



Information on the safe and healthy operations of our accommodation

Last Update: June , 2020

Sunshine Rhodes in Ialissos , Rhodes , Greece will reopen on , July 15, 2020.

Based on the guidance we have received and our general state of readiness, we are confident our operations continue to be safe and ready to serve our guests. We are here to provide you with **exceptional accommodation experiences** attaining the adequate **hygiene, safety, and operational methods**. We feel it is important to reach out to you the actions we are taking to **keep our facilities safe and healthy**. Our staff carefully follow the adequate cleaning, sanitation, and disinfection protocols. These protocols assist in illness prevention and include:

- **Sanitation training** for our team members.
- Clearly established **time-schedule for cleaning** and disinfection in all areas.
- Conspicuous placement of **hand sanitizers**.
- Frequent cleaning and wash down of outdoor and high touch locations, including **walkways, staircase, door handles etc .**
- The housekeeping staff also applies the increased cleaning and disinfection procedures in the rooms according to the instructions of the National Public Health Organization with special emphasis on the following points: knobs, remote controls, switches, air conditioning control panels, hard metal surfaces. All the non –essential items have been removed. There is a separation from the trained staff of cleaning, disinfection, use of used clothing, consumables and waste with the installation of clean clothing and new consumables. **As the NPHO advocates for greater prevention and prevention the abolition of the daily change of clothing and towels, the change is made only at the request of the customer and with an agreed protocol.**
- Immediately after the departure of the customers, the disinfection, cleaning of the room takes longer than usual thus the checkout time is 11.00 hrs. time and the check in time is 15.00
- **Fast response** to off-cycle cleaning issues.

Given the current concerns related to the new coronavirus 2019 (covid-19), we have established **house rules** that, along with adequate sanitation protocols, safety methods and operation procedures, **guarantee the well-being of our guests** during their stay with us.

These rules include:

- We advise our guests to keep **one and a half (1.5) meters distance** from the person next in line while approaching any indoors help-desk (reception, lobby, restaurant, buffet).
- We inform of the **maximum use of our elevators** by two adults, and of the use of a face mask.
- We have **reduced by 1/3rd our restaurants' capacity** by arranging our spaces to meet the new required distances. We adjusted our buffet, so all our delicacies are served **without the use of shared utensils** (tongs). Buffet's food will be served by our staff.
- Entering and leaving our premises and restaurant for their meals, our guests are being advised to use the special **hand sanitizers** placed for that purpose at entrances.
- We encourage our visitors to get in touch with any member of our team for **recommendations and/or remarks** that will improve our operations.

Our aim is to provide **high-quality personalized services**. All our team members are enthusiastic professionals at our guests' disposal, **responding promptly and effectively** to their requests.

As part of our commitment for the health and well-being of our guests, employees, and community, we are carefully monitoring the new coronavirus (covid19) situation through regular [updates](#) and [guidance](#) from the *Hellenic Health Organization (E.O.D.Y.)* and the *National Health Ministry*, as well as additional *government* and [European](#) organizations.

Based on the guidance we have received and our general state of readiness, **we are confident our operations continue to be safe and ready to serve our guests.**

We are very proud of our company's teams who in these unprecedented circumstances show a very high level of **self, social, as well as professional responsibility**. In addition to their immediate compliance with strict hygiene, operational, communication, and coordination rules, **they are exemplary hosts.**

We value each guest that honors us with a visit to our destination. The island of Rhodes .

Yours Sincerely,

Management Team
Sunshine Rhodes