



XX EAEF CONFERENCE

# THE FUTURE IS NOW!

DIGITIZATION | ALTERNATIVE EAP MODELS | WORKPLACE LANDSCAPE

Athens, Greece

8<sup>th</sup>, 9<sup>th</sup> & 10<sup>th</sup> June 2022



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CONFERENCE LOCATION

**ROYAL OLIMPIC HOTEL ATHENS**

## XX EAEF CONFERENCE THANKS TO OUR SPONSORS:



# Conference Registration

To confirm your attendance at the conference, please complete the registration form in the EAEF website.

For registration  
[click here](#)

CUT-OFF date for Early Bird Registrations and Payments: 18<sup>th</sup> of April 2022  
The payments received after 20<sup>th</sup> of April 2022 are not considered as early bird.

## More Information

Please visit [www.eaef.org](http://www.eaef.org) or contact Lucilia Ribeiro at [lucilia.ribeiro@eaef.org](mailto:lucilia.ribeiro@eaef.org)

As in previous years some Conference sessions will qualify for EACC professional development hours (PDH)

## Conference Fees 2022 | FULL CONFERENCE

MEMBERS	Regular <b>545,00€</b>	Early Bird <b>430,00€</b>
NON MEMBERS	<b>874,50€</b>	<b>764,50€</b>

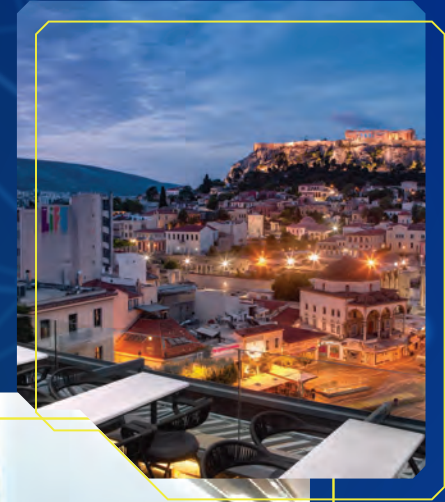
# Pre Conference Reception

June 8th 2022 from 7pm to 8.30 pm

## **A FOR ATHENS** HOTEL

Join us for a magical pre conference reception with the most stunning view of the Acropolis, at the **“A for Athens”** hotel rooftop.

2-4, Miaouli Str., Monastiraki, Athens, Greece





# CONFERENCE PROGRAMME

DAY ONE

9<sup>th</sup> June 2022

# Conference Programme

8.00/9.00

Conference registration

9.00/9.15

Welcome & Opening

9.15/10.30

Keynote Speaker **Misha Byrne** + Q&A and Debate

10.30/11.00

Coffee Break

11.00/12.00

## Workshops

- EAP challenge accepted - **Yulia Karaseva** and **Aleksander Shtoulman**
- Gettin' Digi With It- **David Levine** and **Laura Sinatra**
- Psychedelic's; opening the doors to new methods of treatment- **Igor Moll**

12.00/13.00

Round table with the 7 EAEF ex-Presidents  
Then and Now - reflection of 20 years of EAP in Europe

13.00/14.00

Lunch

14.00/15.00

Clients Round table – Trends, Needs and Development

15.00/16.00

## Workshops

- **Louis Servizio** and **Anita Tompa** - Do Digital wellbeing platforms have positive outcomes and ROI?
- **Aurélie Judlin**- The future is holistic: a global approach for a better understanding of the workplace
- **Regina Reinschmidt** - Between Tradition and Innovation – Maintaining values, creating future

16.00/16.30

Coffee Break

16.45/17.15

Ceremony of the EAEF Innovation of the year award and corporate award



8.00/9.00

## CONFERENCE REGISTRATION

9.00/9.15

## WELCOME & OPENING

9.15/10.30

## KEYNOTE SPEAKER + Q&A AND DEBATE

### How to stay human in an exponential future

300 years ago, the industrial revolution split human life into work and home and we have been struggling ever since. Now, neuroscience research gives us hard evidence that our complicated mechanical systems of leadership performance etc. hold back human performance by forcing us to work in ways that just don't suit the brain. This provocative talk challenges assumptions around what it means to be professional and a leader and presents the evidence that human relationships and tribe-based performance must be the foundation for the future of work as we accelerate towards an exponential future.



## MISHA BYRNE

**Misha Byrne** is a SingularityU Portugal expert in Neuroscience & Performance. He is a social-cognitive neuroscientist with a background in researching the brain mechanisms behind how we monitor and improve our own performance. Now a full-time behavioural strategist and 'behaviour hacker', he is Head of Consulting at The Future Academy X (Munich) and Partner at NeuroPower Group (Australia). He helps business leaders accelerate digitalisation and AI-adoption by using brain insights to: make it easier for people to adapt to new technologies; boost performance of critical teams; and design better, more human-centred companies, products and communities.

10.30/11.00  
coffee break





11.00/12.00

## WORKSHOP

### EAP CHALLENGE ACCEPTED

Yulia Karaseva and Alexander D. Shtoulman

The modern working world is driven by rapid advancement in technological growth, shifting mindset, eco-anxiety etc. The way we communicate in this digital world has transformed working behaviours, compelling workers to be plugged in 24/7. This thought-provoking and risk-assessment session for group of 30–50 people (this size of the group would help to facilitate the audience ) will provide attendees current insights and challenges around EAP.

- Main factors influencing our business locally and globally
- EAP- change for last 2 year during the Covid time
- Digital solutions and switching on to online service
- Current risks and promising future

40 minutes presentation + audience discussion combined with work in small groups driven by 2 speakers-facilitators.

**Expecting result:** to analyse the shift from classic EAP to any modern version of it, collecting challenges, opportunities and risks for EAP business and well-being solutions overall, exchanging understanding of current trends.

**Yulia Karaseva** is Graduated from the Faculty of Psychology of Moscow State University, certified coach (ICF), with more than 15 years of experience in HR consulting. Co-author of the Surfing Competency Development Program — Ocean Insight.



Yulia Karaseva

**Alexander David Shtoulman**, MD graduated Moscow Medical University in 1978 and practiced medicine as physician for 13 years. In 1990 Dr. Shtoulman started education for addiction counselors at SALUS International Health Institute under the guidance of American professionals. Further in 1995 Dr. Shtoulman spent 3 months at Sequoya Alcohol Drugs Treatment Center for internship under the guidance of Dr. Barry Rosen, MD, PhD. Since that moment Dr. Shtoulman moved to the field of addiction counseling as private therapist, general Manager of Russian American Recovery Treatment Center and further organized two long term education courses for Substance Abuse Counselors on the base of Private educational center “Opora” and later in Moscow State Psychological University.

In 2006 Dr. Shtoulman was invited by Chestnut Global Partners, LLC – Global EAP provider, to lead attempt to present EAP and workplace services in the market. In 2008 Russia, Ukraine, and Kazakhstan. Currently “Corporate Health” provide services to more than 400 companies in 13 countries. Dr. Shtoulman put efforts to present EAP with International standards to customers in the region.



David Shtoulman

**Dave Levine** has worked in the workplace counseling since 1980 and has managed the development of national and international EAP/WorkLife and behavioral health and wellness programs. Based in Minnesota now, he is the principal at Global Care Experts, and previously lead development for industry players including Optum/UnitedHealth, ComPsych, Medco/Merck Behavioral (forerunner of Magellan), Human Affairs International/Aetna, and the Hazelden Foundation. Dave consults with Wellness Checkpoint and serves on the board of the Asia Pacific Employee Assistance Roundtable and has also been active in EAEF. He received his MSW from the University of Minnesota and his undergraduate degree from Augsburg College in Minneapolis.



**Dave Levine**



**Laura Sinatra**

**Laura Sinatra** comes to the EAP field from a background in corporate consultancy, training and acting. Based in Milan, Laura provides organizational culture consultancy and soft skills training for employers on topics including Effective Communication, Public Speaking, Emotional Competences, Work-life Balance, Parenting, and Change- Stress- and Time-Management. Through her consulting experience in consulting, Laura was introduced to EAP and collaborated with her current business partners, Marta and Sharmine, to establish EAPItalia World Srl, serving employers in Italy, Switzerland, and internationally. Laura has one son and a husband in law enforcement who helps keep her honest.

11.00/12.00

## **WORKSHOP** GETTIN' DIGI WITH IT David Levine & Laura Sinatra

**Dave and Laura** combine to relate a case example of how traditional EAP service delivery can be complemented with digital tools. The training, consultation, and counseling services at EAPItalia World have proven valuable for years, but the pandemic and related isolation and changes in the work environment accelerated the need for improved access to health care. The route EAPItalia chose was mobile- and PC-accessible assessments and self-help that

- Reached more people with confidential assessment results and self-help resources
- Provided a more convenient pathway to counseling
- Conveyed the compassion and respect employers felt for their workforces, and
- Produced anonymized reports that guided training and health promotion activity. support programs.

**Still in its early stages, the case example afford specifics on how digital tools can enhance promotion, service delivery, and overall value of workplace-based employee support programs.**

11.00/12.00

## WORKSHOP

### PSYCHEDELIC'S; OPENING THE DOORS TO NEW METHODS OF TREATMENT

Igor Moll

Psychedelics (and some other substances) have been banned for years because of their supposedly harmful effects.

Over the last years however, more and more serious studies show the extremely interesting outcome these substances can have when (professionally) used as a form of treatment. From lowering anxiety in cancer patients, reducing PTSD in veterans to enhancing the communication between estranged couples and parents dealing with grief.

The future of treatment is now and it may well be in the use of formerly illicit drugs.

- The workshop will explore the characteristics, effects and risks associated with certain individual and groups of substances.
- It will draw a wider picture of the actual harm and risk of substances in general and how they can be considered 'safe' under certain circumstances.
- It will go over some recent studies and their (preliminary) outcomes concerning the use of certain particular substances in controlled treatment settings.



Igor Moll

**Igor Moll** (1968) holds a bachelor's in Philosophy, a master's degree in Organisational Sciences and a master's degree in psychology. He also holds a post-master's degree in Work and Organisation Studies. Igor is a certified Labour & Health professional (Master in Work and Organisation; MWO) and certified Mindfulness-trainer. Igor is a co-founder and Past President of the Employee Assistance European Forum (EAEF) and has been highly involved in the Employee Assistance Professionals Association (EAPA). Both professional organisations focus on the mental health of employees and support Organisation's management to develop a good company mental health infrastructure.





**Richard** Hopkins



**Brigitte** Vaudolon



**Manuel** Sommer



**Kate** Nowlan

12.00/13.00

## THEN AND NOW REFLECTION

## EAEF EX PRESIDENTS ROUND TABLE



**Dirk** Antonissen



**Igor** Moll



**Christine** Loos

Moderated by:



**Amina** OZELSEL



13.00/14.00  
lunch



14.00/15.00

## CLIENTS ROUND TABLE

WITH THE INTRODUCTION  
BY MARIA VAKOLA

**Maria Vakola** (PhD) is an organisational psychologist and she is currently working as an Associate Professor at the Athens University of Economics and Business, Greece. Maria has also worked as a lecturer and visiting staff in several Universities across Europe. She was the Head of Human Resources Laboratory of the University and the AUEB representative to the Hellenic Foundation for Research and Innovation.

**Maria** is currently deputy director of the department of Marketing and Communications and of the Postgraduate Program of Human Resources Management.

**Maria** has published in academic journals such as the Journal of Applied Psychology, Human Relations, Journal of Occupational Health Psychology etc, and has presented her work in academic conferences.



**Maria** Vakola

15.00/16.00

## WORKSHOP

### DO DIGITAL WELLBEING PLATFORMS HAVE POSITIVE OUTCOMES AND ROI?

Louis Servizio and Anita Tompa

Digital wellbeing platforms are gaining popularity worldwide. They are inexpensive compared to traditional EAP services, but do they generate positive outcomes for the user and employer?

We propose presenting the types of questions that should be asked by users of digital platforms (both when users initiate use and after issues are resolved). Answers to these questions were quantified to determine improvement, followed by a conversion of the improvement to an ROI to the employer.

**We will present the results of applying outcomes measurement techniques to the digital wellbeing platform developed by CGP-Europe**



Louis Servizio

Globally recognized expert in calculating outcomes and ROI of programs designed to improve physical and behavioral conditions. He has applied this expertise to a digital wellbeing platform to determine its outcome. He holds a Master of science degree from the Massachusetts Institute of Technology, in finance and is also executive director of CGP Brazil.

**Anita Tompa** brings over 20 year of business development, marketing and operation experience of Wamsrey and Roose (the former EAP company). She has a Master Degree from Corvinus University in Budapest. She is trained in Family and Couple Therapy. She is a licensed mediator. Anita is the CEO of CGP Europe. Mrs. Tompa has over 15 years business experience in risk management, client relationship, business development, contract negotiation, board management, ethics and corporate governance. She is a strong advocate promoting the highest standard of professionalism within the EAP Industry



Anita Tompa

15.00/16.00

## **WORKSHOP**

### THE FUTURE IS HOLISTIC A GLOBAL APPROACH FOR A BETTER UNDERSTANDING OF THE WORKPLACE

David Levine & Laura Sinatra



**Aurélie Judlin**

**Aurélie** holds a higher diploma in commerce and management from ICN Business School. She pursued her academic career with a Master's degree in "Textile and Fashion Management" at the Institut Français de la Mode (French Fashion Institute). She successively held the positions of business developer and manager in the fashion industry. In 2009, she was promoted as Deputy General Manager of the Models Group.

In 2014, she shifted to the media and became Head of the events department of Décideurs magazine, organizers of the " Human Capital Leaders Awards " and of U-Spring " the Springtime of Corporate Universities". She then wanted to get closer to the field of human resources.

After 18 months of training, she became a certified coach and joined Stimulus as a Development Manager. During 2018, she was actively involved in the deployment of the firm's major projects, both in terms of communication and technical aspects.

In 2019, she became Director of Operations in order to supervise all complex projects and guarantee the quality of the customer experience. Since 2020, the Operations Department covers all the brands of the Human&Work group.

In our day to day EAP activity, we are in contact with thousands of beneficiaries who are reaching us out for psychological, legal or social assistance on an ad hoc basis.

The topics discussed during these sessions give us a real-time view of employees' concerns.

At the same time, our psychologist consultants meet with employees, managers and directors during psychosocial risks assessment or training sessions.

The combination of this individual and organizational feedback from the field, whether through our Stimulus Care Services, Stimulus Learning or Stimulus Consulting activities, enables us to contextualise our approach and make it more strategic.

We are not revolutionizing theories on stress, but we tackle the psychological issues by anchoring them in the concerns and realities of today's employees and their expectations of tomorrow's.

**Together with our customers we help to build the workplace of the future with a special focus on psychosocial health.**



15.00/16.00

## WORKSHOP

### BETWEEN TRADITION AND INNOVATION MAINTAINING VALUES, CREATING FUTURE

Regina Reinschmidt

Welcome to Cafè International!

We cordially invite you to visit the Cafe International! Join us on the journey between the values from the present on their way to an innovative future. In this café, you get together with fellow EAP providers.

The goal is to bring together as many different countries and cultures as possible at one table to gain more insights in other providers' perspectives and cultures.

A brainstorming session will take place on what the traditions of your EAP are and what your vision about the future is. Together with your café table, you will analyze what hurdles and emotions you encounter, and at the same time what chances lie in that.

#### **In this workshop you have the great chance to:**

- Connect with your vision of the „EAP of the future“
- Discover the core values of your EAP and
- Experience the EAP-community in an easy-going atmosphere

#### **If you would like to prepare yourself for this workshop, we invite you to ask yourself the following questions:**


- When I think of EAP, I think of...?
- Thinking of Innovation and Tradition: Which ideas cross my mind?
- If I were to describe my passion for EAP to someone: Which three words would I use?



**Regina**  
Reinschmidt

**Regina Reinschmidt** and her team have achieved great successes with developing and presenting trainings and workshops on a great variety on psychosocial and work topics. "EAP with heart" is what they always strive to live and integrate into all daily processes

"We are looking forward to get in touch with you and learn together for and from the future!  
**The future is NOW!"**



16.00/16.30  
coffee break



16.45/17.15

**CEREMONY OF THE EAEF INNOVATION  
OF THE YEAR AWARD AND CORPORATE AWARD**

DAY TWO

10<sup>th</sup> June 2022

# Conference Programme

9.00/9.15

Welcome

9.15/10.15

Keynote Speaker **Michel de Kemmeter** + Q&A and Debate

10.15/11.15

## Workshops

- **Daria Fedorova** - Leveraging digital technologies for employee assistance programs: Russia's
- **Ritsa Oikonomou & Tatiana Tounta** - 2021 Mental Health Survey in the Greek workplace
- **Anke Luts** - Change 4 inclusion

11.15/11.45

Coffee Break

11.45/12.45

AGM

13.00/14.00

Lunch

14.00/16.00

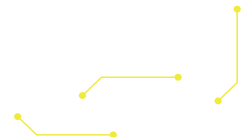
Networking activities

16.00/16.30

Coffee Break

16.30/17.00

Conference closing and evaluation





8.00/9.00

## WELCOME

9.15/10.30

## KEYNOTE SPEAKER + Q&A AND DEBATES

His work is at the crossroads of new economic intelligence, personal and spiritual development, philosophy based on the creative power of the human being, biomimetic principles inspired by nature, regenerative principles, and systemic sciences to manage complexity.

**“Fundamentals horizon 2025–2030: a never-seen scenario...**

**How to surf agile with our clients and their people ?”**



## MICHEL DE KEMMETER

**Prof. Michel A. de Kemmeter**, best-selling author, real estate investor, columnist for press and tv, researcher, entrepreneur, lecturer and adjunct professor at the VUB Brussels School of Governance, is one of those intellectuals who are at the forefront of an economic and societal transition, bringing new paradigms and a regenerative transition to business and government.

Inventor of the « Systemic Economy” model, he founded “Club of Brussels”, school of this new systemic economic thinking. With 100 mastermind contributors, work on new economic models based on the systemic use of resources, and implement regenerative economic transition. It tests new business models, and trains change agents in their “Extrapreneurs” living lab. His team has trained leaders and entrepreneurs in 20 countries, and coached more than 50 territories and regenerative multi-solution projects grouped in an open source “Systemic Multi-Solutions Bank” around the functionalities needed by the next society and economy.



10.15/11.15

## WORKSHOP

### LEVERAGING DIGITAL TECHNOLOGIES FOR EMPLOYEE ASSISTANCE PROGRAMS: RUSSIA'S PERSPECTIVE Daria Fedorova

The Russian perspective on the design and delivery of EAP, with the focus on using online technologies in an emerging and geographically dispersed market. The speaker will demonstrate how online technologies are leveraged, based on her company's experience of servicing almost one million employees of Russian companies.

The wellbeing market in Russia has a number of prerequisites which have determined local design and, to a degree, customization of EAP to fit clients' needs. Moreover, Russian providers have had to make a leap forward by skipping certain market development stages, which was also boosted by the pandemic.

**The speaker will cover the above trends, present the approaches to implementing online EA solutions as well as share practical experience and relevant statistics in relation to EAPs delivered in Russia for such clients and SBER (280,000 employees), PwC (3,000 employees in CIS), MARS (6,000 employees) and others.**



Daria Fedorova

**Daria Fedorova** Daria represents PONIMAU Corporate Wellbeing Platform, a leading employee assistance service provider in Russia. She is responsible for product development, marketing and supply chain managements, as well as quality control. Prior to joining PONIMAU team Daria spent 15 years working in insurance industry.



10.15/11.15

## WORKSHOP

### 2021 MENTAL HEALTH SURVEY IN THE GREEK WORKPLACE

Ritsa Oikonomou & Tatiana Tounta

The pandemic and the measures adopted to deal with it, have significantly burdened our daily lives, creating concerns for the mental health and well-being of employees worldwide. EY Greece, Hellas EAP and the Laboratory of Experimental Psychology of the Department of Psychology of the National and Kapodistrian University of Athens, jointly conducted a survey on employees' mental health and well-being in Greece, in order to determine the effect of the pandemic on the mental health and wellbeing in the workplace.

The survey, which was conducted in May/June 2021, was completed by 1,232 employees in the private and public sector of the country and brings to light worrying findings about the effects of the pandemic on employee's life and mental health.

Nine parameters/variables were explored: anxiety, depression, somatization, anger, loneliness, quality of life (wellbeing), quality of work life, attitudes towards remote work and attitudes towards mental health. It is noted that during the period the survey was conducted, 35% of the participants worked remotely, 30% worked at the office and 35% were under a hybrid working scheme.



Tatiana Tounta

**Tatiana Tounta** is a Senior HR & Business Leader with 28 years of experience, adept in general and operations management skills, with cross-functional business understanding in challenging and fast-moving environments. Since 1993 she has held senior positions in the Telecommunications and Banking industry. Since 2019, as the CEO of HELLAS EAP, she is leading the company towards the expansion of its business endeavours, by increasing its market share, with a clear vision of providing high quality services to employers and employees, thus contributing to the growth of organizations and employee's satisfaction. Tatiana is a graduate of the School of Economics of the National & Kapodistrian University of Athens and holds a Master's degree in Business Communications and PR from the European University (Montreaux).

**Ritsa Oikonomou**, with approximately 30 years of total professional experience, is an Economist with a Master's degree in Applied Sociology and Human Resources Management and a Bachelor's degree in Business and Finance.

She has 13 years of professional experience in the field of mental health promotion in the workplace and in particular in the design of tailor-made services and programs for the prevention and management of psychosocial risks in the workplace through Employee Assistance Programs (EAP). Ritsa holds the role of Hellas EAP's Head of Operations with an active role in the Business Development and Marketing of the company. She supervises the Research & Development department, conducting research in the field of psychosocial risks at work, measuring the use and effectiveness of services, client satisfaction and evaluating the Return on Investment (ROI) in EAP programs.



Ritsa Oikonomou

10.15/11.15

## WORKSHOP CHANGE 4 INCLUSION

Anke Luts



**Anke Luts**

**Anke Luts** is a clinical and organisational psychologist who is currently working as a director of the EAP of Pulso Benelux. Anke has a lot of experience in coaching's and has been involved in the international project 'Start to can'.

Do you ever think back and wonder about the future dreams you had as a kid? Were you aware of any?

What did you wanted to do as a profession? What did your ideal social network look like? And was your future financial situation very important to you?

Well, your future is now. It is never too late. You can 'start to can' and be supported by a lot of people who can help you change your way of living in order for you to move more towards the dreams you had as a kid.

Nevertheless, the sooner you start, the better. We notice that a lot of youngsters aren't aware of their dreams about the future. When they are, multiple obstacles arise. Consequently, some might leave school early and others might struggle to find a job that truly aligns with who they are and what strengths they can offer. To facilitate the transition between school and work, Pulso and international partners developed a blended coaching package for youngster, funded by the European Social Fund.

In this workshop, we exchange our ideas and the main principles about the growth of youngsters. We present our solution focused coaching package 'Start to can' so that they can create their own future. We'll also share some insight into our online tool 'Start to can' to facilitate the coaching of youngsters in a different way.



11.15/11.45

## COFFEE BREAK

11.45/12.45

## AGM

13.00/14.00

## LUNCH



14.00/16.00

**NETWORKING ACTIVITIES**

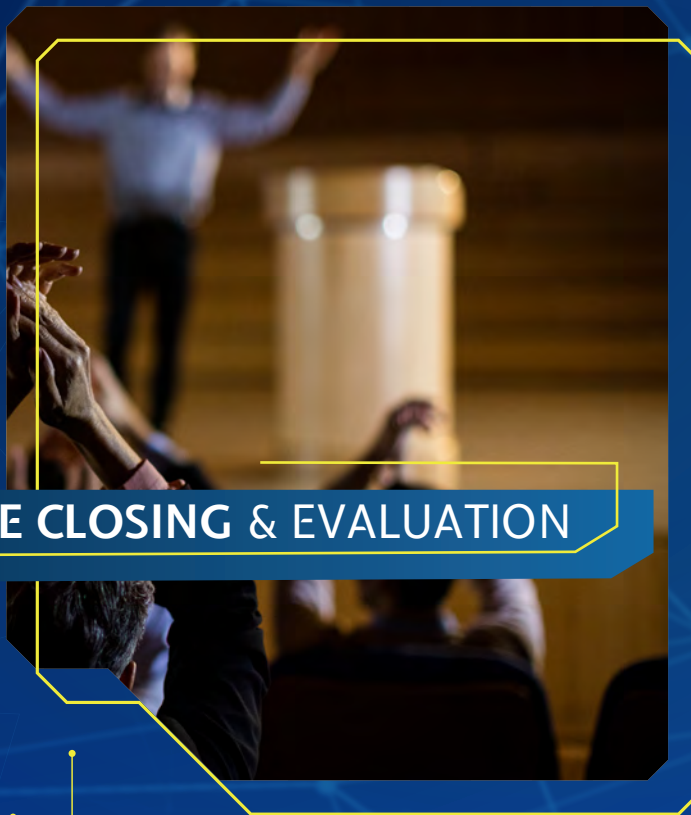


16.00/16.30  
**coffee break**



16.30/17.00

**CONFERENCE CLOSING & EVALUATION**





# CONFERENCE HOTEL | ROYAL OLYMPIC HOTEL

## ROYAL OLIMPIC ATHENS HOTEL

To make your reservation  
with a special EAEF rate please [click here](#)

### TYPE OF ROOM BED & BREAKFAST RATES:

Executive Double room for single use	<b>180€</b>
Executive Double room for double use	<b>190€</b>
Deluxe Double room for single use	<b>200€</b>
Deluxe Double room for double use	<b>210€</b>
Athenian Panorama Double room for single use	<b>310€</b>
Athenian Panorama Double room for double use	<b>330€</b>

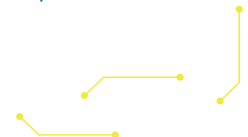
The above rates are in EURO and include buffet breakfast and VAT  
(city tax not included)



# Other hotels in Athens

HOTEL NAME (4 STAR HOTELS)	WALKING DIST.	SINGLE	DOUBLE	VISIT WEBSITE
Niche Hotel Athens	3 min (260m)	170.00€	180.00€	
AD Athens Luxury Rooms & Suits	3 min (260m)	140.00€	140.00€	
Acropolian Spirit Hotel	4 min (300m)	110.00€	120.00€	
B4B Athens Signature Hotel	6 min (350m)	112.00€	140.00€	
Acropolis Stay Hotel	6 min (400m)	157.00€	157.00€	
AVA Hotel Athens	6 min (500m)	225.00€	225.00€	
The Athenian Callirhoe Exclusive Hotel	7 min (500m)	150.00€	150.00€	
Herodion Athens	7 min (550m)	190.00€	190.00€	
A for Athens Hotel (4/5 stars)	15 min (1,1km)	255.00€	255.00€	
Ergon House Athens	15 min (1,1km)	198.00€	220.00€	
360 Degrees Hotel	15 min (1,2km)	135.00€	135.00€	
Coco-Mat Hotel Athens	22 min (1,9km)	115.65€	127.63€	

Here are other hotel options nearby the conference hotel. Please note that the EAEF does not have any special rate negotiated with these hotels and the rates may be different than shown





11<sup>th</sup> June  
**OPTIONAL TOUR**

Price 90€ (p.p.)

**JOIN US FOR A  
MAGNIFICENT DAY OUT**

Take the ferry at Piraeus port to Spetses Island, when arriving in Spetses you will have free time to swim, have lunch or just walk around.