



## COVID-19 Health & Safety Measures. Elia Hotels Group

Dear Guests,

As we welcome you back to our hotels we are committed to providing you with a safe environment that aligns with expert protocols based on the guidance of the National Public Health Organization.

We feel it is important to reach out to you the actions that we are taking to guarantee the safety of our guests following the adequate cleaning, sanitation, and disinfection protocols.

### Cleaning-Disinfection

- Dispenser with hand sanitizer are placed in key places for guests.
- Natural and intensive ventilation in all areas.
- Intensification of cleaning and disinfection in ventilation and air conditioning filters.
- Intensification of cleaning and disinfection frequency. Especially, in points that are touched frequently, restaurant and bar areas are included.
- Provision of surgical masks and gloves to staff and guests when necessary.
- Strict room cleaning and disinfection protocols before each new arrival. Check out time will be at 11:00 am and check in will be at 15:00 pm.
- Steam Cleaners and certificated environment friendly products are used in all areas (Partner of NCH Company).
- All key cards are disinfected each time in a special dispenser.
- Specific luggage management hygiene measures.
- Housekeeping will be less frequent during stays.

### Personal Hygiene and Health

- Simple & Fast check-in / check-out procedures (Contactless transactions)
- Staff training for recognition and management of Covid-19 case and certificate of participation in the training to all employees.
- Permanent cooperation with a Private HealthCare System for the provision of health services. (IASIS HOSPITAL)
- Operation at low occupancy to ensure proper distancing.
- No entry in the rooms for non-residents.
- Keeping a guest file (address, full name, phone, e-mail, nationality, check in and out date)
- Signage and floor markings will be used to remind physical distance.
- Certified control of water in all forms through microbiological analysis.
- Existence of organized pharmacies, reporting hospital (General Hospital St. George) and certified disposable uniforms to deal with a suspicious case



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### Food Safety

- High standards of food and beverage preparation in full adherence to the HACCP in combination with strict hand washing and hygiene policies in all teams involved in food and beverage production.
- Hands disinfection will be mandatory upon entering all the dining areas.
- Flexible breakfast hours and serving. (A la carte, room service, contactless delivery outside your room)

### Shuttle Service

- Shuttles are operating with passenger limits based on the size of the vehicle in use.
- Face masks are provided and are required for all passengers and the driver.
- Hand sanitizer and disinfectant wipes are placed in all vehicles.
- Strict vehicle cleaning and disinfection protocols before each transfer.

### Pools and Jacuzzi

- The frequency of cleaning and disinfection of our pools and hydromassage areas (jacuzzi) will be increased and disinfectant products certified and suitable for the current situation will be used for the water.

**SCAN** the code with your smartphone and get all the information!



*“With a heightened sense of responsibility and enthusiasm we would like to assure you that all our teams work systematically and intensively to ensure the health and safety, of both our guests and our staff, with our aim to remain the same. To provide high-quality personalized services.”*



