

Dear valued guests,

Thank you for your visit and support all those years and especially this difficult time, which is very important for us.

As we are getting ready to welcome you back, we would like to inform you that the health and wellbeing of our guests and staff has always been of the utmost importance to us.

Especially in the light of the worldwide spread of COVID -19 safety measures are of paramount importance. Thus, we closely follow the guidelines and recommendations set forth by the Greek Government, EFET Hellenic Food Authority, World Health Organisation and other relevant local authorities.

Our aim is to provide you with impeccable service, so you can enjoy a safe and stress free unforgettable Greek summer while creating life lasting memories with your loved ones that you will cherish forever.

Nikos L. Balos

President and C.E.O

of La Maltese Hotels



La Maltese Hotels Philosophy

La Maltese Hotels are a group of small private independent boutique hotels that have been designed to offer its guests an environment of privacy while enjoying incomparable service and paying attention to every detail that will make you feel safe.

Our aim has always been to keep our guests happy and feel like they are visiting their personal vacation suite or home in the island of Santorini. In order to achieve that except from the privileged locations our hotels located thelayout of all our premises has been designed to offer privacy and exclusivity. Public areas are ideal to spend your day where social distancing has always been a paramount importance for us.

Moreover, all our rooms and suites have individual, outdoor entrances with private balconies where you can enjoy the incomparable beauty of Santorini while enjoying in-room dining.

However, due to the current situation extra safety measures have been implemented to ensure our guests and staff wellbeing. Please take into consideration that the below measures are subject to change at any time to ensure they are updated in line with latest guidelines from government and public health bodies.

- - In case you or anyone close to you are experiencing Covid-19 symptoms or have been exposed to the virus the previous 14 days we kindly ask you not to visit our premises until you have isolated for 14 days and have a doctor verification.
 - Upon arrival we will have to check your temperature
 - We have reduced the number of customers and staff so us to practice social distancing according the government guidelines.
 - Furnitures have been removed and rearranged due to social distancing measures
 - Special cleaning products that are proven to kill viruses and bacteria are used along with steam cleaners and UV-C systems, for the most effective cleaning and sanitization of our premises.



1.Employee Health & Training

The health and wellbeing of our employees has always been fundamental. They have received a comprehensive training regarding COVID- 19 health and safety protocols before returning to work (hand hygiene, wearing mask, social distancing). In order to ensure that the hygiene protocols are followed the hotel has appoint key individuals in every department.

2.Guest's Arrival Procedure

Due to the current distance protocols, we will not be able to welcome you with a handshake or a hug. When you arrive at one of our hotels our team will perform temperature checks with highly sensitive infra-red thermometer. Check in will be performed using electronic means where possible. Sneeze Guards have been added to reception counters.

Then you will be informed with all the new hygiene, health and safety measures. Hand sanitizer will be available in key places including: reception, lobbies, guest rooms, restaurant entrance, public WC, and pools. Each guest will receive a medical kit located in their room /suite containing hand sanitizer, mask and a COVID-19 card.

Arrival and departure times of guests will be requested to avoid queuing. Guests will be escorted to their room while maintaining social distancing.

3.Suspected COVID-19 19 Case

In case a guest is experiencing any symptoms will be provided with medical care according with government regulations. A designated doctor will assist you and provide assistance including testing and health care services. Housekeeping service will be suspended to protect our employees. Any employees that have symptoms will be asked to self-isolate of 14 days before returning to work.

4. Hygiene Protocols



All members of our staff have to wear protective masks at all times. They have been also instructed to wash their hands every hour or use the appropriate sanitizers provided by the hotel and after a break, sneezing, using toilet, smoking, eating and drinking.

The cleaning and sanitizing of the hotel has been increased. Especially to all public areas and all frequent contact surfaces such as front desk counters, door handles, public bathrooms, room keys, stair handrails, dining surfaces, and siting area. This cleaning procedure also apply to back of the house. Finally, special chemical will be used in our premises that have proven effective against virus and bacteria and steam cleaning is being used to clean and disinfect soft furnishing.

5.Housekeeping

Our cleaning products and protocols meet country specific guidelines for approved effective use against viruses and bacteria. When cleaning guest rooms, we pay particular attention to high-touch items. All bed linen and laundry are changed during your stay upon request and washed at a high temperature. Fresh air exchange will be maximised.

Guests will be asked if they have any timing preference for room cleaning and advised that this will take approximately 60 minutes with the enhanced standards. Where guests prefer not to have their room serviced on a daily basis, we will respect their wishes and make individual arrangements directly with the guest, based upon the specific preferences.

Guests' directory, in-room dining and mini bar menu will be available digitally through use of QR code for mobile devices. Coffee machine has been removed from the room and can be available upon request.

6.Social Distancing

Throughout the hotel guests will be reminded to practice social distancing that also applies for our staff members by maintaining a distance of 2-meters/6ft. Where possible signs have been installed at guests and staff communication points. Queuing systems will be implementing to front desk, restaurant, public WC.

In order to practice this social distancing, the layout of the hotel has changed in all public areas and back of the house.

7. Swimming Pool



Access to the pool area in controlled and all furniture have been rearranged in order to maintain social distancing. Swimming pool water disinfection level will be monitored every hour. Cleaning and disinfection of the area and furniture every hour and after each use.

8. Bar and Restaurant

All furniture has been rearranged in order to maintain social distancing and where possible signs are installed to remind hygiene protocols. All furniture will be cleaned and disinfected between guests. POS systems will be cleaned after use with alcohol wipes. You may view the menu either on your own device by scanning a QR code or by using disposable menus. We have removed some dishes from our menu to allow the kitchen team to be socially distanced. Food will be served covered from the kitchen to guests' table. Condiments, salt and pepper are single use. Cutlery to be covered with napkin when place on table. Hand sanitizers are installed in key points. Guests are not allowed to sit at the Bar according local guidelines but only at bar tables. We encourage our guests to pay by credit card.

9. In Room Dining

Guests can view the menu by scanning a QR code. All equipment will be sanitized after use. Our staff will deliver your order in your room while maintaining social distancing. Food will be covered. Guests will be asked to place the room service tray on the table of their balcony and then contact us to collect it.