

## **COVID-19 Announcement**

In Greccotel Hotels & Resorts we adapt our operation considering the new Safety standards & Hygiene protocols.

Starting from the reduction of our Hotel's daily occupancy, providing on-line check in, our employees using the appropriate equipment will be welcoming our guests in our outdoor spaces and gardens always keeping the safety distances.

Main measures & procedures:

### **CHECK-IN**

Check out time will be at 11am and check in will be at 4pm in order to have additional time for the thorough cleaning of the rooms.

### **ROOMS**

A welcome package with personal products and kits, antiseptic, cleaning kit, and of course delicacies and soft drinks! Every additional not basic equipment like magazines, laundry bags, bathrobes, decoration pillows & covers will be removed.

### **DISINFECTION TEAM**

A disinfection team is being formed in each hotel, that will supervise the cleaning of the rooms and will specialize in cleaning rooms with suspicious or confirmed cases of coronavirus. In the event that the potentially ill cannot be transferred to a health center or the nearest hospital, a separate area will be created with strict distance and occupancy measures for the rooms and special cleaning will be carried out.

### **GASTRONOMY / F&B**

Greccotel's trademark is gastronomy! Since these are the most famous features of our product and are highly valued and appreciated by our guests, the buffets will be maintained, while there will be more individual portions as well as packaged products. For that reason, additional safety measures will be introduced which must be followed by both guests & employees. Breakfast & dinner operating hours will be available due to the reduced capacity of the restaurants. In addition, the hands' disinfection will be mandatory upon entry. Temperature control will be even stricter. The tables will be covered with disposable tablecloths and cutlery will be on the tables. Cutlery will be replaced with increased frequency and strict hygiene and distance measures will be applied by employees. One or two a la carte options will be provided, and for the safer customer service, there will also be self-service option available during the day.

### **BEACH**

Each room will have its own umbrella or gazebo (extra charge) on the beach throughout stay (depending on each hotel's available beach area). Treats will be offered in a regular basis but not individual service. Water, soft drinks and snacks will be available self-service. The large areas of most of our hotels and beaches allow even longer distances of umbrellas / gazebos that those specified.

### **POOLS**

The frequency of cleaning and disinfection of our pool & hydromassage areas will be increased and disinfectant products suitable for the current situation will be used for the water.

*Services not available: groom, spa, gym, sports (except the individual), Greccoland kids clubs.*