



**Our hotel, by following the instructions of the World Health Organization and the Greek ministries of health and tourism, has created and implemented the following health and safety protocols:**

**Generally, before arrival**

1. All the members of the staff have been trained with regard to the health and safety issues (**Health First Certification** for adhering to the Greek protocols in the fields of health, safety and hygiene)
2. Available doctor
3. The members of the staff are equipped with personal protective equipment

**Reception / Public areas**

1. Increased cleaning and sanitation at all areas
2. There will be "Health Stations", where antiseptic will be available, at all areas
3. The visitors will be informed about the appropriate implementation of the precautionary measures
4. Contactless check-in/check out
5. Contactless payment at reception
6. Alcoholic antiseptics and handkerchiefs for the guests
7. Disinfection of keys
8. Avoidance of crowding during check-in/check out
9. Extension of the interval between check-out (11:00) and check-in (15:00)

**Rooms**

1. Increased cleaning and sanitation in all rooms and bathrooms
2. Room ventilation and cleaning during the time interval between occupancies
3. The room will not be cleaned frequently during the stay, unless such an action is requested by the guest
4. All used fabric, bed linen and towels will be sealed in special bags.
5. Furniture cleaning with steam and sanitizers
6. Compliance with the required measures regarding the shipping & delivery of the linen will be closely monitored

**Food & Beverage**

1. High food hygiene and safety standards by following ISO: 22000 as well as strict personal hygiene measures for the staff
2. Disinfection of all surfaces and tables after each use
3. Extended operating hours for the restaurant

**Pools**

1. Seats will be disinfected after each use
2. Two-meter distance between seats
3. Frequent recirculation of the pool water (at least every 4 hours)
4. Regular check of the chlorine levels, the water change and the ph, among others

### **Hand hygiene**

Alcoholic antiseptics will be available for the staff and the guests at all hotel areas

### **Air-conditioning and ventilation**

All units in the rooms and the public areas will be operating with safety

### **Social Distancing**

1. The simultaneous arrival of big groups will not be allowed
2. It is recommended that guests with underlying health conditions should avoid crowding at areas such as gyms
3. A distance of 1.5 meters should be kept and reminded of by means of signs

### **Response teams and training**

A response team, comprised of members of every department, will be available and it will supervise the hotel operations.