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## **HOW WE HANDLE COVID-19**

Dear Guests,

We are delighted you are staying with us and we would like to inform you that we **work methodically** to keep the Hotel **safe** for our Visitors and Hotel Staff, as per applicable Health Protocols that are in-force.

**WE ARE TRAINED** on the applicable Health Protocols (Reception, Guest & Cleaning Services, Linen Handling & Storage, Food and Beverages Supply Chain & Storage, Breakfast Service & Bar) and on managing potential Covid-19 decease case.

**WE STERILIZED, DISINFECTED & DECONTAMINATED** with an ISO Certified 3<sup>rd</sup> Party the complete Hotel Residence before starting our seasonal operations.

**WE WORK** systematically to keep the Hotel premises sparkling-clean. Our Housekeeping Team is ventilating, cleaning (with chlorine and power-steam) and sanitizing (with applicable disinfectors) all inside premises continuously and each Guest Room before check-in and after check-out (see cleaning check-point protocols).

**WE CLEAN** and disinfect all indoor & outdoor furniture, as well as all frequently touched surfaces (keys & keycards, light switches, doorknobs, cabinet handles, remotes, etc.) multiple times a day. We apply rigorous cleaning with power-steam and sanitization of Guest Rooms and all Public Areas.

**WE VENTILATE** all Public Areas around the clock and all Guest Rooms for multiple hours after check-out and before next check-in i.e. please excuse for any check-in delays.

**WE EXCHANGE** Guest Room Linen upon necessity only, according to applicable Hygiene Protocols. All our linen's cleaning is outsourced to a dedicated certified vendor.

**WE REMOVED** all unnecessary room furniture, design details, pillows and linen from the Guest Rooms. We have also removed our Espresso Machine and Mini-Bar Service from our Guest Rooms. Please request coffee, tea and water, free-of-charge, from our Room Service.

**WE WASH & SANITIZE HANDS** regularly and encourage our Guests to do the same. In each Guest Room & Public Area, sanitizer dispensers are available for our Guests and Staff.

**WE KEEP SAFE DISTANCE** of minimum of 1,5 meters, both to our Guests and our Colleagues.

**WE HAVE NO PHYSICAL CONTACT**, unfortunately: no handshakes, cheek kisses and hugs.

**WE PREPARE** breakfast utilizing single-use medical masks & gloves. →



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**WE APPLY** good storage and preparation practices on the management of our Food and Beverages Supply Chain.

**WE SERVE** breakfast at our Terrace and through our Room-Service only. We do not serve breakfast in our inside premises. Our Hotel Bar serves only Hotel Guests at our outdoor premises (terrace) and through our Room-Service.

**WE REORGANIZED** the architecture & positioning of our outdoor furniture to apply a 2 meter safe distance between each set.

**WE ACCEPT** all major credit-cards for payment and we limit cash usage.

**WE ALLOW ENTRY** to our premises only to Hotel Guests.

**WE CARE** for our Guests and Stuff, by introducing additional measures to safeguard their wellbeing:

- Maintain an electronic file for recording and updating the COVID-19 service book and events for reasons of protection of public health. Visitors personal information is kept confidential in accordance with the General Data Protection Regulation (GDPR).
- Provision of PPE (single-use medical masks & gloves).
- Medical Kit & Infrared thermometer available at the Hotel Reception Pharmacy Box.
- Regular training of our Stuff, ensuring proper hand hygiene and awareness of Covid-19.
- Hotel is Contracted with a local Medical Doctor to provide Covid-19 consulting and directions, as necessary and according to Health Protocols.
- We are in constant communication with the relevant Health, Tourism & Local Authorities to update continuously all appropriate protocols that need to be observed.

**WE WELCOME** our Guests into our Historic Hotel with the same warmth and passion for hospitality as we have done for decades.

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Please do not hesitate to ask any questions on our Hygiene Protocol & Cleaning-Sanitary Program.

We strive to make your accommodation as pleasant & safe as possible.

Enjoy your Stay!