



COVID-19 INFORMATION

General Information

- ❖ Check out time: 11h00 / Check in time: 15h00 in order to secure in-between timing for sanitizing & airing.
- ❖ Credit card as a payment method instead of cash will be reinforced.
- ❖ Visitors will be screened (optional) and asked to use hand sanitizer upon arrival.
- ❖ Key card will be provided by front office. All key cards will be sanitized.
- ❖ Check in procedure should be completed only by one person/per reservation.
- ❖ Luggage should be placed directly to each room and not in public spaces.
- ❖ A complete medical kit will be available at the reception desk which will contain disinfectant/wipes for surface cleaning tissues, face masks (separate or combined), gloves and a thermometer.
- ❖ Guests will be advised for physical distancing at least 1.5m away from other groups of people not traveling with them while standing at reception, using elevators or circulating around the property.
- ❖ Touchless hand sanitizer dispensers will be placed at all hotel entrances, room floors & reception.
- ❖ In room signage will be placed accordingly.

Cleaning Information

- ❖ Frequency of cleaning and sanitizing has been increased in all spaces with an emphasis on frequent contact surfaces including, front desk, elevator and elevator buttons, door handles, room keys and stair handrails.
- ❖ Cleaning and sanitizing protocols are used to clean guest rooms, particular attention to high-touch items including television, remote controls, toilet seats, door and furniture handles, light switches, garbage bins and floors. All in room stationary, pens and pencils will be suspended.
- ❖ Television remote controls and toilets seats should be wrapped with one usage cover.
- ❖ All bed linen and towels will be washed at a high temperature in accordance with NPHO guidelines & they will be changed upon guest's requirements with an extra cost throughout their stay.
- ❖ Our housekeeping team use cleaning products and follow protocols which meet NPHO guidelines and are approved for use against viruses, bacteria and other.



Measures regarding Front Line employees

- ❖ Regular thermal controls will be done to all employees. In case of a temperature over 37c, will be asked to go home.
- ❖ Employees will be reminded not to touch their faces, keep physical distancing at least 1.5 m away from guests and other employees.
- ❖ Health and hygiene reminders are placed throughout the property including the proper way to wear and handle face masks, hand washing, distancing and usage of sanitizer dispenses.
- ❖ Personal hygiene and frequent handwashing with soap is forced. (every 60 minutes for 20 seconds)
- ❖ Our employees have been given clear instructions on how to respond promptly and report all cases of COVID-19 on property.
- ❖ All employees received training on COVID-19 safety and sanitation protocols.
- ❖ All employees are provided with a mask. Front line teams are required to wear that mask while on duty.
- ❖ Internal meetings such as line up meetings will be conducted virtually till further notice.

Elevator Information

- ❖ Housekeeping will be present to sanitize the button panels on a regular basis, every 30 minutes. Signage will be posted to explain the current procedures. No more than one guest will be permitted per elevator.

Air Conditioning Information

- ❖ Split units such as ours should work 24/7 on 25c, while windows are open.
- ❖ After each check out we will increase the temperature to 30c where all viruses & bacteria disappear and proceed with the cleaning process.

Suppliers Information

- ❖ Suppliers of goods and services should follow similar Health & safety measures. No access is allowed within the building. Items should be sanitized prior its in-house dispatch.

We wish you a safe and a pleasant stay! Stay responsible & healthy!