



RESORT OPERATIONAL POLICIES

Smoking Policy

In line with our Sustainable commitment, all Ella Resorts are smoke-free.

Non-smoking guests can now enjoy an ultra-fresh smoke-free environment in all the hotel rooms, restaurants and public areas.

Persons caught smoking* in a smoke-free area can be fined 100 EUR by the Greek Government. Guests who are found smoking in their hotel room will be subject to a 100 EUR cleaning fee.

Smoking guests who wish to enjoy a puff during their stay can proceed to our designated smoking zone.

*Smoking includes tobacco cigarettes, electronic cigarettes (vape), cigars, pipe tobaccos, cigarette leaves, bamboo pipes and waterpipe smokes.

Pet policy

Ella Resorts does not have designated areas and facilities for pets, therefore pets are not permitted into our hotels (except guide dogs).

Pool Rules

- Operating hours: 10:00-18:00
- Children must be supervised at all times
- In an emergency, please contact the lifeguard
- Always shower before and after entering the pool
- Lifeguard on duty during opening hours (depending on pool size and depth)
- Refrain using the pool in case you have been ill in the last 48 hours
- Please change and drop your baby nappies in the designated area of WC
- Swimwear must be worn

- Toddlers and babies are not permitted to swim naked and should always wear swim nappies
- Children aged under 12 years must wear a lifejacket
- Report fecal, sickness or other accidents on or around the pool
- Do not wash babies or toddlers in the swimming pool
- Keep open wounds covered with waterproof coverings
- No Diving / Jumping allowed
- No inflatable in the water allowed



- No running allowed
- No swimming during the night
- No swimming under the influence of alcohol

- Do not use glasses or glass bottles beside the pool as this can cause an accident
- It is forbidden to reserve pool side chairs
- You're kindly requested to follow the lifeguard's instructions
- No food or beverage consumption is allowed in the pool
- Please keep in mind that the floor could be slippery when stepping out
- Lifeguard has the right to forbid the entry if any of the above has not been followed
- In case of a vomit or stool release, our swimming pool will be closed for at least 6-8 hours, so the disinfection and cleaning procedures can be implemented

- Please wash your hands before entering the pool
- Please sanitize your hands before entering the pool
- Always shower before and after entering the pool
- Please use your footwear in shower area or changing rooms
- Any person using the bathroom, must take a shower again before entering the pool
- Cover your mouth and nose with a tissue if you cough or sneeze or use the inside of your elbow
- Avoid touching your eyes, nose and mouth with unwashed hands
- Throw used tissues in the trash bin and immediately wash your hands

Note: Ella Resorts operational policies, updated June 2022