

At **ALBATROS SPA RESORT HOTEL**, our priority is the provision of high quality hosting while protecting the health of our visitors and employees

With a strong sense of responsibility and respect to the environment (ISO 14001), we put into practice the National Hygiene Protocols and received both the certifications of the Hellenic Chamber of Hoteliers (Health First) and of **TÜV AUSTRIA (COVID-Shield)** . We would like to inform our visitors about the protection measures that we apply:

1. Cleaning - Disinfection

- ❖ *Intensification of cleaning and increase in disinfection frequency with an expanded list of cleaning areas. In particular, we place emphasis on multi-purpose and common spaces, including restaurant and bar areas.*
- ❖ *Natural and intensive ventilation of all closed spaces.*
- ❖ *Increased frequency of cleaning and disinfection of ventilation and air conditioning filters.*
- ❖ *More frequent cleaning and disinfection of guest's and staff's restrooms, with appropriate products.*
- ❖ *Steam cleaning for all fabric items.*
- ❖ *Disinfection after every individual use of: restaurant tables and chairs, sun beds, spa beds, massage beds, manicure and pedicure stations.*
- ❖ *Application of strict room disinfection protocol upon visitor check out.*
- ❖ *Strict disinfection protocol for indoor common areas (spa, main restaurant, luggage room, mini market) after the end of the daily operation.*
- ❖ *Sanitizing mat at the hotel entrances.*
- ❖ *Key and key card disinfection using UVC Led sterilizer.*
- ❖ *Temperature adjustment of laundry machines and dishwashers for more effective cleaning and disinfection.*

2. Personal Hygiene and health

- ❖ *Specialized staff training in COVID-19 preventive measures, rules for personal hygiene, the use of protective equipment and the application of our new protocols. Certificate of participation for training will be provided to all employees.*
- ❖ *Regular staff inspection for protocol compliance by an independent certification organization.*
- ❖ *Close collaboration with private clinic to provide medical services for our guests and staff. Covid test are available in the hotel on charge.*
- ❖ *Daily temperature measurement of the staff.*
- ❖ *Mandatory use of personal protective equipment (e.g. gloves, masks and face shields) in all hotel departments according to national regulations.*
- ❖ *Placement of dispensers with hand sanitizer (70-80% alcohol) in key points of the hotel for all visitors and the staff.*
- ❖ *Offering of contactless check-in & check-out as well as electronic invoices/receipts.*
- ❖ *Staff training for identification and appropriate management of COVID-19 cases.*

3. Keeping distances

- ❖ *Placing sneeze guards: at the Hotel Reception, Spa Reception, Spa nail treatment area, cash desks, and at the restaurant areas where social distancing is mandated.*
- ❖ *Positioning of sun beds, chairs, and tables according to the safety protocols with appropriate distance.*
- ❖ *Floor marking to ensure social distancing in both common areas and workplaces.*
- ❖ *Guidance and signs for keeping distances in main restaurant, bar, pool area, spa and mini market*

4. Food and Beverage Safety

- *Application of Hygiene protocols throughout the food and beverage supply chain starting from the raw materials up to the serving to our guests*
- *Increased frequency in cleaning and disinfection of all kitchen, restaurant and bar equipment.*
- *Application of strict hygiene and control protocols in all areas where supplies are delivered and stored.*
- *HACCP and ISO22000 Certification.*

5. Continuous information and compliance with Health Protocols.

- *Offering of the information leaflet upon arrival to every hotel guest.*
- *Broadcasting of online information via the Web and hotel TV channel about protective measures and hygiene protocols.*
- *ALBATROS SPA RESORT HOTEL commits to closely monitor and comply with the new directives of the authorities as well as the National Hygiene Protocols.*