



VALAMAR
All you can holiday

CAREFREE & SAFE HOLIDAYS

SUMMER 2021



Beach Holidays

Valamar has adapted its offer to this new situation to make sure you enjoy a carefree and safe holiday!

#BeachHolidays is the best solution for relaxed enjoyment. In all its destinations and through all its brands, Valamar offers the perfect backdrop for a carefree summer holiday.

We have provided even more space, more attention and more safety for every guest.

Staying in the sun or by the sea is the best way to “recharge your batteries”!

MORE SPACE FOR YOU

Reduced capacities of pools, spa and fitness centres and Maro Clubs

RESTAURANTS TAILORED TO YOUR NEEDS

More comfort and safety in our restaurants

V-HEALTH&SAFETY PROGRAMME

V HEALTH & SAFETY MANAGER

Available to guests 24/7

CLEANSPACE - 100% PRIVACY

The rooms are disinfected and sealed until your arrival

V CARE GUARANTEE

Health & care assistance

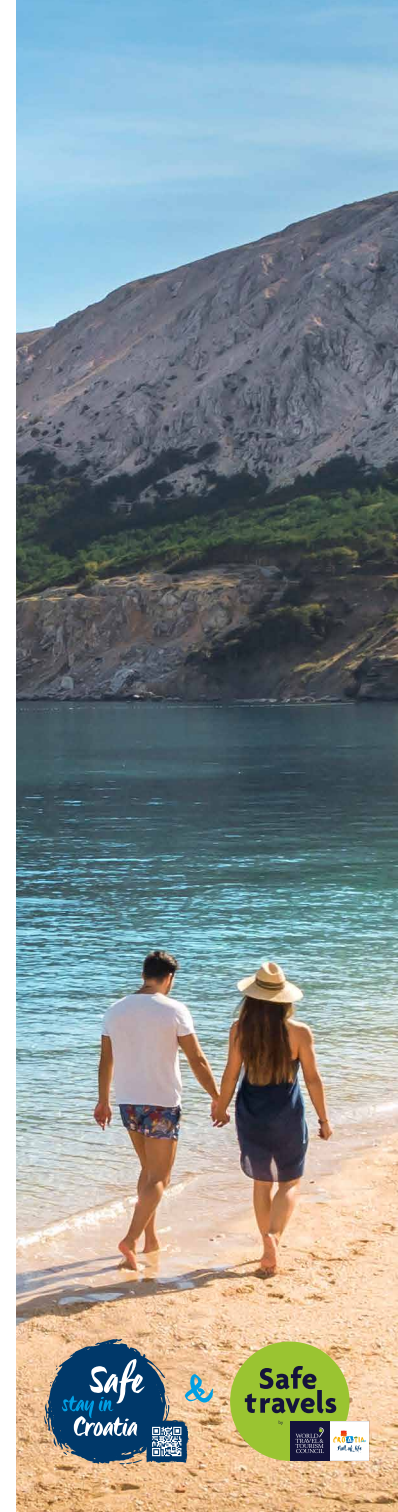
- RAT (Antigen) and PCR testing
- Healthcare services
- Extended stay
- Valamar employees vaccinated or regularly tested

ONLINE RECEPTION

Easy check-in from the comfort of your home

VALFRESCO DIREKT

Our new web shop for the delivery of food and groceries



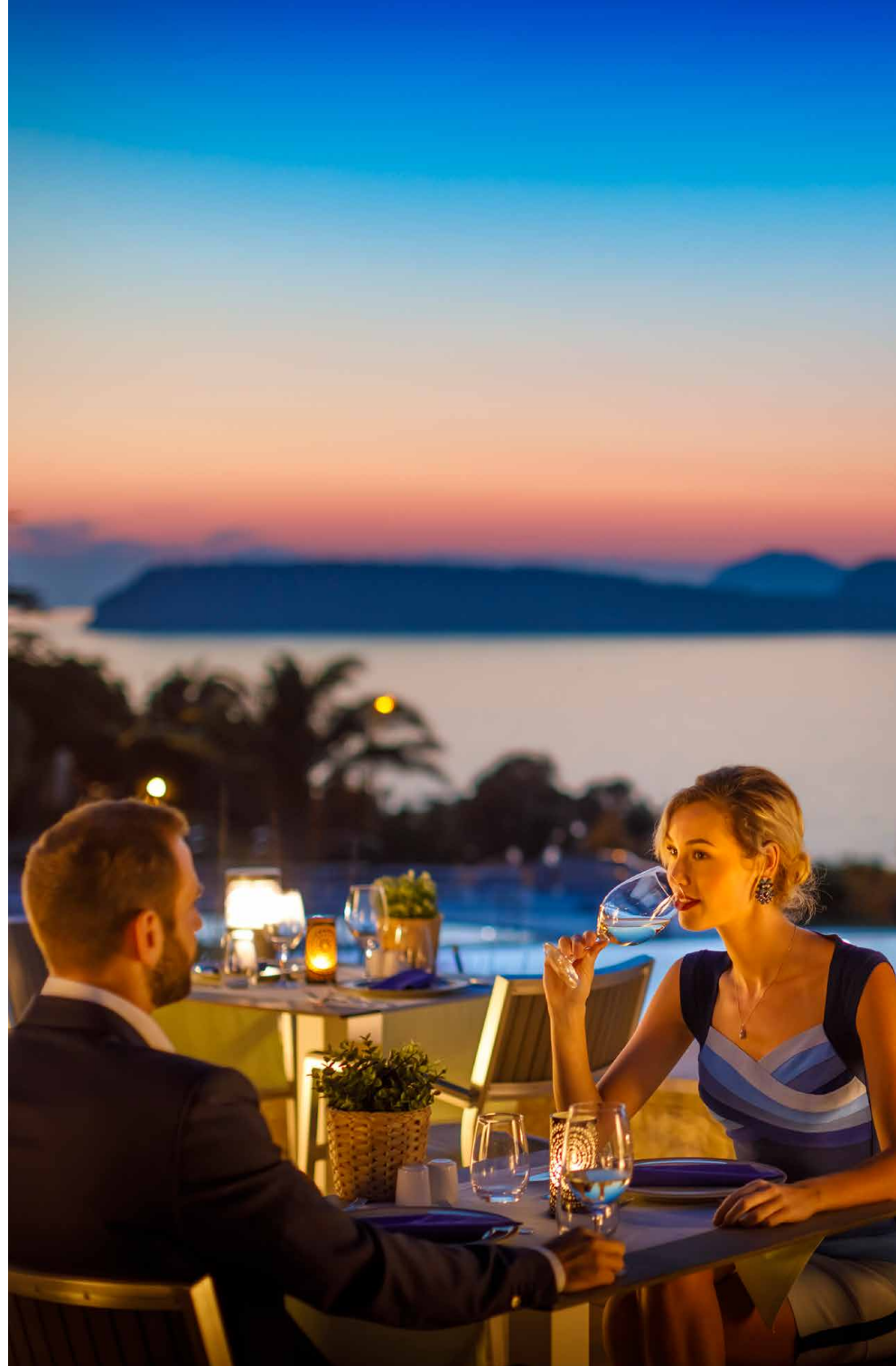


MORE SPACE FOR YOU

- For your comfort and safety, we have adapted the capacities of the Spa centre, Fitness centre, and Maro Club
- In order to provide you with an even higher level of service and comfort, we have reduced the maximum capacity of pools and introduced a controlled entry
- We have redesigned the layout of sun loungers by the pools and on the beaches with required distance between two sets of sun loungers to provide more space and privacy for you and your family.
- We have adapted the maximum capacity of our Spa zones to ensure more peace and comfort and introduced a reservation system
- We have adapted the maximum number of participants in children's clubs, indoor night programmes and Stay Fit programmes in order to provide our guests with enough personal space
- We have also adapted the maximum capacity of our sport areas and implemented a time slot reservation system so you can enjoy your leisure activities fully relaxed

RESTAURANTS TAILORED TO YOUR NEEDS

- Our restaurants offer more comfort and safety with adjusted distance between the tables.
- We have extended buffet breakfast and dinner hours in the hotel restaurants.
- In some hotels we will serve dinner at two separate times to ensure you more comfort and safety
- V Health & Safety Food programme guarantees the highest hygiene standards and a certified food safety management system (HACCP).



V HEALTH & SAFETY



A comprehensive programme of health, safety and environmental standards and advanced cleaning protocols with the aim of additionally improving the efficient hygiene standards that Valamar applies in all its facilities.

The programme covers 3 key areas:

- V Health & Safety CleanSpace
- V Health & Safety Food
- V Health & Safety Management

V Health & Safety CleanSpace

Includes enhanced protocols for cleaning accommodation and communal areas in accordance with WHO and ECDC recommendations.

Cleanspace - 100% privacy

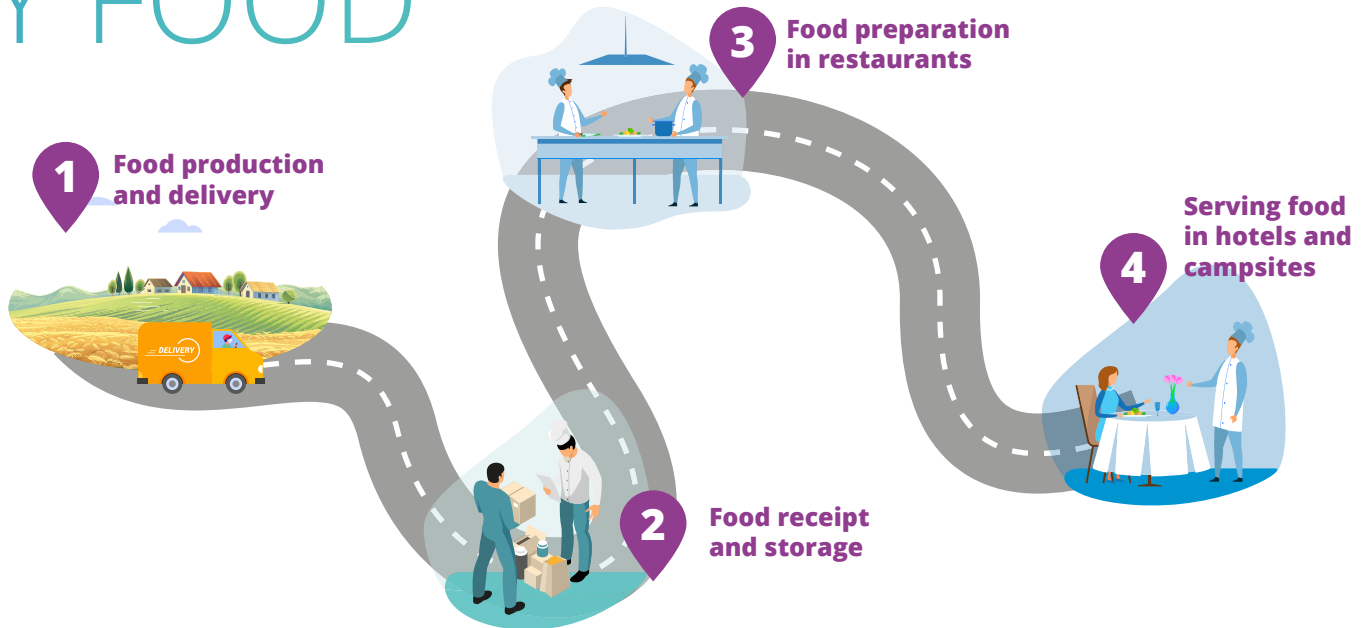
This label guarantees that high-touch surfaces in your room have been thoroughly cleaned and disinfected and ensures that nobody has entered your accommodation unit prior to your arrival. In order to ensure complete privacy, we also offer the possibility of cancelling accommodation unit cleaning service during your stay.

V HEALTH & SAFETY CLEANSPACE



- 1. Switches**
Sockets, lamps, lighting, kitchen appliances
- 2. Telephones and remote controls**
Telephones, TV controls, tablets
- 3. Climate control panel**
- 4. Handles**
Doors, cabinets, drawers, nightstands, curtains
- 5. Bed**
Bed linen, pillows, covers
- 6. Bathroom surfaces**
Washbasin, faucets, mirror, towel rails, toilet seat and push-button, shower, tiles and coverings
- 7. Bathroom amenities**
Glasses, dispensers, towels, rug, hairdryer
- 8. Closets**
Drawers, hangers, safe
- 9. Furniture surfaces**
Tables, nightstands, chairs, hard armrests of armchairs
- 10. Kitchenette**
mini-bar and coffee tray, sink and faucet, kitchen appliances, dishes, cutlery and cooking utensils
- 11. Terrace**
Table and sitting sets, sun loungers

V HEALTH & SAFETY FOOD



V-Health & Safety Food ensures maximum food and drink safety in all restaurants and bars. The V-Health&Safety Food standard controls all food & beverages processes from production, delivery and preparation to serving.

Our food & beverages management protocols have HACCP certification approved by SGS*, the world's leading inspection, verification, testing and certification company. All our employees have the required health certificates and are regularly trained to ensure the highest standards of safety and quality.

* Health and safety measures in Valamar Obertauern Hotel are carried out in accordance with applicable regulations by the Austrian government.

Program that, together with HACCP, provides safe food in our hotels and campsites:

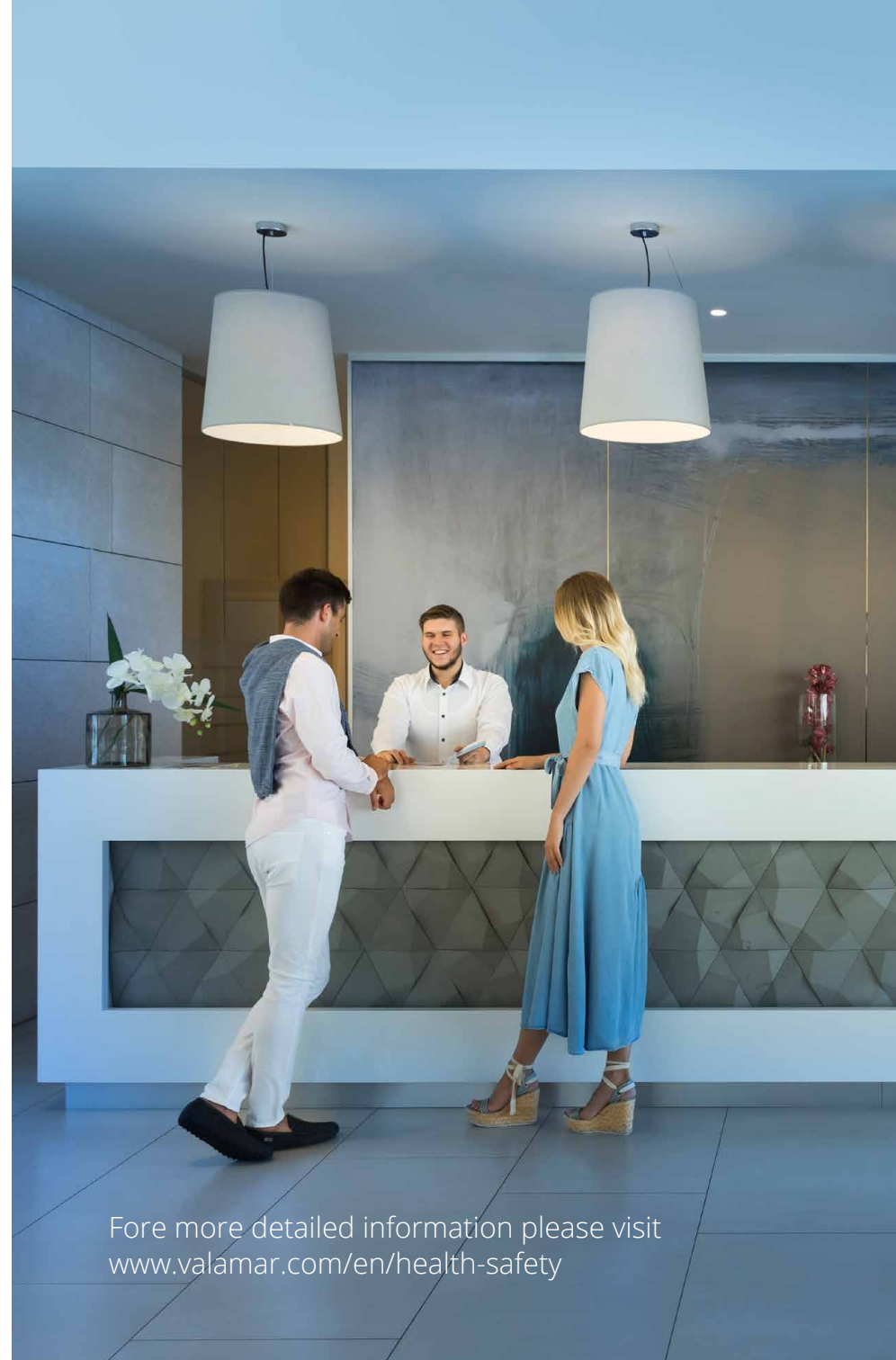
- arrangement of food storage spaces, food preparation spaces and zoning
- procurement of quality equipment and regular maintenance
- supplier control
- traceability (possibility to trace the origin of the product)
- supervision of storage conditions and distribution
- good production and hygiene practice
- proper waste management
- pests control
- maintaining personal hygiene
- employee education

V HEALTH & SAFETY MANAGEMENT



V Health & Safety Management involves managing the overall safety of guests, with specific standards for the safety of children's playgrounds, swimming pools, beaches and other facilities.

A V Health & Safety Manager is available to guests 24/7 throughout their stay and provides guest support in case of need for health care.



For more detailed information please visit www.valamar.com/en/health-safety



V CARE GUARANTEE



To make your travel planning even easier, we created a new healthcare package with the aim of avoiding unpredictable situations and enabling you to enjoy your holiday without worrying about your health and safety.

The V-care guarantee is part of the V-Health&Safety programme providing for all your necessary healthcare services during your stay (and in the case of COVID-19).

* Valamar employees are tested when the 14-day incidence rate is higher than 50 per 100,000 inhabitants or depending on the assessment of the epidemiological situation.



RAT (ANTIGEN) AND PCR TESTING

We offer the service of RAT (ANTIGEN) testing in your hotel or camping resort at a price from € 13 - € 20 as well as PCR testing at a price from € 50 - € 120.



HEALTHCARE SERVICES

Online consultations with a doctor 24/7, healthcare services in your hotel or camping resort or a healthcare facility.



COVERING THE COSTS OF EXTENDED STAY

We will cover the costs in case there is a need for extending the stay of persons infected with COVID-19 and everyone included in their reservation upon concluded agreement with the partner/agency.



VALAMAR EMPLOYEES VACCINATED OR REGULARLY TESTED *

All our employees in hotels, resorts and camping resorts have been vaccinated against COVID-19 or are regularly tested.

For complete info please visit

www.valamar.com/en/v-care-guarantee

ONLINE RECEPTION

CHECK-IN FROM YOUR HOME

- Our online reception offers simple and easy check-in via our website or the MyValamar mobile app from the comfort of your home
- In our reception and lobby area, we have implemented the V Health & Safety programme, which includes high hygiene and safety standards in line with the recommendations of WHO, ECDC and national health institutions
- A V Health & Safety Manager is available to guests 24/7 throughout their stay and provides guest support in case of need for health care

NEW MEAL PLAN OPTIONS



- For the most affordable summer holiday experience, we have created the new Old Town Holiday label as part of our Valamar Hotels & Resorts brand and the Sunny Plus label within our Sunny by Valamar brand
- Selected hotels offer guests the new Breakfast & Lunch service with a breakfast and superb coffee accompanied with an early lunch until 2 PM while in Girandella Designed for Adults guest can enjoy new Champagne Breakfast & Lunch service
- Valamar Riviera Hotel offers Champagne Breakfast & Brunch with a selection of sparkling wines during breakfast and brunch until 1PM



valfresco
direkt 

www.valfresco.com

*Homemade and
fresh directly to
your holiday home!*

- Our new web shop for the delivery of homemade fresh ready-made dishes and groceries offers local produce including fruit and vegetables from small family farms, local cheeses, meat, wines, craft beers, freshly prepared dishes and much more.
- This web shop will be of special interest to guests of campsites, apartments and villas, because we will deliver all the ordered groceries and dishes directly to your pitch, camping home or apartment.

VALFRESCO



VALAMAR
All you can holiday

*Relax and enjoy
your stay
with us*

***We will continuously update information and adapt to any new measures, to offer you the best possible stay.**

You can find all updated information and frequently asked questions and answers at www.valamar.com/en/update-info

*This document does not represent any obligation of Valamar, but only information on present policies which can be changed. These or similar policies will be agreed for each partner separately, by conclusion of the agreement/ acceptance of our offer, in which case the policies will form the integral part of such agreement or offer.