



Dear Guest,

At H Hotels Collection, Guest & Staff health, safety, and security have been values of great importance since our very first day of operation.

Following government restrictions and recommendations for 2022, we have implemented our internal H&S protocol in order to guarantee our Guests' and Associates' health and safety.

Our Management Team and our Group Quality Department have extensive experience and updated knowledge applying HACCP and H&S protocols over the past years and thus, you can trust us your valuable holidays: **Just travel with Safety!**

1. WELCOME

- Our Front Office Team members are perfectly trained to guide you. Porter Service is at your disposal and without access to your room for safety reasons.
- Plexiglass and relevant signage are in place for your guidance while waiting at the Front Office Desk.
- We take care of all necessary space set-up and disinfection processes in compliance with the regulations.
- Social distancing is always expected.
- Non-residents are not allowed to enter the guest rooms.
- Check in will be available via our tablet.
- Room key cards will be sanitized.
- You are thoroughly encouraged to avoid using cash – please prefer our contactless POS!
- Check-in time will be at 15:00 and check-out time at 11:00 to secure proper room cleaning and disinfection.
- The use of mask is not mandatory after June 1st.

2. STAY

- Guests are encouraged to avoid lift use and take the stairs instead.
- Maintenance in rooms will be carried out upon call and only when guests are not in room.
- Laundry service will be available.

3. CLEAN

- All rooms provided to our guests are properly cleaned and disinfected.
- Rooms will be cleaned daily, at your absence.
- We are adhering to a strict cleaning & sanitization schedule in cooperation with our Cleaning Strategic Partner Diversey/Sealed Air. Hand sanitizers are available in all hotel areas.
- Our guests are encouraged to use only their rooms' WC and not public WCs.
- Public areas incl. public WCs will be frequently cleaned and sanitized.

4. BARS & RESTAURANTS

- All our F&B outlets are strictly following HACCP Protocol.
- Impressions Restaurant & Sketch Bar offer outdoor sitting and safe spacing between tables.
- Restaurant and bar menus are available via the hotel app.
- Hands should be sanitized when entering an outlet.

- Social distancing set-up tables.
- Tables will be cleaned and disinfected after every use.
- Self-service buffet will be operating on breakfast.
- Sketch Bar will be re-organized to secure social distancing. Guests are advised to enjoy their drinks outdoors.
- Room service is available (at extra cost).

5. ANIMATION - SPORTS

- Gym use is available by appointment.
- Equipment and facilities are disinfected after every use.
- Outdoor yoga classes are held with 2 meters safe distancing.

6. RELAX & WELLNESS

- Our sun loungers will be arranged at 1.5 m distance around the pools and the beach.
- Sun loungers will be sanitized after each use.
- According to current government regulations, there is a 1 person at 2.5 sq. meters ratio at the pools.
- Towel use is mandatory. Your pool towels will be provided in your room and your beach towels on the beach.
- Shower before and after the use of the pool is mandatory.
- Massage, mani-pedi and hairdresser's services available by appointment. Spa (hammam, sauna, jacuzzi) will be operating according to current regulations.
- PH and chlorine levels will be checked very often to guarantee 24/7 pool sanitization.

7. COMMUTE

- We are operating an open-air car park zone, no valet service provided.

8. STAFF

- Our Valuable Personnel have attended COVID-19 training lessons and have been provided with training certifications by a reputable H&S Organization which is a strategic partner to HHC.
- Our Staff will always have access to occupational health doctor.
- Our Staff's temperature will be controlled daily.
- Our Staff will always have access to Personal Protective Equipment.
- All staff members are frequently tested for COVID-19 and results are reported to the authorities.

The Hotel Manager