

Travel with safety



TRAVEL
WITH
SAFETY



HOTELS
COLLECTION



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H Hotels Collection

COVID-19
RECOVERY
& 2020 OPENING PLAN

Travel with safety

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

As Greece recovers from the recent COVID-19 pandemic which has affected the whole universe, we are currently working on the next day and the hotel openings taking into consideration new habits and rules that everyone should follow from now on.

Following government restrictions and recommendations, 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 has 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!



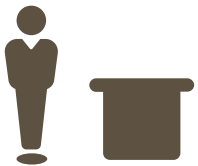
1. WELCOME



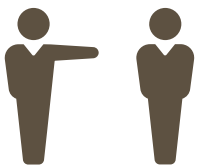
- Our Front Office Team is perfectly trained to welcome and guide you.



- We have a “Health First” Ambassador whom you may contact should you have any enquiry about our H&S processes or require medical assistance.



- The floor is clearly marked with signage indicating where you should stand when waiting at the Front Office Desk.



- Social distancing is expected at all times.

1. WELCOME



- Check-in will be available via our tablet.



- Room Key Cards will be sanitized and placed in a protective case.



- You are strongly 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 in order to secure proper room cleaning and disinfection.



2. STAY



Guests are encouraged to avoid using the lift and taking the stairs instead.



Room Service will be available.



Non-essential items such as decorative pillows, stationery, magazines will be removed for your own safety.



Accommodation capacity will be monitored constantly.



Maintenance in rooms will be carried out upon call and only when guests are not in room.

3. CLEAN



- Our rooms provided to our guests will be properly cleaned and disinfected.
- Room cleaning will be provided only upon request.
- Turndown service will not be provided for year 2020.
- We are adhering to a strict cleaning & sanitization schedule using selected and certified products by globally acclaimed suppliers.
- Our guests are encouraged to use only their room's 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.



- Hands should be sanitized when entering an outlet.



- Tables' set-up is following social distancing guidelines.



- All buffet restaurants will be re-organized and managed by our cooks.



- Bars will be re-organized in order to secure social distancing.

5. ANIMATION



According to current government regulations, indoor Mini Club is not allowed to operate. Instead, we will be operating outdoor activities.



Game Room will not be operating.



Individual sports or sports for families are allowed:
Tennis, Mini Golf, Table Tennis upon reservation.

6. RELAX



- Our sun loungers will be arranged at 2m distance around the pools and the beach.



- Sun loungers will be sanitized after every use.



- According to current government regulations, the 1 person per 5 sq. metres ratio should be enforced at all times at the pools.



- Towel use is mandatory.



- Spa facilities (interior pool, hammam, sauna, jacuzzi) will not be operating.



- PH and chlorine levels will be monitored frequently in order to guarantee 24/7 pool sanitization.

7. COMMUTE



- Club Cars will be frequently sanitized by our Staff, who will be wearing masks and gloves.
- We are operating an open-air car park zone, no valet service provided. No charges apply.

8. STAFF



Our valuable personnel have attended COVID-19 training lessons and have been provided with training certifications by a reputable H&S Organization, a strategic partner of HHC.



Our Staff will be examined by an occupational health doctor at all times.



Our Staff will make use of Personal Protective Equipment at all times.



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