



As we welcome you back to Eliros Mare Hotel, we are committed to providing you with a safe environment that aligns with expert protocols for working to defeat COVID-19. Consisting of in-house and outside experts in food and water safety, hygiene and infection prevention, and hotel operations, our **company is** redefining our cleaning and safety standards. We will actively monitor and evolve our solutions to ensure a continued focus on the health and safety of our guests and associates.

In addition, we hope to be able to set a reopening date for our hotel soon. We are in close contact with different authorities, airlines and tour operators and are awaiting their communication of the resumption of activity – on which our reopening depends.

The Greek Government announced that international tourism can gradually start from June 15<sup>th</sup> and from July 1<sup>st</sup> the airports on our island will be opened to accept international flights. As a result of the above we are planning to open our hotel on July 1<sup>st</sup> onwards for season 2020.

Our cleaning program will include:

#### **Hotel staff**

- All our staff members are aware and trained through seminars of how the Covid-19 virus is transmitted and able to provide information to our guests.

#### **Reception desk / check-in and check-out**

- It is highly recommended to use electronic registration so as to limit and avoid the long stay and queue at the reception.
- Credit or debit cards are recommended for payment of hotel costs (cash will be accepted in only exceptional cases).
- All key cards will be disinfected.
- Mandatory extension of duration of check-out and check-in times 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.
- Signage and floor markings will be used to remind customers to keep their distance from one another.

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

- We will reinforce our sanitation services in all public areas.
  - We will pay special attention to cleaning “high-frequency touch points” such as door handles and elevator knobs.
- Meticulous cleaning and very good room ventilation will take place between stays of our guests.
- The daily cleaning service as well as change of sheets, pillowcases and towels will be avoided and carried out only upon the request of guests.



- TV and air conditioner controls will have disposable covers.
- Fabric surfaces (e.g. furniture upholstery) will be cleaned with a steam appliance upon departure.
- The doors and windows of all rooms will be opened daily for natural ventilation.
- Individual antiseptic gels will be placed in each room.

#### **Food services – Kitchens**

- All kitchens in our hotel are following Hazard Analysis Critical Control Points (HACCP), an internationally recognized method of identifying and managing food safety related risk.

#### **Food services – Restaurants (a la carte, buffet, breakfast rooms) and bars (indoor and outdoor)**

- One customer per two square meters is allowed in the indoor and outdoor spaces of restaurants, cafes and bars.
- All restaurant and bar managers will implement social distancing through table spacing and guest seating.
- The maximum number of customers per table is six people. There is no limit in the case of a family with minors.
- Disinfection of tables, counters, surfaces etc., after each use and regular airing of the outlets.
- Buffet will be available with enhanced hygiene measures
- Hand sanitizers will be available next to the buffets
- It is highly recommended that children should be supervised in buffet area
- Signage and floor markings will be used to remind customers to keep their distance from one another.

#### **Playgrounds**

- Overcrowding will be avoided and social distancing rules will be applied.

#### **Mini club**

- Kids disco will be available. Our team will ensure that the space for every kid will be minimum 1 square meter. Board games and other outdoor activities will be also available.

#### **Animation program/Sports & Entertainment**

- **Evening shows:** The audience will be only allowed to use every second chair in the theatre apart from families, maintaining one seat free to the next person.
- **Sports available:** Tennis, archery, yoga, aqua fit, darts, boccia, table tennis

#### **Spa services & Gym**

- Social distancing rules apply (two-meter distance between staff members). Guests are allowed access only by appointment.
- Our indoor swimming pool is prohibited from operating until further notice.



### **Swimming pools and other recreational water facilities**

- Only outdoor swimming pools in hotels are allowed to operate, according to the current legal framework (number of bathers: the crowding density in hotel pools is calculated with an index of 5 square meters of water surface per person).
- Physical distancing:
  - The layout of seats on swimming pool decks (sunbeds, chairs, sun loungers, etc.) will be such so that the distance between the ends of the seats of two people under two different umbrellas be at least 2 meters in each direction.
  - All seats, tables, price lists and any other items will be disinfected after a guest leaves and before used by another guest.

### **Shops operating in hotels**

- Special floor markings will be used for guests to maintain the proper distance (1.5 meters) from one another.

### **Public areas (outdoor and indoor)**

- We recommend avoiding the use of elevators. There will be an installation of disinfectants at elevator entrances and recommendation for use upon entrance and exit. There will be a frequent cleaning of elevators especially on “high-frequency touch points” such as handles and knobs. The number of guests using the elevator will be limited to one each time (except families and couples).
- Signage and floor markings will be used to remind customers to keep their distance from one another.
- Installation of antiseptic solutions (fixed or non-fixed devices) will be placed in all public areas.
- Hotel customers are not required to wear antibacterial face masks (unless of course they are ill/having a cold or belong to a vulnerable group) during their stay in our hotel.

### **Beach**

- Physical distancing rules will be applied for seating (sunbeds, chairs, sun loungers, etc.). The layout of these seats will be as such that the distance between two people under two different umbrellas is at least 3 meters in each direction. Bathers will be discouraged from placing towels or beach mats between umbrellas.

Dimitris Athanasopoulos  
Hotel Manager