

## COVID-19 POLICY

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PORTO PLATANIAS BEACH HOTEL management's highest priority is not only the pleasant stay but also the safety, health and security of all our guests and staff. In response to this, we reviewed and enhanced our existing health and safety procedures and developed a new safety protocol, in Compliance with Greece's Hotel Safety Protocols.

The enhanced measures our Hotel is implementing 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

### **Physical distance**

- Floor signage and informative posters for physical distance
- Proper arrangement of restaurant, bar, lounge and pool tables to ensure appropriate distancing.

### **Cleaning and disinfection protocols**

#### **Guest rooms**

- The hotel has chosen approved for use disinfectants effective against bacteria and viruses and appropriate for SARS- CoV-2.
- Enhanced cleaning and disinfection protocols are used to clean guest rooms with attention to high touched surfaces
- Steam cleaners for the disinfection of fabric surfaces such as sofas, chairs.
- All decorative items are suspended.
- Mini Bars are suspended. They can be stocked upon guest request
- Housekeeping trolleys are sanitized after each shift.
- Cleaning of the room is performed daily and linen change every 2 days.

#### **Public areas**

- Increased frequency of disinfection of all public areas and staff areas with attention to high touched surfaces
- Steam cleaners for the disinfection of fabric surfaces
- Dining tables, bar stools, chairs etc disinfected after each use
- Recommendation to all guests the usage of their in room WC
- Touchless public garbage bins available in public areas
- Air Conditioning Cleaning, according to governmental protocols

#### **In addition,**

##### **Front office desk**

- Check out time: 11h00 / Check in time : 15h00
- Guests personal data (address, telephone number, email) during check in, for public health protection and the possible need of tracing
- Protective plexiglass installed at the front desk
- Appropriate floor signage for physical distancing
- All key cards disinfected prior use
- POS terminals disinfected after guest use
- Working surfaces & Shared Equipment disinfected regularly
- Luggage trolley disinfected after each usage by doorman.
- A complete medical kit available at front office
- Credit card as a payment method instead of cash will be reinforced.

- Guests are informed for the services that are officially suspended or altered

#### **Elevator use**

- Guests are enhanced to prefer the use of stairs.
- Maximum capacity of persons is signed in the entrance
- Guests are enhanced to use the elevator only if staying in the same room
- Hand sanitizer available in all elevator
- Disinfection of the button panels is performed on a regular basis

#### **Restaurant services**

- A hand disinfection stand in every restaurant entrance.
- Self serving of buffet is available with mandatory use of hand disinfectants and gloves prior serving
- Napkin service is suspended and replaced by one usage napkin
- Set up of table is completed upon guest's arrival.
- When possible, individual packaged serving items are used.
- Tables are arranged with appropriate physical distancing
- Room service all plates are properly covered. Room service extra charge will be suspended.

#### **Food Safety:**

At our hotel, food handlers and supervisors are trained on safe food preparation and service practice according to HACCP principles. Our hotel is certified in Food Safety Management systems according to ISO 22000.

#### **Pool Operation**

- Max capacity number of person in the pool is 1per5m2. .
- Lounge chairs and tables are arranged with appropriate physical distance and disinfected after each use,
- The use of Internal swimming pools is suspended.
- Pool towels are provided to guests every day.

#### **Spa and Gym room**

- Spa & gym facilities are available by appointment
- Utensils and gym organs are disinfected after each use.

#### **Suppliers of goods & services**

- All our Contractors and suppliers of goods and services follow similar Safety Protocols measures.
- No access is allowed within the hotel

The hotel has in place an action plan in case of COVID-19 suspected cases of guests or staff member which complies with Greece's Hotel protocols and legislation.

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