



Covid – 19

**POLICIES &
PROCEDURES**

#SafeHaven

HOW WE ARE TAKING CARE OF YOU

Our hotel is Health First certified and follows the Ministry of Health's guidelines on cleaning and sanitation according to national legislation.

We are also certified with the Covid Shield certification from TÜV AUSTRIA HELLAS.



A certified doctor and an ambulance are at your disposal 24/7.



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PUBLIC AREAS



All communal/public areas are being cleaned and sanitized daily. We also disinfect surfaces and equipment after each use.

We ensure antibacterial gel and distancing markings are available in all areas and we provide all the relevant information in order to keep you as healthy and safe as possible during your stay.

A PPE safety kit will be available at the reception desk too.



Our staff has undergone extensive training and is equipped with all the required disinfectants and cleaning products to ensure all areas meet the highest levels of hygiene.

All our staff will have their smiles hidden behind facemasks and other personal protecting equipment.



All communal furniture has been repositioning to meet social distancing requirements.

Guests not residing in the hotel are strictly prohibited from entering the hotel even if they are relatives.



All transactions like registration, form filling, payments will be digital.

Our re-designed in-house mobile app will help much to that.



Ventilation this year is even more essential.

In public areas (lobby, restaurant) we will avoid using AC whenever possible and keep the sea breeze in for fresh air.



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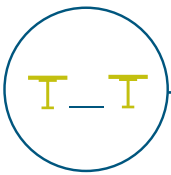
RESTAURANTS AND BARS



All our F&B outlets strictly follow ISO 22000:2005 protocols certified by TUV AUSTRIA HELLAS.



During the meals, we disinfect all of the tables and chairs after each use and provide single-use cutlery wherever possible.



We have set the tables in a distance to meet social distancing measures.



It is essential to reserve in advance your meals in our three restaurants (Main Buffet, Ionio, Paralia) either via our mobile application or at the concierge desk.

Our extensive buffets will be there as usually but our staff will be there, in their protective equipment, happy to serve you themselves. Our restaurant managers will be there too to implement all the social distancing measures needed.

Overnight restaurant deep disinfection



Bars will be re-organized in order to secure social distancing according to best practices and covid-19 guidelines.



Guest hand sanitization stations are available in all venues.

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ROOMS



Check in and check out times have been changed at 3 pm and 11 am respectively



Keys left at reception must be placed inside the specified box for sanitation.



All our cleaning schedules and protocols are enhanced using selected and certified products by globally acclaimed suppliers. In addition to those, all checked-out rooms will be thoroughly disinfected, certified and kept vacant for at least 24hours before set ready for new guests.



Our staff will try to keep entering your room to the minimum. Therefore, on arrival you can choose whether to allow room-cleaning service every second day or avoid it at all. Do not worry though, we will be delivering clean linen and resupply you with all essentials immediately on your request.

Some of the non-essential room equipment like decorative fabrics, extra pillows, blankets, printed material and coffee amenities stock will be removed.



We will be providing you with sanitization liquids.

FACILITIES

Our Spa and gym, keeping the highest hygiene standards will be welcoming you by appointment only. Instead of our regular 15 minutes welcome massage for all, this year we will offer you an extra 15 minutes massage if you choose a 45 minutes therapy. Overnight deep disinfection at the area.



The fitness classes (yoga, aqua gym etc) operated by our animation team will be operating in a time-slot managed capacity.



To avoid large gatherings, only light evening entertainment will be offered this year.

Our pools and beach will be operating as usually, with some added social distancing measures and their own disinfection protocols.



Towel use is mandatory at the sun loungers

PH and chlorine levels will be monitored frequently in order to guarantee 24/7 pool sanitization.



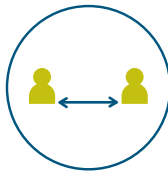
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HOW YOU CAN TAKE CARE OF US



Please sanitize your hands as often as possible especially, after using the toilet.

Please cover your mouth when coughing or sneezing, ideally using a tissue, disposing of it safely after use and washing your hands immediately.



Please respectfully abide by social distancing.



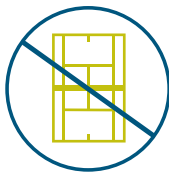
In case you develop symptoms during your stay please stay in your room and contact the hotel's certified Health Officer who will contact the medical doctor and follow the protocol for the provision of immediate medical care.



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SORRY BUT THEY ARE CLOSED

Unfortunately due to the COVID 19 measures, some of our facilities and services will not be available for our guests. These facilities are:



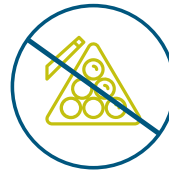
Tennis court



Beach Volley



Internet corner



Billiards

A la carte restaurant Paralia (dinner)

Creperie at the beach

Mini club (only in an open-air area)



Coffee amenities at the room



Sauna

Kids Buffet

Show cooking at the main restaurant



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