

Travel Information: COVID-19

Hotel's operation policy according to health protocols for Covid 19 - Information for partners & guests (V2. Released 16/5/21)

Dear friends,

With the ultimate respect on public health and in function with health protocols established by the Greek government regarding Covid-19 and the ultimate protection of guests and hotel staff, we inform you that our hotel is in full implementation of the new terms of hygiene and operation.

The safety on public health is our main responsibility and we want to announce you all the measures that the hotel implements and has taken for the safety of all of us.

Guests' wearing their masks all time during their stay in our hotel is obligatory by the Greek Law. Masks are also obligatory in all common areas of the hotel and in every movement.

Measures to avoid personal contact and protection measures per department

In general

- Avoid shaking hands between staff and guests.
- We keep safe distances in all parts of the hotel, avoiding overcrowding.
- We follow the safety instructions from our trained staff.
- All staff during operation is equipped with hygiene individual protection products and loyally implements, as it has been trained and certified, the new hygiene and individual protection plan regarding Covid-19. In addition, all staff conduct self-tests twice a week.
- Children should always be under the supervision of their parents, no matter how long they stay in our hotel.
- Our hotel is equipped with a Medical Kit with all the necessary health safety measures.
- Touchless payments are at your disposal.

Reception

- Antiseptic devices at the disposal of every guest in the reception desk.
- Check- out process will take place at 11 a.m. while check- in is transferred at 15.00 p.m. in order to clean thoroughly (and disinfect) the rooms.
- Avoid overcrowding during check-in / check-out – keeping distances according to the signs which will be disposed on the floor.
- Prohibition of entering the rooms to non-residents.
- Internal communication with the reception by calling 0 from your room phone.
- External communication with the reception by calling from your personal phone +30 2761092434
- Heat metering during check in.
- Regular decontamination of the reception desks. The reception is disinfected at regular intervals with special disinfectants.

Booking and Cancellation Policy in cooperation with the reception.

–**Payment policy:** An advance payment of 30% of the total reservation is required at the time of booking. 50% down payment on the entire reservation 15 days before arrival. The remaining amount will be reimbursed upon departure.

-Cancellations up to 7 days before arrival. In case of cancellation up to 7 days before arrival, the reception will issue a Voucher for the full amount you have paid in advance, which you can use for any future booking.

–**Voucher:** The Voucher will be valid for 18 months from the date of issue and can be used for future bookings. If the voucher is not redeemed within 18 months from the date of issue, the full amount will be refunded upon expiration.

-Cancellations 6 days before arrival. In case of cancellation 6 days to 1 day before arrival, the amount you have prepaid as cancellation will be charged. In case of non-appearance or departure before the scheduled date, 100% of the total cost of the reservation will be charged.

Housekeeping

-The change of linen and towels is done every 3 days according to the recommendations of National Organization of Public Health.

-All non-basic items, such as magazines, leaflets, laundry bags, decorative pillows, blankets, etc. are removed.

– Daily room arrangement and waste disposal.

-The room cleaning is done with cleaning products but also with special disinfectants which ensure the immediate neutralization of germs

Main Restaurant

-Mandatory hand disinfection at the entrance of the restaurant.

-Partial division of customers' entrance for a safe function of the restaurant and the avoidance of overcrowding if it's necessary.

-Maintenance of distances by delimiting the interior and exterior of the table seats with a safety distance, according to the instructions of National Organization of Public Health.

-Keeping traffic corridors between buffets and tables.

-Cleaning the surfaces of the table seats is done with special disinfectants after each use.

– The breakfast at the main restaurant is open from 08.00 to 10.00.

-The lunch at the main restaurant is open from 12.00 to 15.30

-The dinner at the main restaurant is open from 19.00 to 22.00.

-The tables are covered with disposable placemats.

– Children always eat with their parents.

Pool bar

-Keeping distances by delimiting the table seats inside and outside.

-Cleaning the surfaces of the table seats is done with special disinfectants after each use.

-In case of self-service supply, please observe the floor signs that you will find in the bars as of to avoid overcrowding.

– Operation of Pool Bar: 10.00 to 23.00

Operation, Sunbeds & Umbrellas at the pool

-Pool operating hours: 10.00 to 20.00.

-Keeping safety by delimiting umbrellas and sunbeds at a distance. The minimum distance between the sunbeds on different umbrellas according to the instructions of NOPH is set at 1.5m.

-Cleaning the surfaces of the sunbeds is done with special disinfectants after each use.

– Chlorination and pH control every four hours per day and in accordance with the instructions of NOPH.

Use of the Air Condition within your room

-Your personal air condition works as long as all doors and windows of your room remain closed and the room card is located inside the special switch.

-All the individual air conditions of our hotel are maintained and supervised based on the air conditioning operating regulations set by NOPH.

Personal Documents

-For dealing with COVID-19, the hotel reserves the right to request from visitors additional documents certifying their identity, their travel schedule or other relevant information under the General Data Personal Regulation (GDPR).

Actions on a Covid – 19 case

-If a visitor presents symptoms compatible with the Covid-19 infection, then the hotel's action plan for dealing with it, is activated and always in accordance with the strict instructions of NOPH.