

I N F O R M A T I O N A B O U T C O V I D - 1 9

Last update: 26/03/2022

Dear travelers, partners and friends,

Our Management Team and our Group Quality Department has extensive experience and updated knowledge applying ISO22000 and 14001 protocols over the past years and you can trust us your valuable holidays: ***Travel with Safety!***

We are closely monitoring the developments and implement the instructions of the World Health Organization and the Greek authorities with deep devotion and respect.

At the same time, we have created this manual with detailed instructions and information about the policy of our hotel in relation to Coronavirus, which will be updated, according to the latest developments

RECEPTION

Our Front Office Team is perfectly trained to welcome and guide you.

- In the reception area, as in all public areas, there are hand disinfectant devices.
- We have a “Health First” Ambassador whom you may contact should you have any enquiry about our processes or require medical assistance.
- The floor is clearly marked with signage indicating where you should stand when waiting at the Front Office Desk.
- Social distancing is expected at all times.
- Room Key Cards will be sanitized
- You are strongly encouraged to avoid using cash
- Check-in time will be at 15:00 and check-out time at 11:00 in order to secure proper room cleaning and disinfection

While trying to reduce the crowding and the interaction within the Reception area, we provide the following options to our clients:

- Outdoor check in & check out, if requested by the guest

HAND WASHING AND DISINFECTION

As one of the most important and effective practices against the spread of not only Covid-19 but of numerous existing viruses and infections, we urge and alert all our guests, staff and associates to regularly wash and sterilize their hands. No matter how simple it sounds, handwashing with soap and clean water or with disinfectants, is a fundamental action to barricade oneself. Handwashing and sanitizing stations are for this reason established throughout our premises.

PUBLIC AREAS OF THE HOTEL & HOUSEKEEPING

For the safety of all of us, we have implemented a very strict procedure of cleaning and thorough disinfection in all rooms and the public & staff areas likewise. All units are deeply disinfected prior to any new guest arrival.

- The staff of the housekeeping department is especially trained on the procedures of cleaning and disinfecting the rooms, with constant training courses that take place during the recent years in relation to dealing with epidemic cases.
- Maintenance in rooms will be carried out upon call and only when guests are not in room
- We are adhering to a strict cleaning & sanitization schedule using selected and certified products by globally acclaimed suppliers.
- Our guests are encouraged to use only their room's WC and not public WCs.
- All public areas and toilets are cleaned and disinfected regularly during the day, according to specific schedule.

FOOD MANAGEMENT

The implementation of the HACCP (Hazard Analysis and Critical Control Points) system continues in any Food & Beverage department.

Our trained staff will be by your side for your convenience and your protection.

- Hands should be sanitized when entering an outlet.
- Specific meal operation -hours for each room will be available.
- Tables' set-up is following social distancing guidelines.
- Bars will be re-organized in order to secure social distancing.
- We try to portion the food in the buffet, in order to be easier and safer for the service of our clients.

SWIMMING POOLS & BEACH

Our privileged wide location on the beach and the large spaces around the swimming pools allow us to implement the necessary distancing, enforced by the new precautionary measures.

- Our sun loungers will be arranged at 1,5m distance around the pools and the beach.
- Sun loungers will be sanitized every morning and during daytime.
- According to current government regulations, the 1 person per 2,5 sq. metres ratio should be enforced at all times at the pools.
- Towel use at the sunbeds in all pools and beach is mandatory.
- PH and chlorine levels will be monitored frequently in order to guarantee 24/7 pool sanitization.

ACTIVITIES

- Participation in small groups for all activities (Yoga, Pilates and stretching) is available at our brand-new outdoor fitness area.