

Employee's Responsibilities

Hand Washing

Personal hygiene and frequent handwashing with soap is vital.

All our employees have received training on COVID-19 safety and sanitation protocols approved by our Government and our NPHO (National of Public Health Organization). Furthermore, the hotel is certified by appointed H&S agency, Cristal, a more detailed training has been conducted to front line teams having frequent guest contact such as Housekeeping, Food & Beverage, Front Office, Maintenance and Security.

All employees are provided with necessary PPE (Personal Protective Equipments). Front line teams are required to wear the mask while on duty. Housekeeping, Front Office, Security and Food & Beverage teams are required to wear gloves while on duty as well.

Back of the House. Frequency of cleaning and sanitizing will be increased in main back of house areas with an emphasis on the employee dining rooms, employee entrances, uniform rooms, employee restrooms, kitchens, managers office.

Back of the House Signage Signage will be posted throughout the property reminding employees of the proper way to wear and handle face masks, usage of gloves, wash hands and avoid touching their faces.

Employees will be reminded not to touch their faces, keep physical distancing at least 1.5 m away from guests and other employees

Housekeeping trolleys will be sanitized after each shift

Shared Equipment will be sanitized before, during and after each shift or usage. This includes phones, keyboards, computers and other communication devices, payment terminals, kitchen implements, Food & Beverage equipment such coffee machines etc engineering tools, cleaning equipment, security keys and any other direct contact items used throughout the Hotel.

Staff restaurant A time schedule is conducted for the usage of employee dining rooms with a maximum of 6 persons per time slot.

Thermal controls Regular thermal controls to all employees. In case of a temperature over 37,2°C will be asked to go home.

Our employees have been given clear instructions on how to respond promptly and report all cases of COVID-19 on property. Employees are instructed to stay home if they do not feel well.

Guest Experience

Air Conditioning In room units will be cleaned according to NPHO protocols

All guests will be screened for thermal control (obligatory NPHO protocols) and asked to use hand sanitizer upon their arrival. Appropriate signage all over our premises will display main sanitation and health requirements such as physical distancing, elevator usage etc.

All guests will be recommended to download Hotel mobile application and TUI Blue app prior arrival. Mobile application for use of in-house facilities such as: cocktail class booking, cooking lesson booking, hotel directory, house-keeping services, online reservations for Dining, wine tasting booking, late check out procedure

All guest directory information such as hotel facilities, in room dining, city experiences, concierge services will be listed under Hotel's mobile application and TUI Blue App. Please advise reception team member for more details

All lobby and restaurant areas will have to be open constantly for air circulation. A/C is suspended.

Check out time: 11.00a.m / **Check in time:** 03.00p.m in order to secure in-between timing for deep cleaning

Cleaning Products and Protocols Our hotel uses cleaning products and follow protocols which meet NPHO guidelines and are approved for use and effective against viruses, bacteria and other

Credit card as a payment method instead of cash will be reinforced

Front Office

- Protective screens are installed at the front desk between guests and team members
- Room keys are disinfected and presented safely upon check-in
- Electronic hand sanitizers available to all guests
- Floor signage for physical distancing
- Lounge chairs at 1.5m to ensure physical distancing

Front of the House Signage

- Health and hygiene reminders throughout the property including the proper way to wear and handle face masks, hand washing, distancing and usage of sanitizer dispenses
- Floor signage for physical distancing
- Lobby TV screens will also be used for messaging and communication

Guest Rooms Cleaning and sanitizing according to NPHO approved COVID-19 safety and sanitation protocol, particular attention to high-touch items including telephone, television remote controls, toilet seats, door and furniture handles, light switches, A/C control panels, luggage racks, garbage bins and floors. All in room stationary, pens and pencils ect. are suspended.

Television remote controls and A/C control panels should be wrapped with single use cover all the time.

Gym room usage by strict capacity with a maximum of persons in the same time. Guests are required to sanitize hands once entering the area, before and after each usage of the equipment. Frequent and regular cleaning schedule of the area will be conducted daily. Towel use is obligatory and provided by the Spa reception team. Please drop it in your room after its use.

Hotel Guest Elevator Regular and frequent program is in place to sanitize the button panels and the cabin on a regular basis. Signage will be posted to explain the current procedures, **No** more than one guest will be permitted per elevator or couples sharing the same room

Key card will be provided by front office. All key cards will be sanitized and placed within the key card folder

Linen/Laundry All bed linen and towels will be changed every third day and washed at a high temperature in accordance with NPHO guidelines. Please refer to Hotel's app if you need a different changing frequency

Luggage will be carried by our bellboy. Club car will be sanitized after each usage by our bellboy

Medical Kit. A complete medical kit is available at the hotel reception desk which can be used by the guest. It contains disinfectant, disposable face mask, single use gloves

Mobile application for use of in-house facilities such as : online reservations for Dining, hotel directory, wine tasting booking, cocktail class booking, cooking lesson booking, and late check out procedure

Physical Distancing Guests will be advised for physical distancing at least 1.5m away from other groups of people not traveling with them while standing at reception, using pools or circulating around the property. Restaurant and lounge tables will be arranged to ensure appropriate distancing as well.

Pool Operation According to approved COVID-19 safety and sanitation protocol. Lounge chairs to be sanitized after each use. Lounge chairs set with appropriate physical distancing. 2.0m per set of two. Towel desk operating time 10.00 – 12.00 & 16.00 - 18.00.

Public Spaces indoors & outdoors Frequency of cleaning and sanitizing has been increased in all spaces with an emphasis on frequent contact surfaces including, front desk, Guest Relations desk, elevators and elevator buttons, door handles, public bathrooms, room keys, stair handrails, dining surfaces and seating areas. It will be highly recommended to all guests the usage of their in room WC and not the public ones.

Refilling of Mini Bar has been suspended. Instead a fully stocked mini bar available upon check in

Spa usage only by appointment. Operating procedure according to NPHO protocol. For more details please contact Spa reception team.

Touchless public garbage bins to be used for one usage sanitary equipment

Touchless hand sanitizer dispensers will be placed at all over the hotel premises, room floors, reception, meeting spaces, pool, Spa & Gym room, public WC.

Food & Beverage

Bar stools are suspended, guests are not supposed to lay on the bar

Cleaning & Sanitizing Protocol

- HACCP protocols apply in all food production and service
- Service and beverage stations will be used only by the service staff, they will be cleaned and sanitized on regular scheduled at the end of each service session
- POS terminals to be sanitized after each service session
- Dining tables, bar tops, chairs etc. to be sanitized after each use
- Storage containers to be sanitized before and after each service session
- Food, beverage and coffee preparation stations to be sanitized before and after each service session
- Kitchens to be deep cleaned and sanitized at least once per day

Physical distancing

- Hostesses and Restaurant Managers to manage physical distancing at entries.
- Tables and chairs to be utilized with appropriate physical distancing between each family or traveling party (2m as per NPHO guidelines).

Restaurants

- Buffet breakfast, lunch & dinner will be served in compliance with physical distancing rules, by appointment in time slots and manned service
- Set up of table will be completed upon guest's arrival
- Napkin service is suspended and replaced by single use napkin
- Hard copy menus will be available only upon request

- Digital menus will be available under Hotel's Mobile App.

Room service is provided in single use equipment, after the consumption the equipment should be disposed. No extra charge is applied for the service. Room service menu available at Hotel's App and TUI Blue App

Suppliers of goods & services

- Contractors and suppliers of goods and services shall follow similar Health & safety measures
- No access is allowed within the hotel premises, **All goods** will be delivered at the entrance of hotel's receiving area
- Items shall be sanitized prior its inhouse dispatch

VIP lounge service

Due to NPHO hygiene protocol the beverage service is suspended