





CARE PROTOCOL


Your arrival

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- o Our Reception Team is properly trained to welcome you in our hotel and guide you.
 - o We have a designated Staff member, whom you may contact in case you have any enquiry about our Health & Safety processes or in the unlikely event should you require medical assistance.
 - o Appropriate floor signage to indicate where you should stand while you are waiting at the Reception Desk will be available.
 - o Our Guests are encouraged to avoid using cash and instead prefer our contactless POS instead.
 - o Check-in time will be at 15:00 and check-out time at 11:00, in order to secure proper room cleaning and disinfection.
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 - o Your room key Cards will be sanitized and placed in a protective case.

Your stay

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- A vertical decorative element on the left side of the page, featuring a blue and white marbled pattern.
- o Our Guests are encouraged to avoid using the lift and taking the stairs instead. If it is not feasible, we suggest that only 2 Guests ride the lift at a time.
 - o There are sanitation stations throughout the Hotel's public areas.
 - o Non-essential items such as decorative pillows, stationery, magazines, blankets etc, will be removed from your room for your own safety.
 - o Maintenance in rooms will be carried out only upon request and only when Guests are not present in the room.

Cleanliness and Disinfection

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- A vertical decorative element on the left side of the page, featuring a blue and white marbled pattern.
- o All our rooms will be properly cleaned and disinfected.
 - o We are following a strict cleaning & sanitization program, using certified cleaning and disinfecting products by renowned chemical suppliers.
 - o Daily room cleaning will be only provided upon request.
 - o Our Guests are kindly encouraged to use only their room's WC and not public WC.
 - o Public areas, lifts and public WC units will be frequently cleaned and sanitized.
 - o Air-condition units will be disinfected upon every new arrival.

Our personnel

- o All our Personnel have attended a proper Covid-19 training session and have been provided with a training certification.
- o All our Personnel have been examined by an occupational doctor and their body temperature will be monitored on daily basis.
- o All our Personnel have been trained on the proper use of Personal Protective Equipment and are instructed to use them at all times.



Enjoy your stay !
Stay safe !
