adhering to the distances set by the local authorities.

8. How often will my room be cleaned?

The room will be cleaned every third day but **only upon your request** the previous day. Fresh towels can be requested through the Front Office.

9. Will there be Animation happening within the hotel?

The Animation program, although adjusted to the new situation, will continue to run both during the day and evening while taking all the necessary precautions of course.

10. Are all the facilities going to be open?

The waterparks, pools, beach, open playgrounds, sports and leisure facilities will operate according to the guidelines that are applicable to each area. Restaurants and other food outlets will open according to occupancy levels.

11. Whom should I contact, should I have any more inquiries?

A special email address has been set up in order to answer all your queries regarding your stay with us: healthfirst@kipriotis.gr