

Sanitation Protocols, Safety Methods and Operation Procedures regarding the prevention and management of COVID-19



Our certified hotel, regarding the measures of prevention and management of the pandemic COVID-19 and its fully trained staff, will begin officially its function for this season, 2020, on the 15th of June. However, we should clarify that this year, because of this unprecedented and unique situation, in order to provide the best possible safety for all our guests, personnel and anyone who will wish to visit our resort's facilities (restaurant, bar), there will be several **modifications** regarding the accommodation and the amenities, the service of the restaurant and the café and many more throughout all the departments of our facilities. More specifically,

EMPLOYEES' RESPONSIBILITIES

- ✧ **GEORGE LYKOUSAS** (owner) is appointed as The General Manager (Coordinator) of the Hotel
- ✧ All employees will receive **compulsory** and certified training on COVID-19 safety and sanitation protocols. A more detailed training will be conducted to front line teams having frequent guest contact such as Housekeeping, Food & Beverage, Front Office, followed by each individual's declaration form, acknowledging the fully detailed briefing and training received, concerning each and everyone's area of responsibilities, regarding the Sanitation Protocols and Operation Procedures in order to prevent or manage any possible health situation related to COVID-19.
- ✧ In case there is even the slightest suspicion of any symptoms related to Covid-19, you should address immediately to the **front desk**, that will notify the General Manager (**Coordinator**) and the (Certified by the Hellenic Health Organization (E.O.D.Y.) and Trained to handle any possible case of Covid-19) Collaborating **Doctor** at once, activating the hotel's **plan of action** in order to prevent or contain any dangerous spread or unexpected development of the illness/corona virus Covid-19.
- ✧ More specifically, there is a plan of action established by our hotel regarding the management of any suspicious case of Covid-19, under the detailed instructions of the Hellenic Health Organization (E.O.D.Y.) that will be executed under the strict supervision of the Manager (Coordinator) **GEORGE LYKOUSAS** (owner)
- ✧ Every member of our staff will strictly comply to basic safety measures and precautions regarding COVID-19, such as the frequent hand washing, keeping physical distancing from guests and other employees in every area throughout the hotel's facilities, avoiding to touch their faces, and general personal hygiene.
- ✧ Regular thermal controls to all employees, that will be recorded in the specially created file accordingly by the front desk. In case of a temperature over 37c will be asked to go home.

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GENERAL INSTRUCTIONS TO EVERYONE

- ✧ Keep **The physical distances** as marked by the lines accordingly on the floor of the lobby and the other areas of our facilities is **compulsory**. Please pay attention to the advises of our staff in order to avoid crowded situations, potentially dangerous to everyone including yourself.
- ✧ Personal Hygiene basic rules and instructions apply to everyone. Very frequent hand washing with soap followed by the use of **antiseptic**, located inside every room, but also in multiple spots in the lobby, the restaurant, the bar, the restrooms.
- ✧ The entrance to the kitchen is strictly **forbidden** to anyone else besides the management the kitchen personnel.
- ✧ The use of the mask is obligatory with no exceptions, while the special safety suit is compulsory by The Housekeeping and the Kitchen personnel
- ✧ To avoid any health issues that may be caused from goods and/or services brought from third parties and consumed in-house **we do not allow off-property food delivery services**

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CHECK-IN, CHECK-OUT & RESERVATION PROCEDURES

- ✧ Placement and Use of a special safety glass in the reception
- ✧ Maintaining **The physical distances** as marked by the lines accordingly on the floor of the lobby and the compliance to the Personal Hygiene basic rules and instructions (Very frequent use of antiseptic, located in multiple spots in the lobby) is **compulsory**.
- ✧ Avoid of handshake or any kind of physical contact
- ✧ Disinfection of every area and surface (furniture, living rooms, glass surfaces at front deck, writing equipment) with the use of special designed disinfection's products
- ✧ Modification of the check-in & check-out hours between departure and arrival, so there can be the adequate time period in order to achieve the full and detailed disinfection and natural ventilation in the room to be accommodated. More specifically : **check-in: 15:00 - 23:00 & check out : 08:00-11:00**
- ✧ Obligatory answering of the questionnaire by all the tenants of each room, provided by the front desk upon the arrival of the guests, followed by the delivery to the reception of the paper forms of identification (passports, ids, driver's license) that you will receive back the next morning (so the receptionist can make copies and minimize your waiting time), as well as the fully detailed contact information in case of an emergency. All the above information of each one of the guests will be kept in a special file with a sole purpose the protection of the public health, always respected the **GDPR**.
- ✧ Sent of the above information via email or viber before the arrival of the guests if possible, so the time required for the check-in procedure can even less, minimized as much possible and avoid crowded places .
- ✧ Record and update the logbook in everyday basis.
- ✧ We recommend doing all your payments via credit card or contactless, or even via bank transfer (the use of cash in extremely limited situations and only when there is no other alternative).
- ✧ Disinfection of all the key-cards by the reception. However, we suggest that you keep your room key during your stay, and not to leave it at the front desk when you leave the hotel facilities.

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ROOM AMENITIES & CLEANING

- ✧ No external guest is allowed to enter the rooms of the hotel.
- ✧ The hygiene services inside the rooms and in all the common areas of the hotel are amplified, especially regarding the “high risk” objects,
- ✧ Careful and thorough cleaning – disinfection using special equipment (steam cleaner and professional nebuliser equipment) after the departure of the guest in all the high risk surfaces of the room and the bathroom.
- ✧ Use of professional steam cleaner and professional nebuliser equipment in All the fabrics in the room, such as curtains, (temperature >70°) after the departure of the guest
- ✧ Open windows and doors for natural air ventilation for an adequate time period between the departure of the guest and the arrival of the next tenant..
- ✧ The use of mask, gloves and special protective uniform for the housekeeping personnel is compulsory.
- ✧ We recommend you **NOT** to choose the cleaning of your room in **every day** basis during your stay. Instead our we **suggest** the room to be cleaned **every 3 days**. If however this is your wish, you will have to express it in writing at the front desk. In any case, the opening of the room’s windows for adequate amount of time (even by the guests themselves) is essential and crucial.
- ✧ We recommend you **NOT** to choose the change of your linen and covers (sheets, pillow cases, towels) in every day basis during your stay. Instead our we **suggest** the room to be cleaned **every 3 days**. If however this is your wish, you will have to express it in writing at the front desk.
- ✧ Removal of every decorative and unnecessary object from the inside of the rooms, with the extra blankets, while there will be an one use cover for the remote controls that will be replaced upon your departure. In case that the guest will need something extra (such as an extra blanket) he/can address to the front desk.
- ✧ Removal of every multiple use object (hard copies in the room, restaurant or bar menus, information material, maps and guides). Instead they will be replaced by QR code, in electronic form, readable by your smart phone or tablet very easily, simply by using any QR Scanner application of your preference located in play story free of any charge. For any assistance address to our fully trained personnel to guide you through the process.
- ✧ Removal of all electric devices from the room (iron, coffee maker) and what accompanies them (coffee, tea, glasses or cups), and all the supplies of the mini bar. The fridge can be used by the guest as he sees fit and upon his/her convenience but will supplies bought and brought in the room by their own and with their responsibility. If the guest needs something that the bar or restaurant can provide there will be room service.
- ✧ The used linen and laundry (pillow cases, blankets and sheets) will be collected and handled in a specially designed space for this purpose only, with the housekeeping personnel wearing special equipment (one use uniforms) and gear. The housekeeping trolleys that will be used for their transfer from the room and to that space will be cleaned thoroughly disinfected with steam cleaner and specially designed professional products after its every use.

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FOOD & BEVERAGE, BREAKFAST

- ✧ Placement and Use of a special safety glass in bar surface.
- ✧ We recommend doing all your payments (bar, restaurant, café) via credit card or contactless (the use of cash in extremely limited situations and only when there is no other alternative).
- ✧ Guests will be advised for physical distancing from other groups of people not traveling with them, using elevators or circulating around the property. However we recommend **NOT** to use the elevator unless there is an urgency or an extremely necessary case (people with movement issues, elderly people, infants)
- ✧ Restaurant and lounge tables will be arranged to ensure appropriate distancing.
- ✧ The maximum number of **adults** using **one table** is defined to **6** persons (under age children of the families are the exception)
- ✧ Replacement of all hard copies of multiple use (restaurant and bar menus) with QR code, in electronic form, readable by your smart phone or tablet very easily, simply by using any QR Scanner application of your preference located in play story free of any charge. For any assistance address to our fully trained personnel to guide you through the process.
- ✧ The use of mask, gloves and special protective uniform for the kitchen personnel is compulsory
- ✧ Kitchen supplies will be delivered **ONLY** to one certain member of the kitchen staff, signing under his/her name upon every delivery to the according document, while wearing special protective gear and strictly following all the measures of precaution and safety, as imposed by the COVID-19, hygiene and health protocols .
- ✧ Contractors and suppliers of goods and services should follow similar health & safety measures. No access is allowed within the hotel, All goods should be delivered at the entrance of Hotel's receiving area. Items will be sanitized prior its in-house dispatch.
- ✧ Disinfection of every area and surface (tables, chairs, child seats) after their use with special equipment and products.
- ✧ **Breakfast** will be served between **08:00-11:00**, at a buffet in a specially designed area for that cause only, with all the safety measures and precautions possible, using a safety glass, with trained personnel wearing mask and gloves at all times

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BEACH & POOL SERVICE

- ✧ Disinfection of every area and surface (table, chairs, sunbeds) after their use with special equipment and products.
- ✧ An adequate time space between the disinfection of the sunbed between the guest' s departure and its use by the next guest, according to the personnel's instructions and suggestions
- ✧ The relocation of the sunbed is **strictly forbidden**. The sunbeds must be in the specific location, based on the instructions regarding its exact safety distance from the others as given by the Government
- ✧ The use of a beach towel **by the hotel guests** that will cover the full surface of the sunbed is obligatory. In case that you do not have one address to the hotel' staff to provide you one. After its use, the placement of the used towel in a special bag and its transfer to the specially designed laundry area by our personnel is compulsory
- ✧ The use of the space among the sunbeds by anyone besides the two occupants of the sunbeds, with his/her own equipment **is strictly forbidden**.
- ✧ The maximum number of the users of the swimming pool in the same time is **10**.