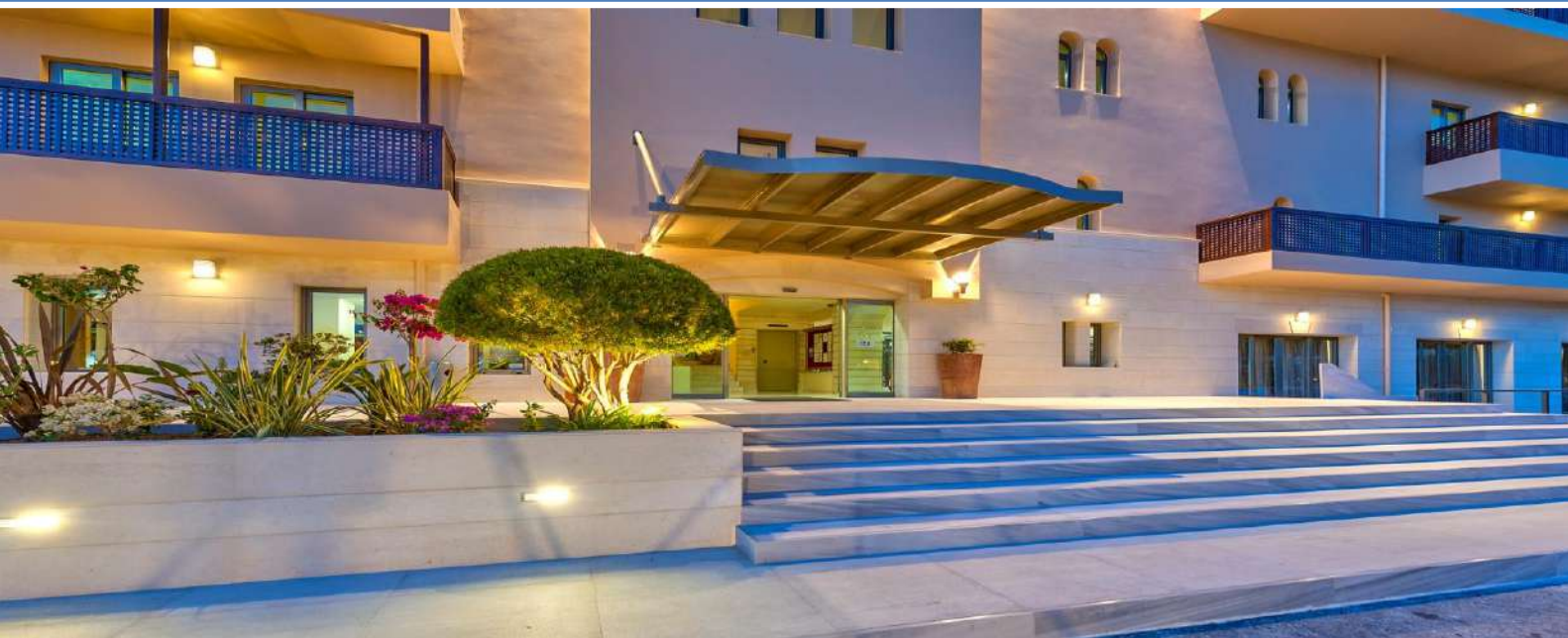


*"One's destination is never a place, but a new way of seeing things"*

*#SantaMarinaBeach*



## HEALTH FIRST

SAFETY PROTOCOLS  
ARE IN PLACE

This hotel follows  
the Government  
guidelines



*The safety and well being of our guests and employees alike is our top priority which is why we have altered our daily operations in order to comply with the new Health and Hygiene protocols issued by the Greek government in an attempt to reduce the spread of COVID-19*

# Welcome!



## Reception



*Upon Guests' arrival, temperatures are taken by a contactless thermometer*



*Contactless check-in & check-out via mobile phone application*



*Guest contact required (should a medical situation arise)*



*Modified check-in & check-out hours (15:00 & 11:00) so as to allow sufficient cleaning time*



*Floor markers are placed to ensure physical distancing*



*Frequent sanitization of Front Desk, shared equipment and POS devices*



*PPE kit and medical kit available at the Front Desk for guest use*



*All keycards are disinfected prior to use.*



*Credit cards are preferred as a method of payment*



*Entry to non residents is not permitted in the hotels indoor areas*



# Public Areas



*Information regarding our hotels health program available at main lobby*



*Disinfectant dispensers available throught the Hotel*



*Constant disinfection of high volume touch points, paricularly public WC's*



*The use of elevators is not reccomended and use is limited to one room per ride*



*Fresh air circulation throughout all indoor public areas*



*We recommend all of our Guests to use their ensuite WC*



*Floor markers are placed to ensure physical distancing*

# Guest Rooms



*Prior to arrivals, all rooms are sealed and sanitized*



*We have adopted enhanced disinfection and cleaning protocols for all guest rooms*



*For materials such as fabrics, steam cleaners are used to eliminate possible contaminations*



*Room cleaning, bed linen and towels changes occur every three days for minimal contact between guests and staff*



*Turndown service is suspended until further notice*



*All linens and towels are washed at high temperatures and are further sanitized*



*All unnecessary decorative items are removed from all guest rooms*



*All printable forms of information have been digitized and are available via QR code or our app!*



*A/C units and filters are disinfected after every departure*



*Guests are recommended to vacate the room while the room is being cleaned*

# Food & Beverage



*Certified ISO 22000:2005 protocols in use as well HACCP service and food preparation practices*



*Hand sanitizers available at all restaurant entrances*



*Seating arrangements are reduced and allow safe distancing*



*Tables are disinfected after each use*



*Our buffet is now served by our trained staff*



*Menus are now available through our app or via QR code*



*All plates appropriately covered during room service*

*#staysafe*

# *Beach & Pools*



*Umbrellas and sun beds have been appropriately spaced to allow safe distancing*



*Sunbeds are sanitized after each use*



*Increased water quality controls particularly regarding chlorine and Ph levels*



*Maximum capacity in swimming pool is limited to 1 person per 5sqm.*

# *Fitness Room*



*Facilities are available on an hourly basis appointment, limited to 45 minutes per session*



*Pre-booking is required so as to avoid crowding issues. Appointments are limited to one room per session*



*All equipment are disinfected after each use*

# *Kids Club & Mini Market*



*Our Kids Club is temporarily suspended*



*Animation events are also suspended until further notice*



*Music events are suspended until further notice*



*Mini market operations will also be suspended*



# Staff



*All staff are provided with PPE kits and sanitizing stations in staff areas.*



*Staff trained and certified in health & hygiene protocols*



*Daily monitoring of vitals to ensure staff is symptom free*