

HEALTH & SAFETY PROTOCOLS

We have created an operational plan so to be able to effectively manage suspected Covid-19 cases and prevent the spread of the virus, according to the **Greek Government Restrictions** and the **National Public Health Organization's Protocol (E.O.D.Y.)**.

ACCOMMODATION FILE & EVENT BOOK

For the purposes of public health protection, the accommodation must keep a record of staff members and all people staying at the hotel – name, nationality, date of arrival and departure, contact details (address, telephone, e-mail) – so that it is possible to communicate with these people in the case of any COVID-19 incident.

ARRIVAL

- Amended check-in hours. [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.]
Check-in: from 15:00 pm.
- On-line check-in through our website days before your arrival, to avoid paper exchange.
- Secure check-in procedure with safe distances & staff using PPE (Personal Protective Equipment).
- Low occupancy operation, during the check in and checkout procedures, ensuring proper distancing.

- Disinfection and sterilization of all equipment such as magnetic room keys, tv remote control, money & credit cards after each use through a UV special equipment.
- Social distancing measures (2meters) between guests and employees.
- Sanitization of door handles, surfaces, and buttons with special disinfectant on a regular basis.
- Hands sanitization stations.
- Available COVID-19 PPE (Personal Protection Equipment) kit in case of emergency.

GUESTS ROOMS

- Housekeeping staff using PPE (Personal Protective Equipment) and proper uniforms for the cleaning procedure.
- All decorative items (pillows, etc) and printed materials removed from the room.
- Social distancing measures (2meters) between guests and employees.
- Housekeeping service is every day, except Sundays. (Should you not wish your room to be cleaned during your stay, please inform our receptionist.)
- Intensified cleaning of all guest rooms upon checkout, windows opening to ventilate, surface disinfection, disinfection of all furniture made of fabric with steam cleaner and A/C cleaning.
- Hotel's rooms are for guest-use only. No visitors are permitted.

FOOD & VERAGE

- All food is served by staff wearing appropriate PPE (Personal Protective Equipment).
- The necessary safe distancing is implemented in our breakfast area.
- Breakfast is a' la cart and reservations are required to facilitate safe spacing, while each table is used by one family/ same room guests at a time.
- The breakfast selection will be made the day before. Front office staff will help you (in order to avoid the use of paper) select and give your order for the next day.
- Hand sanitizer dispensers at the breakfast room entrance to be used upon guests' entry.
- Disinfection of tables and chairs after each service.
- Entrance to the kitchen area is prohibited for the public.

Astra café- bistro follows all the safety protocols (disinfectant at entrance and exit, distances, staff with face masks and intensive cleaning). Our kitchen is following HACCP.

POOL

- A minimum of 2 meters between each set of loungers & umbrella.
- Social distancing specifications in pool
- Limit of bathers inside the pool is maximum 8 persons.
- Shower before entering and after exiting the water is mandatory.
- Loungers will be disinfected after every use.
- Our Pool is operating by the guidance of all the protocols for safe use.
Regular check of Water Chlorium & Ph levels.

CHECK OUT

- Checkout: up to 11:00am
- Late checkout upon availability
- Electronic sending of invoices.
- Check-out procedures with safe distances & staff using PPE (Personal Protective Equipment)
- Guests are kindly requested to turn off the air-conditioning and open the window, upon the departure.

ACTION PLAN

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.

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

We wish a safe and pleasant stay in our hotel!

The Management & Staff of
Astra Village Apartments & Suites