



*Dear Guests,*

**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 season 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 ISO 9001, 22000 and 14001 protocols over the past years and thus, you can trust us your valuable holidays: **Just travel with Safety!**

#### 1. WELCOME

- Our Front Office Team 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 1<sup>st</sup>.

#### 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.

#### 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, including public WCs, will be frequently cleaned and sanitized.

#### 4. BARS & RESTAURANTS

- All our F&B outlets are strictly following HACCP Protocol.
- All restaurants & bars 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.
- Bars will be re-organized to secure social distancing. Guests are advised to enjoy their drinks outdoors.

**5. ANIMATION - SPORTS**

- Indoor Mini Club will be operating – capacity will be monitored.
- Gym use is available by appointment.
- Individual Sports or sports for families are allowed: Tennis, Table Tennis upon reservation.
- Equipment and facilities are disinfected after every use.

**6. RELAX**

- 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 beach towels will be provided at the Spa.
- Shower before and after the use pool is mandatory.
- Massage, mani-pedi and hairdresser's services available by appointment. Spa will be operating according to current regulations.
- PH and chlorine levels will be checked very often to guarantee 24/7 pool sanitization.

**7. COMMUTE**

- Shuttle bus for the beach will be frequently sanitized by our Staff.
- 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***