



SMILE AND READ OUR SAFETY COVID-19 PROTOCOL



DEAR GUESTS,

our highest priority is the safety, health and security of all our guests and staff. In response to this, we reviewed our existing health and safety procedures and developed a new safety protocol, in Compliance with Greece's Hotel Safety Protocols. We implement not only the mandatory criteria but also a number of extra recommendations. The enhanced measures our Hotel is implementing, in compliance Greece's Hotel Safety Protocols, include the following:

TEAM MEMBERS (STAFF) TRAINING

- Training on COVID-19 safety and sanitation protocols to all employees
- Informative posters throughout the staff areas

PERSONAL PROTECTIVE EQUIPMENT

- Provision of personal protective equipment to all employees
- Hand sanitizing stations for our guests and staff around public areas

PHYSICAL DISTANCE

- Floor signage and informative posters for physical distance
- Proper arrangement of restaurant, bar, lounge and pool tables to ensure appropriate distancing

CLEANING AND DISINFECTION PROTOCOLS

GUEST ROOMS

- The hotel has chosen approved for use disinfectants effective against bacteria and viruses and appropriate for SARS- CoV-2
- Enhanced cleaning and disinfection protocols are used to clean guest rooms with attention to high touched surfaces
- Steam cleaners for the disinfection of fabric surfaces such as sofas, chairs.
- All decorative items are suspended
- According to Greece's Hotel Safety Protocols, the daily cleaning is suspended
- The entrance in guest rooms is not allowed for non guests

PUBLIC AREAS

- Increased frequency of disinfection of all public areas and staff areas with attention to high touched surfaces
- Steam cleaners for the disinfection of fabric surfaces
- Dining tables, bar stools, chairs etc disinfected after each use
- Recommendation to all guests the usage of their in room WC
- Air Conditioning Cleaning, according to governmental protocols

IN ADDITION, FRONT OFFICE DESK

- Check out time: 11h00 / Check in time: 15h00
- Guests personal data (address, telephone number, email) during check in, for public health protection and the possible need of tracing
- Protective glass installed at the front desk
- Appropriate floor signage for physical distancing
- All key cards disinfected prior use
- POS terminals disinfected after guest use
- Working surfaces & Shared Equipment disinfected regularly
- A complete medical kit available at front office
- Guests are informed for the services that are officially suspended or altered

ELEVATOR USE

- Guests are enhanced to prefer the use of stairs.
- Maximum capacity of persons is signed in the entrance
- Guests are enhanced to use the elevator only if staying in the same room
- Hand sanitizer available in all elevator
- Disinfection of the button panels is performed on a regular basis

RESTAURANT SERVICES

- A hand disinfection stand in our restaurant entrance.
- The buffet will be served only by our team members
- Tables are arranged with appropriate physical distancing

FOOD SAFETY:

At our hotel, food handlers and supervisors are trained on safe food preparation and service practice according to HACCP principles.

The hotel has in place an action plan in case of COVID-19 suspected cases of guests or staff member which complies with Greece's Hotel protocols and legislation.

The Management of our Hotel is committed in fully implementing Greece's Hotel Safety Protocols.

