



RESIDENCE

General Information for traveler's health and safety Summer 2021

In Residence Villas we adapt our operation considering the new Safety standards & Hygiene protocols.

We are ready to welcome our guests with safety, providing on-line check in options and training all our employees to always use the appropriate equipment and keep safety distances.

Always feel free to ask any information.

The staff is ready to answer any question you might have.

Main measures & procedures:

RECEPTION SERVICE

- Visitors information about the accommodation policy and the measures take to deal with any incidents,
- Visitors information about health providers, public and private hospitals, COVID-19
- Provision of (medical kit) in the event of a COVID-19 case, such as gloves and disposable masks, antiseptics, cleaning wipes, apron, long-sleeved robe, laser thermometer.
- Training of staff to recognize guest symptoms and report them directly to the Health Officer.
- Installation of plexiglass in the reception between guests and staff.
- Hand sanitizer.
- Regular disinfection of the reception surfaces.
- Installation of floor markings at a distance of two meters indicating where guests should stand.

- Electronic check in / check out procedures to reduce waiting time and overcrowding. Credit cards are deposited in a special box for use by the receptionist and antiseptic is provided for disinfection after use.
- Disinfection of key cards.
- Extension of check-in and check-out period between stays. Check-out until **11:00 a.m.** and check-in from **3:00 pm**. During the time between each check-in and check-out between different guests the room is cleaned, thoroughly disinfected and adequate natural ventilation of the space follows.
- Non-residents are forbidden from entering the rooms.
- It is mandatory to have a **negative PCR test** within 72 hours of travel or a **vaccination certificate** showing completion of vaccination at least 14 days prior to travel. Guests who have neither will have to take a rapid test on site and will only be allowed to enter the hotel if the result is negative.

STAFF

- Staff members follow all the necessary hygiene measures (frequent hand washing), keep the appropriate distance (at least 1m from customers) and avoid handshakes.
- Strict hygiene and distance measures will be applied by employees.
- Staff is in the position to identify symptoms and report them directly to the health coordinator.
- Weekly self-tests according to protocols

HOUSEKEEPING

- Special cleaning instructions for rooms are also provided for Covid-19 cases.
- Sanitation services have been reinforced & special attention has been given to cleaning “high-frequency touch points” such as door handles.
- Excellent room ventilation has taken place between stays of guests.
- Decorative objects (pillows, bedding) can be removed from all room upon request.
- Fabric surfaces are cleaned with a steam appliance.
- Doors and windows of all rooms should be opened daily for natural ventilation.

In the event of a confirmed COVID-19 case:

- All surfaces and objects that may have been contaminated are washed and disinfected according to the above instructions.
- Housekeeping staff uses a simple surgical mask, gloves and a disposable waterproof robe,
- Touching of the face with hands is avoided
- After the protective equipment has been removed, it is properly disposed of and hands are thoroughly washed with soap and water.

- Discreet monitoring of guest symptoms.
- Housekeeping services will not be provided during a guest's stay unless otherwise indicated by the guest during the pre-registration process or check in. Should these services be requested, guests are informed that they must leave the room before the housekeeping staff can enter in order to avoid overcrowding. Turn down service is provided only under special circumstances and after a formal request at the reception.

Departures, protocols :

- A special disposable cover is placed on the TV and air conditioner remote controls after disinfection.
- Decorative objects (pillows, bedding) are removed from rooms upon request.
- Fabric surfaces are cleaned with.
- Doors and windows are opened daily for natural ventilation of spaces.
- Hand sanitizers have been placed in all rooms.

AIR CONDITIONING & NATURAL VENTILATION

- All outdoor areas are adequately ventilated.
- Split units are switched off or when this is not possible they are operated continuously in parallel with natural ventilation.
- The replacement of filters for split units will be done according to the maintenance schedule taking all protective measures.

GASTRONOMY / F&B Restaurant & Bar

Veni Restaurant! Since taste is just another way to "speak" to someone's heart, the buffets will be maintained, while there will be more individual portions as well as wrapped products. For that reason, additional safety measures will be introduced which must be followed by both guests & employees.

- Our restaurant is operating with HACCP principles.
- The hands' disinfection and mask use will be mandatory upon entry.
- Guest can visit the buffet wearing masks and gloves. Every next visit to the buffet will take place the same way.
- Guests are recommended to follow the signs in order to be served and keep distance at least 1,5m.
- Customer buffets flow will be one -way.

- Children must be supervised by parents at any time in the restaurant. Children should not be allowed to access the buffet by themselves.
- Staff shall keep the required distances when serving. Guest should not refill their used plate or glass. They must use a new one.
- Tables, chairs and bar will be cleaned and disinfected after each service.
- Menu are available on www.residencevillas.ge
- Coffee machine and juice will be cleaned more often necessary.

Breakfast: 7:00 a.m- 10:00 a.m

Dinner: 6:00 p.m- 8:00p.m

PUBBLIC AREAS - POOL

- Swimming pools operation is safe concerning Covid -19
- Longer distances will be applied to all pool areas of our hotel and between sunbeds/umbrellas.
- Guest should not remove sunbeds from their adequate position in order to keep social distancing.
- Number of people entering the swimming pool at any given time will not be greater than a swimmer per 5 m² of water surface.
- Overcrowding in pool restrooms should be avoided.
- The pH levels of the water in the pools are maintained within the recommended limits.
- The pH values of the water in the pools are maintained within the limits as required by Greek law. Regular measurement and record keeping of pH levels is performed every eight hours during the operation of the swimming pools.
- A minimum distance of 2 meters between sunbeds has been implemented.
- After each guest's departure, the sunbeds, tables, may be used by the next customer are disinfected.
- Cover sunbed surface is provided and each sunbed is disinfected after use.

Good practices before swim

Wash your hands & take a shower

In case you use the toilet, take a shower before entering the pool.

Use your flip flops at all time

Do not enter the pool in case of skin conditions

MEDICAL CARE

- Medical kit available in case of an incident, which include disposable gloves and masks, antiseptics, cleaning wipes, apron, long-sleeved robe, laser thermometer
- Residence villas is in cooperation with **Cretan Medicare medical center Dr. ATHANASIOS DIAMANTAKIS** in Malia and Herosnisos 24/7, in order to provide us a safe summer.

<https://cretanmedicare.gr/>

call: +30 28970 25141

COVID-19 CASE PROTOCOLS

If guest starts not to well, should stay in their room and contact the reception. A doctor from Cretan Medicare should be immediately be in contact and provide medical care.

- An action plan complies with the recommendations of Greece's public health organization – EODY and will be revised according to developments.
- In case of a verified case guest shall be taken to the hospital.
- Guest's room will not be returned to service until the room is deemed safe, and consistent with the guidance of local health authorities.

EMERGENCY CALL

Reception: 9

Covid-19 Responsible: **SOFIA FROUDARAKI** +30 6972274646

ACTION PLAN

A detailed Action Plan has been drafted and communicated to our staff ans all departments in consultation with the Greek Ministries of Health and Tourism

and local authorities to determine appropriate action in case a guests or worker present Covid -19 symptoms .

Keep safe for a wonderful summer 2021!

The Family and the Staff of Residence Villas Hotel

