

That All-Around Wellness Feeling

Hygiene and cleanliness have always been our top priority, and our efforts in this area are currently being intensified even more. We ensure a prudent, carefree stay at our resort by implementing special security measures for our guests and staff. Our highest priority will always be your well-being as well as that of our employees.

Thanks to the spaciousness of our resort, we can promise an even more exclusive stay, under conditions where you can easily and spontaneously maintain your distance from others.

The measures are continuously adapted to all official regulations and legally prescribed behavioural measures in order to protect your health:

The highest level of disinfection, cleaning & safety

- Comprehensive basic cleaning and disinfection to eliminate viruses with proven effectiveness.
- Contact surfaces (elevators, handrails, door handles, light switches, remote controls, etc.) are disinfected on a regular basis.
- Protection screens have been installed at the reception counter and at the bar.
- Hand disinfection stations are provided in all public areas and in your accommodation.
- A limited number of people is allowed in public areas at any one time.
- All employees wear face masks or face shields as well as gloves, and they adhere to our strict Covid-19 house rules for employees.
- Our employees maintain a safe minimum distance to guests and colleagues in all areas.
- All employees are rigorously trained in their areas of activity and are informed about any changes on a daily basis.
- All employees & suppliers are subjected to a temperature check during check-in – access to the premises is denied if their body temperature exceeds 37.5 °C.
- Your accommodation is thoroughly cleaned and disinfected on a continuous basis.
- In your accommodation, disinfectants and face masks are provided for your personal use.
- All vehicles are disinfected after each time they are used to transport guests.
- We ask for your understanding that we cannot offer parking service for your car at this time.
- We ask that you please keep your personal items in your private bags.
- All laundry is washed after use and sealed in bags.

- In our hotel, teams have been assigned to support and protect us all in cooperation with experts.

Kitchen, restaurant & service

- Our suppliers and kitchen and service staff are highly trained and work under strict conditions while wearing gloves and face masks.
- After washing, any glasses, plates and cutlery are only touched with antibacterial gloves.
- We ask for your understanding that the restaurant cannot offer buffet service at this time. Food is served at the table.
- Safety distances between tables are generously maintained.
- The tables in the restaurant are disinfected after each use.
- We kindly ask that you wear a face mask when entering the restaurant. You can remove the face mask once you are seated at the table.
- You're also welcome to use our 24-hour in-room service and enjoy your favourite dishes delivered directly to your suite, penthouse or private villa.

Wellness & spa

- In order to avoid possible congestion in the spa areas (pools, saunas, relaxation and fitness areas), access to all these areas is restricted.
- We ask for your understanding that only persons from the same household may enter the pool together at the same time.
- Due to hygiene reasons, our sauna and Turkish steam bath in the clubhouse will remain closed for the time being.
- The entire range of massages and cosmetic treatments is available in compliance with strictest hygiene regulations.

We appeal to your individual responsibility and ask that you please observe minimum safety distances and behavioural measures.

Our team is available to answer any further questions you may have. We are all here together to address any of your concerns.

We thank you in advance for placing your trust in our resort, and we look forward to welcoming you for an unforgettable stay!

Your Eden Luxury Resort Team