

### Your Safety is our Priority

BIO SUITES HOTEL is taking into account the instructions of the Ministry of Tourism for the implementation of new health protocols in Greek hotels, in view of their reopening in the context of the new reality created by the Covid-19 disease and proceeds with the preparation of a Protocol.

The aim of the Action Plan is the prevention of occurrence and the effective management of suspected cases, to limit the spread to staff and guests, always in accordance with the current guidelines of the National Public Health Organization. To Action Plan complies with the recommendations of NPHO and will be revised according to developments.

The hotel's aim with the Action Plan is on one hand to protect its staff and guests and on the other hand to guide its staff to take all the necessary measures to prevent and protect against the Covid-19 disease.

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.

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

#### Our program includes:

- ✓ 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.
- ✓ Continuous updating and implementation of the instructions of the National Public Health Organization.
- ✓ Definition of the coordinator and contact person for COVID-19 issues.
- ✓ Constant and stable cooperation with specialized doctor- available 24/07
- ✓ Staff training, relevant certification from the Medical School of the University of Crete, and systematic control for the strict adherence to the instructions.
- ✓ Hand sanitizers in all public spaces.
- ✓ 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.



### Reception services

- ✓ Installation of informative signs with the principal hygiene directives.
- ✓ 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.
- ✓ Electronic and contactless payment of bills is available and recommended and bills are recommended to be sent by e-mail.
- ✓ Credit cards are charged upon confirmation of the balance by the customer.
- ✓ Useful information on health care providers and drug stores of the area.
- ✓ 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.
- ✓ 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.
- ✓ The maximum number of people allowed in the elevator is stated in the entrance of the elevator.



### ROOM DISINFECTION

- ✓ 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.
- ✓ 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.
- ✓ 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

- ✓ Installation of antiseptic gels.
- ✓ Gym's equipment is disinfected after each use.
- ✓ Instructions (information/signs) for the avoidance of all common areas, in case someone is not feeling well.

#### SPA

- ✓ Installation of antiseptic gels.
- ✓ Spa's use by appointment only.
- ✓ The used equipment is disinfected after each use.
- ✓ Instructions (information/signs) for the avoidance of all common areas, in case someone is not feeling well.

#### 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.

The Management takes measures to implement good personal hygiene practices in the workplace and supervises their continuous implementation. Specifically:

- ✓ Informs and trains the staff regarding the special instructions for cleaning in the event of an outbreak. Specifically:
  - a) the person remains in his room with the door closed.
  - b) he is immediately given a simple surgical protective mask and tissues.
  - c) if there is a companion who wishes to stay close, they are given a simple surgical mask and a recommendation is made to wash their hands thoroughly after every contact with the suspected case and not to touch their face.
  - d) staff members are prohibited from entering the room and only one staff member deals with customer's requests.
  - e) the used personal protective equipment is disposed of in a closed bin.
  - f) thoroughly wash hands after disposal of protective equipment.



- ✓ The Management takes care, so that there is sufficient disposable material for the prevention of infections immediately accessible to the hotel staff: soap and water or alcoholic hand cleaning solution, tissues, simple surgical masks, disposable gloves, thermometers, garbage bags and surfaces' cleaning products.
- ✓ In the event of an outbreak, disinfection and a 24-hour wait are required before the room is made available to a customer. When ventilating the room, where a case has been detected, it is not allowed to leave the entrance door open to the corridor.

In case an employee meets the criteria of the Covid-19 case definition, the following apply:

- ✓ The hotel's health responsible immediately contacts the NPHO and declares the suspected case and receives instructions for dealing with it.
- ✓ The suspected case is recommended to remain in a specific area with the doors closed.
- ✓ A simple surgical mask and tissues are given immediately to the patient that shows symptoms of a respiratory infection (cough, sneeze, runny nose).
- ✓ An investigation is carried out for possible exposure of other employees or guests, and they are all requested to follow the instructions of the NPHO.
- ✓ All surfaces are disinfected with an emphasis on the workplaces and the equipment used by the potential case.

**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.**

