



SEACRETE
HOTELS

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Official Covid-19 Government Protocols

Preventative Safety Measures at SeaCrete Hotels

"Health First"

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RESORT

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Illustrations by Gabriella Musurakis

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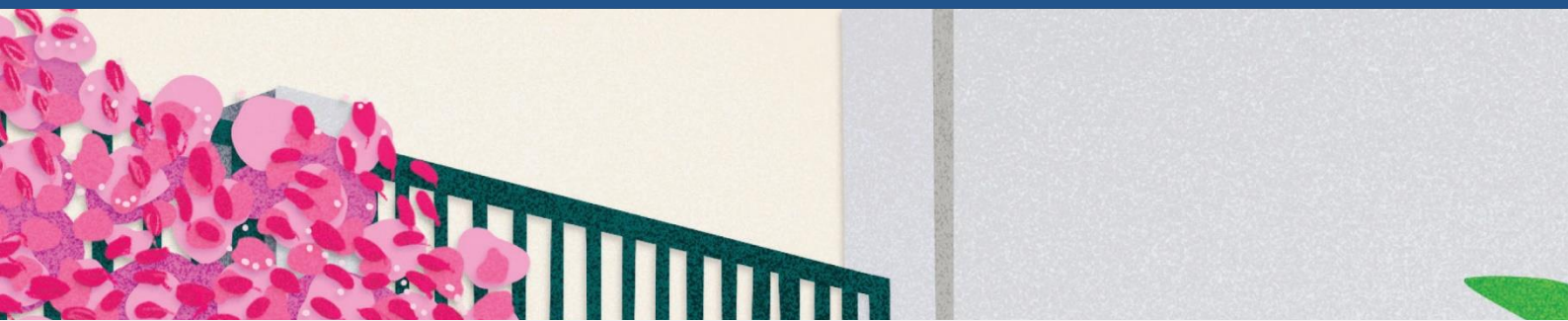
SAFETY PROTOCOLS
ARE IN PLACE



CREATING A SAFE
ENVIRONMENT FOR



Kiant Beach
RESORT



Recognizing the ongoing uncertainty that coronavirus (COVID-19) is causing around the world, our highest priority is the safety, health and security of all our guests and staff.

In response to this, with our team experts we reviewed our existing health and safety procedures and developed a new safety protocol, in Compliance with **Greece's Hotel Safety Protocols**. We implement not only the mandatory criteria but also a number of extra recommendations.

Our goal is to enhance the trust and safety of our guests.



The enhanced measures our Hotel is implementing include the following:

- **Team members (staff) Training**

All employees have received training on COVID-19 safety and sanitation protocols according to their job description. Ongoing Training is predicted, in case updated protocols arise. Signage are posted throughout the staff areas reminding employees of the proper way to wear and handle face masks, usage of gloves, wash hands and avoid touching their faces.

Personal Protective Equipment

All employees are provided with personal protective equipment (masks, gloves, hand sanitizers, disposable protective aprons) and frequent hand washing is reminded at all times. Hand sanitizing stations are placed for our guests around public areas – near the entrances and front desks, elevator banks, restaurants, bars and spa, fitness and meeting spaces as well as in all the employees areas. Regular thermal controls are done to all employees.

Physical distance

In order to remind guests and employees, the need to maintain appropriate social distance and minimize the risk of COVID-19 transmission, our hotel is using floor signage and informative posters at the front desk and all public spaces such as restaurants, bars, spa, elevators etc). Furthermore, restaurants as well as bars, lounge and pool tables are arranged to ensure appropriate distancing.

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Cleaning and disinfection protocols

Guest rooms

The hotel has chosen approved 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 such as, remote controls, door and furniture handles, light switches. Steam cleaners are used for the disinfection of fabric surfaces such as sofas, chairs.

In bathrooms, in addition to all common surfaces, high touched items such as towel and paper handles, light switches are disinfected. All decorative items are suspended. Housekeeping trolleys are sanitized after each shift. Our hotel is adding disinfecting liquid in the room amenities for guests' personal use. The entrance in guest rooms is not allowed for non guests.

According to Greece's Hotel Safety Protocols, the daily cleaning is suspended. The choice of cleaning frequency and linen changing frequency is determined by the client upon check in or during reservation.

Public areas

The hotel has increased the frequency of disinfection of all public areas with attention to high touched surfaces such as desk and table surfaces, door handles, elevator buttons, light switches, escalator and stair handrails, fitness center equipment, bar and dining surfaces, as well as public bathrooms and change rooms. Steam cleaners are used for the disinfection of fabric surfaces such as sofas, chairs. Dining tables, bar stools, chairs etc are disinfected after each use. It is highly recommended to all guests the usage of their in room WC and not the public ones. Touchless public garbage bins are available in public areas for disposable of one usage sanitary equipment. Increased cleaning frequency is also implemented in all employees areas (storage areas, laundry, food preparation areas, staff offices) Air Conditioning Cleaning, according to governmental protocols.



Changes at the Front office desk

New Check out time: 11h00 / New Check in time : 15h00

- Guests are requested to give personal information (address, telephone number, email) during check in, for public health protection and the possible need of tracing
- Protective plexiglass is installed at the front desk between guests and team members
- Appropriate floor signage is installed for physical distancing at least 2m away among different guests
- Key card will be provided by front office. All key cards are disinfected prior use and placed within the key disposable card folder
- POS terminals are disinfected after guest use
- Working surfaces & Shared Equipment are disinfected during and after each shift. (reception desk, computers, printers and other communication devices, payment terminals etc)
- Luggage trolley will be sanitized after each usage by doorman
- A complete medical kit is available at front office which contains all personal protective equipment
- Credit card as a payment method instead of cash will be reinforced
- The guests are informed for the services that are officially suspended due to COVID-19 or altered to minimize risk

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 is placed in every restaurant entrance.
- The buffet will be served only by our team members
- 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 between guests

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 for implementing HACCP system according to Codex Alimentarius principles.

Pool Operation

According to Greece's Safety Protocols, the max number of person in the pool is 1per5m².

- Lounge chairs and tables are arranged with appropriate physical distance and are disinfected after each use.
- The use of internal swimming pools is suspended.
- Pool towels are provided to guests in their rooms.



Spa and Gym room

- Spa & gym facilities are available by appointment with a maximum capacity of persons per time
- Utensils and gym organs are disinfected after each use.

Kids club

- The use of internal kids club is suspended
- Kids activities in external areas are allowed in small groups of kids and with choice of games with no frequent contact.
- Enhanced cleaning protocols in all surfaces and items are implemented.

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. All goods are received at the entrance of hotel's receiving area.



Action plan for suspected cases

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.

Our hotel is cooperating with qualified doctors in cases of sick guests or suspected cases always with respect to the personality and personal data of our guests.

The Management of our Hotel is committed in fully implementing Greece's Hotel Hygiene Protocols.

We wish you a safe and pleasant stay in our hotel

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HEALTH FIRST

THIS HOTEL

FOLLOWS THE GOVERNMENT GUIDELINES

HEALTH AND SAFETY PROTOCOLS IN PLACE

**KEEPING
YOU SAFE**

MINISTRY OF TOURISM

CREATING A SAFE
ENVIRONMENT FOR
YOUR VISIT





Now more than ever,

we stay focused on our mission in providing guests & staff a healthy and sanitized environment for all to enjoy.

We ensure the care you would provide for your own family