

CLEANING PROTOCOL

When guests check into our hotel over the next few months, they will notice a number of alterations-additions to the hotel's operation, which are designed to minimize risk and enhance safety for our guests and staff.

The enhanced measures which our Hotel is implementing, in compliance with the mandatory criteria and extra recommendations of 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
- *Regular thermal controls are done to all employees

Physical distance

- *Floor signage and informative posters for physical distance
- *We inform according to the new operating protocols that hotel guests are only allowed to enter the rooms

Management of a suspected case

- *The hotel has in place an action plan in case of COVID-19 suspected cases of guests or staff member, with respect to the personality and privacy of our customers, which complies with Greece's Hotel protocols and legislation.

Cleaning and disinfection protocols

- *The hotel has chosen approved for use disinfectants effective against bacteria and viruses and appropriate for SARS- CoV-2

Guest rooms

- *Enhanced cleaning and disinfection protocols are used to clean guest rooms with attention to high touched surfaces

Before you enter the room

- *The room was naturally ventilated for 4 hours
- *Bed linen, toiletries, pillowcases, linens (towels, bathrobes) were washed at a temperature above 70°C and kept sterilized until they are placed in your room.
- *Your mattress as well as the rest of the bed and the headrest were disinfected using liquid steam at high temperature.
- *The key to your room was disinfected in a disinfectant box before it was delivered to you
- *Steam cleaners for the disinfection of fabric surfaces
- *All decorative items are suspended
- *Housekeeping trolleys are sanitized after each shift

During the stay

- *The daily cleaning is temporarily suspended
- *The room cleaning and the linen change is performed every 3 days. This frequency may change upon request
- *Mini Bars are suspended and for the moment can be used as a mini fridge
- *The service process of the rooms will be done only in the absence of the guests
- *If you need more towels, or want to change your towels, please let us know by phone or email. Please put your dirty towels in a special bag that you will find in your room and leave them outside your door.

Public areas

- *Increased frequency of disinfection of all public areas with attention to high touched surfaces
- *Steam cleaners for the disinfection of fabric surfaces

- *Recommendation to all guests the usage of their in-room WC
- *Air Conditioning Cleaning, according to governmental protocols

Front office desk

- *Check out time: 11h00 / Check in time: 15h00
- *Electronic check in before arrival is suggested
- *Guests personal data (address, telephone number, email) during check in, for public health protection and the possible need of tracing
- *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 the reception
- *Guests are informed for the services that are officially suspended or altered

Suppliers of goods & services

- *All our suppliers of goods and services follow similar Safety Protocols measures

SWIMMING POOL

- * The opening hours of the swimming pool are from 11:30 to 20:00 daily.
Silence is required from 14:00 to 17:00 and after 21:00.
- * The maximum number of bathers that can be found at any time in the swimming pool is 2.
- * Slippery when the floor is wet. Be extremely careful! * Jumping is not allowed.
- * Children under the age of 18 are not allowed to use the pool without their parents.
- * No lifeguard!
- *Shower before and after use Shower with soap and water before and after using the swimming pool.
- *No sun cream or other lotions to be worn
- *No food, drink, alcohol or glass items allowed
Do not use the facilities if you have recently consumed alcohol
- *Enter and exit with care
- *Wear suitable attire SWIMSUITS REQUIRED!
- *No pushing or jumping into the pool
- *Pregnant women, elderly persons or anyone with medical concerns should consult a doctor
Before using these facilities.
- *To comply with the instructions and instructions of the staff
To follow the rules of personal hygiene that are
-Be sure to take a cleaning bath before using the swimming pool.
It is forbidden to enter the tank
-from people suffering from skin disease,
-People with extensive abrasions, blisters or open wounds

JACUZZI

- * The opening hours of the jacuzzi are from 10:00 to 19:00 daily. *Max capacity 2 people
- *No persons in the jacuzzi under the age of 13
- *Shower before and after use
Shower with soap and water before and after using the hot tub. Showering before use washes away many of the common skin bacteria and removes lotions, deodorants, creams etc which reduce the effectiveness of the spa sanitizer which disinfects the water.
- *No sun cream or other lotions to be worn
- *No food, drind, alcohol or glass items allowed
Do not use the facilities if you have recently consumed alcohol
- *Enter and exit with care
- *Wear suitable attire * SWIMSUITS REQUIRED!
- *No pushing or jumping into the jacuzzi
- *Pregnant women, elderly persons or anyone with medical concerns should consult a doctor
Before using these facilities.
- * Slippery when the floor is wet. Be extremely careful!

*Never allow children to use the hot tub unsupervised.

*To comply with the instructions and instructions of the staff It is forbidden to enter the tank

-from people suffering from skin disease,

-People with extensive abrasions, blisters or open wounds

Viewers of the swimming pool/Jacuzzi/ terrace

*Do not move and observe the distances of the seats (sunbeds, chairs, etc.) 2 meters in each direction from people staying in a different room

*Give us the time we need to sit down and disinfect your seats, your table.

*Use the towel we provide in such a way that it covers the entire surface of the sunbed / seat

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

We wish you a safe and pleasant stay in our hotel.