

Dear All

For more than 20 years Kipriotis Hotels have been committed to providing the best services and care to our guests and partners.

At these difficult times of coronavirus (COVID-19) been declared as a pandemic our first priority is the Health and welfare of all our guests and partners. Maybe, at this moment, holidays are not your main thought but as soon as this situation will be over, we hope to welcome you to our island and hotels. From our part we assure you that all needed measures will be implemented in order to guarantee an uneventful and enjoyable holiday for all.

The following are the procedures and measures that have been adopted.

OUR CANCELLATION POLICY

- For **guests with existing reservations** for any future arrival date, including reservations with pre-paid rates, we will allow full changes or cancellations without any charge up to 24 hours prior to arrival* as long as the change or cancellation is made by April 30, 2020. *Please note that any changes to existing reservations will be subject to availability and any rate differences.
- For **guests making new reservations** for any future arrival date, including reservations with pre-paid rates, between today and April 30, 2020, we will allow the reservation to be changed or cancelled at no charge up to 24 hours before the scheduled arrival date. *Please note that changes to the reservation will be subject to availability and any rate differences.

MEASURES TAKEN

As COVID-19 has now a serious impact to our life, special care is required for all our daily activities. Our hotels on Kos island comply to all guidelines enforced by Greek Health Authorities and W.H.O. with regards to cleaning, disinfection and hygiene. Our Quality, Health and Safety department follows and monitors this situation in order to adopt any new directive given. Special daily procedures for handwashing, room public areas, kitchen and restaurants cleaning are now implemented and can be seen in our website. For more information please click [here](#).

To all those who have been affected and all those who are working in health care, we would like to send a strong message of solidarity from all of us at Kipriotis Hotels.

We understand the difficult times we are all passing, and we would like to ensure you that whenever you want to travel, in the near future or later, your health and safety are our first priority.

We are all here waiting to welcome you again with our big smiles.

kindest regards

KIPRIOTIS GROUP OF HOTELS