

Dear Guests,

At Flaskos Suites, the comfort, health and safety of our guests and colleagues is always our primary concern. We continuously maintain high level of Life, Health & Safety standards.

COVID-19 has significantly changed the way we live, and we are adjusting our daily operations to fit within the new normal.

In response to this, we and a team of experts have reviewed our existing health and safety processes and developed a new safety protocol. A in-depth, cleanliness and disinfection protocol was created and is designed to ensure your safety and peace of mind from check-in to check-out.

It will definitely be a different summer, but together we can turn it into another unique experience.

### **What are the new protocol measures?**

#### **General:**

online check in (including a COVID-19 form)

online welcome video with hotel and island information

video with hotel and island information

online restaurant menu

online booklet with all of our SPA services and activities (e.g. private trips by boat or car, horse riding)

free room service

#### **Rooms:**

Disinfected rooms

Linen provided in sealed disinfected bags

Protected Masks for every guest (upon request)

Antiseptic gels in every room

Housekeeping services upon guests' request

#### **Restaurant:**

- Online menu service
- Restaurant service is provided with all the physical distance measure requirements
- Individual olive oil, vinegar, salt and pepper packages
- Single-use meal placemats
- A la carte menu meal can be provided on your balcony or terrace

**1. Physical distancing**

Implement physical distancing measures throughout the hotel

**2. Increase cleaning and disinfecting**

Increase the frequency of cleaning and disinfection throughout the hotel, paying attention to the most frequently used.

**3. Medical services on-call**

**Local hospital 00302289360000**

**Pharmacy 00302289023900**

**Coast Guard 00302289022218**

**Tourist police 00302289022482**

**4. Sanitizing stations around the hotel**

Install alcohol-based hand sanitizing stations near the front entrance and public areas. Provide sanitizer and disinfectant wipes around the hotel

**5. Disinfect key room**

Provide clean disinfected keys upon check-in

**6. Linens :**

- Laundry, bedding and linens washed at 60 degree Celsius to ensure sterilization
- Laundry bags inside the apartments are for towels and sheets that need cleaning
- Linens are providing to shield – disinfected bags

**7. TV and AC remotes**

Provide a clean and disinfected TV - AC remote in an individually sealed and protective bag

**8. AC function**

**Air Conditions** filters cleaned and disinfected after every check out. Frequent checks according to health protocols

**9. Daily Cleaning**

- Minimizing the number and frequency of colleagues entering guest rooms during their stay to protect both our guests and colleagues (according to guest's preference).
- Housekeeping staff who need to enter guests rooms will always use an alcohol – based hand sanitizer and they wear gloves and masks before entering a room and will repeat this before entering each room
- A guest room rotation plan that allows enough time for proper air circulation after guests check out.
- Increased anti-viral disinfection measures in place for the most frequently touched guests room areas such as light switches, door handles, TV remote, AC remote.
- Removal of most advertising items such as pens and paper, books, magazines from all rooms and making them only available upon guest request.

#### **10. Online Check in:**

- Provide a web check-in process to minimize contact with team members.
- New check in / check out hours at 11:00 and 15:00 respectively, so there will be enough time to prepare every room for our next guests.
- Prior to arrival, guests will be asked to forward personal preferences on service levels and interaction with colleagues

#### **11. Body - Temperature Checks**

Body - temperature checks on the check during guests' arrival

#### **12. Pool**

- Provide sanitizer and disinfectant wipes
- Provide protective line for one use
- Keeping the water of the pool always fresh and purified, recycling it on a regular basis.

#### **13. Bars and restaurants**

- Restaurants and bars will operate with reduced capacity to ensure adequate space and socially distant set-up.
- Digital menus available for guests to view on personal mobile devices via QR code.
- Cleaning and disinfecting of dining areas with disinfectant products.
- All meals can be ordered a la cart.
- All meals can also be served with room service, at no extra cost for room delivery.

- Space tables apart in restaurants and bars to provide physical distancing.

#### **14. Digital Hotel directory and restaurant menus**

QR code technology is implemented around the hotel for a contactless experience

#### **15. Food safety**

Adhere to the strict safety procedures while serving all food and beverages.

#### **16. Methods of payment**

Offer cash-free methods of payment.

#### **17. Private Transfer Services**

All hotel vehicles cleaned and disinfected after each use.

#### **18. Super Flex cancellation policy** no deposit needed for reservations and free cancellation 7 day before arrival

#### **19. Team training**

- Provide team members with comprehensive hygiene and prevention training program.
- Appropriate personal protective equipment's are worn by all team member throughout the hotel.
- All team members provide service with an attentive manner that balances guest safety with personal reassurance and comfort.
- Focused re-training programs for Housekeeping teams on all cleaning protocols are being implemented

#### **20. Team member temperature checks**

Body - temperature checks for team members and suppliers, when legally permitted or required.

The above-mentioned measures are subject to adjustment following possible new safety updates from the official health authorities and the Greek government.

We are looking forward to welcoming you and offering you the safest and happiest summer holidays!

The Flaskos Suites Team