

**Concerning protection against covid-19, we follow the protocol in accordance with the instructions of the Tourism Industry.**

**General measures**

An operational plan has been drawn up by the hotel's management to be able to manage suspected Covid-19 cases, in accordance to the current instructions of EODY.

A coordinator has been appointed to supervise that the proper management of suspected coronavirus cases is being followed out.

EODY will be informed on the personal details of all coordinators and collaborating doctors.

**Hotel staff**

- All staff members are aware of how the Covid-19 virus is transmitted; in order to provide information to guests;

They have been trained on practices for cleaning and disinfecting identified spots; follow hygiene rules to avoid transmitting the virus (frequent hand washing, avoiding handshakes, physical distancing, avoiding contact of hands with eyes, nose and mouth and respiratory hygiene)

- our hotel has provided each staff member with personal protective equipment (masks, gloves)

- Staff are advised to stay home and seek medical attention if they experience symptoms related to the disease, notifying the hotel's health coordinator.

- We are keeping a Hotel log book for public health protection, where details about all guests ( name, nationality, date of arrival and departure, contact details (address, telephone, e-mail), are kept ( in accordance with The General Regulation on Personal Data Protection )

**Reception desk**

- Hygiene rules are followed as mentioned above

- Receptionist is able to:

- a) inform guests on the hotel's rules and the new measures taken to address incidents,

- b) provide useful information to health care providers regarding the locations of public and private hospitals, Covid-19 reference hospitals and pharmacies in the area and

- c) provide personal protective equipment (masks, gloves) when requested.

- Glass window has been placed at reception

- Reception desk is Frequently disinfected

Bills, invoices and receipts are recommended are mainly sent by email.

- All key cards are being disinfected.

- Duration of check-out and check-in times has been extended between stays

(check out by 11am and check in from 3pm) so that rooms can be thoroughly cleaned and disinfected and aired out through natural ventilation.

- Non-hotel guests are prohibited from entering hotels.

**Cleaning, disinfection, housekeeping (rooms and public areas)**

- Disinfection and deep cleaning practices in accordance to EODY instructions are followed.

Our cleaning staff uses a hot steam cleaner and an antibacterial mite hoover steam capsule express cleaner that kills up to 99,99 % of mites, bacteria and allergens.

Special cleaning instructions for rooms are also provided for Covid-19 cases.

- In order to prevent staff coming in contact with possible cases and to prevent further transmission, the frequent cleaning of rooms and change of linen during the stay of guests is being avoided.

- Multi- purpose items have been removed

doors and windows of all rooms are being opened daily for natural ventilation.

- Antiseptic gel dispensers are placed in all public areas (every floor, entrance, lobby, reception area, breakfast room)

**Breakfast**

- Hazard Analysis Critical Control Points (HACCP) are followed by kitchen staff and waiters at breakfast

- Food is covered with plastic lids and served by the waiter (wearing masks and plastic gloves)

- Signs are placed in order to remind the guests to keep distance.