

GUESTS GUIDELINES DURING STAY

Dear Valued Guests

The reality of the Covid-19 crisis and its impact on travel inevitably poses issues for all of us. As you understand we do our best to keep **you** and **us** safe.

We would like you to know that the safety, health and well-being of you and our team is our highest priority. As the circumstances around coronavirus (COVID-19) continue to evolve, we follow our governments' policies, guidelines and protocols. In response to the coronavirus, we are undertaking additional measures in consultation with national, global and local public health organizations in line with precautionary and response procedures to continue to provide a safe environment.

A few of the many actions we are taking:

We are fully briefing our teams on an ongoing basis with regular updates and enhanced operating protocols based on the advice of public health authorities and professionals. We have acquired by the Ministry of Tourism the **HEALTH FIRST** certificate (No3461354). All our staff is fully trained with certifications.

*We have deployed sanitization stations across our hotels. There are, floor stickers signs: "keep distance" around hotel. There are signs with Guides for "Hand sanitation" and "Covid19 Symptoms" on every Room door.

*We have increased the frequency of cleaning all areas using high-grade disinfectant.

*We use professional cleaning products and steam cleaner

*Room keys are disinfected and given to you in a plastic bag

*There are floor stickers signs in the ails and in the Reception for "keeping distance"

*A/c, outdoor and bathroom siphons have been checked by professionals for their proper function (hotel has certifications which are always available for you at the Reception). All rooms and outside places

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have been disinfected (there is certification as well). Water is potable and all protocols are followed by the Mayor for its appropriateness.

Also please, have in mind that our apartments/studios will be slightly different concerning decoration, etc.

Some Decorative details (i.e. candles, etc) will not be in the room anymore. Also, decorative blankets, mop and mop bucket and a percentage of decorative pillows will not be in the room as well. As much as we love decoration we now will have to say good bye for a while in order to keep you and us safe.

At your arrival we will welcome you outside Reception, provide you with your key and lead you to your room. In the room there will be a small plastic bag with an antiseptic gel and antiseptic wipes.

*Our brochures will not be available in print form (they will be available in "JPEG" form).

*Our **Children's corner** will be open with very few toys (the ones that can be washed only). Our Chill out & Relax Corner will be open with no board games or magazines.

* Our **Three Trees Corner** (with our activities) will NOT be open. There will be available only in room massage services (with all protocols followed) and private yoga/gong meditation courses (on the beach)

*Our **Library** will be closed (except if you want to buy the book at a symbolic price of 5euros)

***Check in** will take place contactless, few days before you arrive we will send you a message with a form where you must fill in:

Name/Surname/telephone/address/country of Origin/No Passport.
These will be used also in case of Covid19 Case as point of reference (with personal data law applied of course)

Cleaning will take place from 09.30am-12.30pm.

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GUESTS will NOT be allowed to be inside the room during cleaning or else we are not able to clean!! Please show understanding in order to remain protected.

Check in is now at 15.00pm and **Check out** is at 11.00am (as given in our official Protocols-OBLIGATORY)

How you can take care of us

Dear Guests:

1. Do not leave wet towels (or wet clothes) on the bed and DO NOT drop them on the floor, after you finish your bath PUT them out in the clothes dryer where the sun shines and it can be dried naturally or
2. Do not share your towels (there are towels for each person).
3. Do not take hotel towels on the beach
4. Do not seat on the chairs and sofas WITHOUT clothes or with underwear or wet swimming suit
5. Do not throw or put dirty clothes on the sofas, on the chairs, tables or on the floor. Please put them in a plastic bag and outside in a balcony if you do not wish to wash them
6. Do not let children put in their mouth toys found in our Children's' Corner
7. Wash your hands often with soap OR antiseptic
8. Do not leave food outside the fridge
9. Make sure ALL surfaces (bedside tables, commodes, kitchen tables, etc) are not full of stuff in order to facilitate maid to clean up properly. If not; we WILL NOT be able to clean.
10. Wash off the sand of your feet with the hoses there are outside in the garden and on the beach
11. Please flush with the lid closed!!
12. Prefer natural ventilation instead of a/c. All our rooms are spacious and hotel is located in such area where air is plenty. Leave windows open to have draft or if you wish to use a/c leave open the window up to 5cm. When you are not in the room

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please leave the inside window open so that the room can be ventilated

13. If you feel ill please inform the Reception immediately (by phone or email) and avoid any contact with other people. A procedure will take place based on our protocol
14. Please make sure you have with you **a mobile** that you can use during your stay (the code for calling is 0030 + no)
15. Only 1 person is allowed to enter Reception-there are floor sign stickers where to stand-face mask is OBLIGATORY when you enter Reception
16. Please make sure you have with you washable face mask
17. People that do NOT stay at the hotel are NOT allowed to enter the room (fines apply)

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IMPORTANT INFORMATION

***Emergency Number: 166**

***Health Center Vamos (responsible for Covid19 cases in our district)**

Tel +30 2825340402

2825340400

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***Chania Hospital (General Hospital Saint George)**

+30 28210 22000 - 28213 42000- 28213 42256

Email: info@chaniahospital.gr

***Private Clinic "Gavrilaki"**

Address: M. Botsari 76-78, 73136, Chania

Tel: +30 28210 70800,

Fax: 28210 91140,

E-mail: info@iasishospital.gr

***Private Clinic Kapakis**

Therapeutic Centre of Chania

N. Foka , 73132, Chania

Tel: +30 28210 52688

Fax: 28210 46200

Email: info@tc-kania.gr

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