



## **Health and Safety protocol at Golden Odyssey Hotel**

Considering the Health and Safety of our guests and staff as our top priority, we assure you that 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.

Some of our services and facilities will be modified due to social distancing guidelines and health and safety procedures. Although this vacation might look different, we will continue to deliver the same high quality service for which we are known. We feel it is important to reach out to you with the actions we are taking to keep our facilities safe and healthy.

### **BASIC MEASURES AGAINST THE TRANSMISSION OF COVID-19**

**Hand washing, use of sanitizers, avoiding handshakes, keeping physical distancing, avoiding touching the face with the hands and generally following basic personal and respiratory hygiene measures.**

#### **1. General measures:**

- The hotel personnel has attended a training program on the health protocols. The coordinator and department supervisors have been certified for their training.
- Personalized experience and service through operation at low occupancy levels
- Social distancing requirements and signage in key locations
- Thorough disinfection and cleaning of all hotel public areas, with particular attention to all high-touch surfaces.
- Our guests are encouraged to use only their room's WC and not public WCs
- Doctors on call and clinic available 24/7
- Continuous employee training, certification and provision of appropriate PPE equipment and daily well-being screening

## **2. A safe and comfortable check-in:**

- Provision of electronic hand sanitizer in reception and all public areas
- Provision of electronic passport scanner
- Extended duration between Check-Out (11am) and Check-in (3pm)
- Protective glass at reception desk.
- All personnel equipped with the appropriate PPE.
- Disinfection of high touch points
- Safety awareness guidelines throughout reception area.
- Key cards and keys will be disinfected. During check-out guests should place the key cards and keys in the special box that stands in the Front Desk Office in order to be disinfected.

## **3. Elevators:**

- Outside every lift, Disinfection Dispensers are installed for the use of guests.
- We follow intensification of cleaning and disinfection of buttons and all high touch areas.

## **4. Bars & Restaurants:**

- Provision of hand sanitizer at the entrances and regular checks by staff members that it is used by the guests.
- The buffet is served only by the catering staff, who will carry the appropriate Personal Protective Equipment and follow the basic measures to avoid the transmission of COVID-19. The purpose of the measures is to avoid contact of the customer with the food and utensils of the buffet.
- The use of shared dispenser utensils and automatic serving machines (coffee, juice, etc.) is made only by the staff.
- Keeping required social distancing when serving customers at the buffet / bars
- Opening hours of the restaurant are extended; seating capacity is reduced, ample distance between tables (min. 2m) and one family per table.
- Frequent high-grade cleaning of surfaces, tables, chairs and overnight intense sanitation.
- The Restaurant manager is always at guests' disposal for any clarification.

## **5. Guest Rooms:**

- Use of industry-leading, environment friendly products to ensure spotless guest rooms, bathrooms, towels and linen. Towels and linen are sanitized.
- Daily change of bed linen and towels only upon request by the guest. Less frequent room cleaning, unless requested otherwise by the guest, in order to reduce the chance of contact of the cleaning staff with a possible COVID19 positive case and further transmission. - High contact points, areas and surfaces are deeply cleaned and sanitized.
- TV & AC controls will be covered and sanitized before each check in.
- PPE used by all housekeeping maids.

## **6. Pools / Water-slides:**

- According to the cleaning and disinfection protocol, all swimming pools operate following the standards of chlorination, PH regulation, and disinfection. Increased water quality controls in all pools
- Disinfection of sunbeds, pool areas and equipment.
- Ample space between sunbeds.
- Monitoring of maximum number of swimmers allowed per pool according to governmental guidance (1 person per 5 sq. meter ratio).
- Employees equipped with adequate PPE equipment
- Additional showers have been constructed.
- Guests are strongly recommended to use the showers before and after entering the swimming pool.
- Children are not allowed to use the pool without the supervision of a parent.

## **Leisure & Entertainment :**

- Adjusted operation of adult/children animation activities, outdoor areas only with physical distancing rules applied.
- No indoor children play rooms and mini club
- Mini disco with physical distancing rules applied.
- Night entertainment available with physical distancing rules applied.

**SERVICES SUSPENDED FOR SUMMER 2020**

**We regret to inform you that the following services will not be available during your stay:**

- Beach towels
- Shuttle bus to the beach
- Mini club

**Thank you for choosing GOLDEN ODYSSEY as your home away of your home!  
We will be more than happy to welcome you!**