



Safety distances



**Thermal screening
of staff and guests**



**Staff training and Use of
Personal Protective Equipment**



**Enhanced cleaning
& disinfection measures
in all public spaces**

Your Safety is our Priority

Our guests' and staff's Health & Safety has always been **BIO SUITES HOTEL's** top priority.

BIO SUITES HOTEL, follows the guidelines on health protocols and has been accredited with the **Health First** certification seal by the **Hellenic Chamber of Hotels**.

This is the Special Operational and Safety Plan of our Hotel. It includes the framework of health and safety measures that we are ready to implement to protect both our guests and our staff, without compromising on the quality of the hospitality we offer.

Our goal is to make your stay in **BIO SUITES HOTEL** not only unforgettable but also safe.

- Constant updating and exact implementation of the instructions of Greece's Public Health Organization.
- Daily training of our staff and systematic monitoring to fully comply with the instructions.
- High standards of food and beverage production in accordance with the HACCP (Hazard Analysis and Critical Control Point System) protocol in combination with strict policies on hand washing and hygiene of all our teams that are responsible for the production of food and beverages.
- Regular daily disinfection of high-frequency touch points such as elevator knobs, reception desks, door handles, Wcs etc.
- Hand sanitizers in all public spaces.
- Strict protocols for the cleaning and disinfection of the rooms before every arrival.

Personal Protective Equipment

- ✓ All staff members are provided with personal protective equipment.
- ✓ Hand disinfectants are available for our guests and staff in all public spaces.
- ✓ Hotel staff undergo thermal screening daily.



**Strict control system of
implementation of the
rules on a daily basis**



Social distancing

- ✓ Signage in all public spaces to remind our guests to keep their distance from one another.
- ✓ Specific layout of seats and tables in the lobby, restaurant, bar, multi-purpose halls.
- ✓ According to the new protocols for operation of hotels, non-hotel guests are prohibited from entering hotel rooms.

Management of a suspected case

Our hotel works with a doctor specially trained in managing COVID-19 cases and has executed a complete action plan on managing a suspected case, respecting our customers personality and privacy.

Reception

- ✓ Specialized training of all staff members on health and safety issues.
- ✓ Installation of informative signs with the principal hygiene directives.
- ✓ Log book with customers' personal information (address, telephone, email) for reasons of public health protection and possible need to trace them.
- ✓ Check-in from 3.00 pm & Check-out by 11:00 am, to make sure the room is thoroughly cleaned, disinfected, and aired out through natural ventilation.
- ✓ Contactless check-in / check-out is available as long as it is asked (use of electronic devices that can be disinfected after each use).
- ✓ Key Cards, air conditioner and TV remote controls are properly disinfected and handed out in disposable covers.
- ✓ Social distancing rules apply in the reception area (Floor signage recommending two-meter distance / Special furniture layout).
- ✓ Electronic and contactless payment of bills is available and recommended and bills are recommended to be sent by e-mail.





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- ✓ Credit cards are charged upon confirmation of the balance by the customer.
- ✓ Useful information on health care providers and drug stores of the area.
- ✓ Doctor on call 24/7.
- ✓ All our staff are provided with Personal Protective Equipment.
- ✓ Hand disinfectants are available for staff members & guests at high-touch points throughout the hotel.
- ✓ All "high-risk" surfaces are regularly disinfected, with authorized antiviral and antibacterial disinfectants for use against SARS- CoV-2.
- ✓ Medical Kit to manage suspected cases.

PUBLIC SPACES

- ✓ Public spaces and surfaces and workplaces of our staff are cleaned more regularly, paying special attention to cleaning high-frequency touch points.
- ✓ Fabric surfaces are cleaned with a steam appliance.
- ✓ Restaurant and bar tables and chairs are disinfected upon each use.
- ✓ Guests are recommended to avoid using public restrooms.
- ✓ Air conditioner cleaning and maintenance in accordance with the relevant Circulars.
- ✓ Proper layout of furniture to limit the risk of overcrowding.
- ✓ Numerous points of hand disinfectant dispensers for our guests and staff.
- ✓ Elevators should be used by one person or a family.
- ✓ Customers are recommended to use the stairs.
- ✓ The maximum number of people allowed in the elevator is stated in the entrance of the elevator.

ROOM DISINFECTION

- ✓ Fabric surfaces are cleaned with a steam appliance.



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- ✓ Decorative objects have been removed from the rooms.
- ✓ A meticulous cleaning and disinfection of the room is made using authorized cleaning /disinfectant products & steam appliance.
- ✓ A notification of disinfection is placed in every room after it has been cleaned.
- ✓ Enhanced cleaning and disinfection protocols for all surfaces and bathrooms are applied in every room prior to the guests' arrival.

IN THE ROOM

- ✓ Installation of individual antiseptic gels in each room.
- ✓ Rooms will be cleaned & sheets, pillowcases and towels will be changed upon request of the customer at the reception desk & only while the customer is not in the room.

RESTAURANT - BAR

- ✓ Installation of special hand disinfectant and recommendation for use upon entrance and exit from the restaurant and bar.
- ✓ Opening hours for breakfast and dinner are extended.
 - ❖ Breakfast: 07:00 - 10:30
 - ❖ A la Carte Restaurant: 12:00 – 19:00
 - ❖ Dinner: 18:15 - 21:15
 - ❖ Bar 09:00 – 00:30
 - ❖ Room Service 09:30 - 21:30
- ✓ Breakfast and dinner are also served outdoors.
- ✓ Room service is available.
- ✓ Strict hygiene, cleaning and disinfection good practices in the field of food (production and service) by strictly following HACCP's rules.
- ✓ Contactless payment is available in all bars and the restaurant.



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- ✓ Staff members are equipped with Personal Protective Equipment during the operation of the bar and restaurant.
- ✓ Public spaces and surfaces are cleaned more regularly, paying special attention to cleaning high-frequency touch points.

POOL / BEACH

- ✓ The swimming pool is chlorinated regularly using disinfectants supplied to us by specialized partners and industry leaders.
- ✓ Regular check on residual chlorine & pH levels.
- ✓ The use of showers is recommended before and after using the pool.
- ✓ Safe distances are applied between sun beds and umbrellas.
- ✓ Points of hand disinfectant dispensers for our guests and staff.
- ✓ Enhanced cleaning and disinfection are applied on all sun beds after use.
- ✓ Public spaces and surfaces are cleaned more regularly, paying special attention to cleaning high-frequency touch points

GYM / SPA

- ✓ Our gym will start operating again as from 1st August, by appointment only. The Spa will stay closed for the whole season 2020

You are highly recommended to keep safety distances from other people, both customers and staff members. It is the easiest way to protect your health and respect the health of people who are around you.

Your convenience, health and safety are of high importance to us and we can assure you that our upgraded policy ensures the safety of our guests and staff members against the Covid-19 virus.



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