

OPERATIONS MANUAL – COVID-19

Health & Safety Protocols

COMMITMENT TO HEALTH & SAFETY

At **ASTERAS RESORT HOTEL**, the safety, health and well-being of our guests and staff, has always been our number one priority, but now more than ever during these unprecedented times. Following the declaration of the coronavirus (COVID-19) pandemic on March 12th, we would like to extend our warmest thoughts to the people who have been affected by this unfortunate event and our deepest appreciation to the healthcare workers and local communities who are fighting against the virus.

As we prepare to welcome our guests once again, we continue to thoroughly monitor the development of the Coronavirus around the world and follow the guidelines and recommendations of the World Health Organization (WHO), the Greek government, the Ministry of Health, local health agencies and public health officials. We are implementing all necessary health measures on-top of **ASTERAS RESORT HOTEL** already exemplary sanitation procedures, high hygiene and cleanliness standards, to ensure a safe environment for all our guests and staff.

The mission of our hotel is to provide outstanding facilities and services to our guests. With this in-mind, we have adapted our All-Inclusive concept based on the new health and safety requirements, without excluding or limiting our services and facilities. During these challenging times, we are committed to keeping you satisfied and serve you with excellence. We value and respect our customers, and are very thankful for their continued preference and trust in our hotel.

<https://www.moh.gov.gr>

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

STAFF TRAINING

Our integrated Health and Safety plan foresees all measures, specifications and procedures across all hotel departments to address the new COVID-19 and any disease that can be transmitted in the community, in accordance to the World Health Organization, the Greek Ministry of Health and local authorities.

All our hotel staff has trained to be aware of COVID-19 symptoms and have been briefed on basic infection prevention and control (IPC) measures. Staff is also trained on actions to be taken in case of guests presenting COVID-19 compatible symptoms, or themselves presenting symptoms.

RECEPTION DESK

Welcome drink available upon arrival for each guest.

CHECK-IN & CHECKOUT

Check-in time is at **15:00 pm** and checkout time at **11:00 am**

We recommend as much as possible for guests to use contactless transactions, with a maximum number of 2-4 guests being served per receptionist (families of 4 people) at the same time in a pre-defined area, always keeping a distance of 2m (floor markings) from other guests being served.

Upon arrival, any guest who prefers not to have daily room cleaning must inform our reception staff.

GUEST ROOMS

All additional non-essential items such as magazines, laundry bags, bathrobes, hair and skin lotions, decorative pillows and covers have been removed. Extra disinfection of the most frequently touched guest room areas – light switches, door handles, TV remotes, thermostats and more.

EMERGENCY & CRISIS TEAMS

ASTERAS RESORT HOTEL has an Emergency & Crisis Team (Disinfection) that will supervise all room cleanings and will also specialize in the deep cleaning of rooms with suspicious or confirmed cases of coronavirus.

FOOD & BEVERAGE DEPARTMENTS

Our All-Inclusive concept of food and drinks available from 10:00 am to 23:00 pm in our restaurant and bars, will remain the same. Buffet dining will still be available to our guests, whilst taking all precautionary measures regarding hygiene and food safety, such as wearing gloves, keeping safe distances, changing utensils often, providing individually portioned food, etc. All additional safety measures which will be introduced must be followed by both guests and employees.

Meal operating hours will remain the same and should the need arise, operating schedules of the food departments will be extended in order to satisfy our customers' needs.

HOTEL OUTDOOR AREAS

As our hotel is spread over a large area, our outdoor pool as well as our beach areas are easily accessible by our guests allowing them plenty of space to enjoy their holiday all while being safe and social distancing. Our outdoor facilities (restaurants, beach, pool, bars, etc.) will be operational, and special hygiene measures will be applied. Sunbeds and umbrellas will be placed adhering to all safe distancing requirements.

POOLS (CLEANING)

The frequency of cleaning and disinfection of our pool area will be increased and disinfectant products suitable for the current situation will be used for the water.

GUEST INFORMATION & UPDATES

Guidelines and instructions for all health and safety measures, personal hygiene, protection against COVID-19 infections will be posted in all hotel areas: on an info board, on a desk display at each Front Office, in all Food & Beverage departments, etc. allowing our guests to always be up to date on all measures being taken by **ASTERAS RESORT HOTEL** to ensure their health and safety.

The functions of the maintenance staff will continue to ensure the proper working order of all air conditioning systems, drinking water, swimming pool, kitchen, and so on. **ASTERAS RESORT HOTEL** has certifications for all hygiene and cleaning protocols.

Yours Sincerely,

Ektor G. Skitzis

General Manager