

Announcement of hotel operation protocol during the COVID-19 pandemic

In **ALBATROS SPA RESORT HOTEL**, we adapt our operation complying with the new National Safety standards & Hygiene protocols. We continue with a smile and awareness to offer hospitality services so that we can all stay healthy and enjoy the summer.

The measures include the reduction of the hotel's occupancy, the introduction of online contactless check-in, the application of strict cleaning and disinfection procedures, adherence to social distancing practices and the use of protective equipment by all members of our staff.

Main measures and procedures:

Check In

- ❖ Electronic alternatives for check-in/check-out (introduction of mobile concierge and tablets that can disinfect after each use). Customers are encouraged to precheck-in prior to arrival via the hotel website.
- ❖ Electronic payment of accommodation expenses and emailing invoices/receipts.
- ❖ Change of check-in/out time to allow for thorough cleaning and disinfection. The check-out can take place until 11:00 while the check-in is transferred at 15:00.

ROOMS

- ❖ Welcome package with personal products, hand sanitizer, and natural mineral water.
- ❖ All additional non basic equipment, such as magazines, leaflets, decoration pillows & covers, will be removed from the room. Those items can be offered upon the guest's request.
- ❖ Single use covers for TV remote controls as well as for the room phone.
- ❖ Application of National Cleaning protocols concerning the procedure and frequency of cleaning services.

GASTRONOMY / F&B

- ❖ At **ALBATROS SPA RESORT HOTEL** the enjoyment of food is our point of reference. Thus, all new safety and hygiene measures must be adopted by both our employees and guests.
- ❖ Changes in breakfast and dinner hours plus table reservation are necessary due to the reduction of the restaurants capacity in compliance with the protective protocols.
- ❖ Hand sanitization is mandatory when entering all restaurants.
- ❖ Strict hygiene and distancing measures are applied for both visitors and employees at all restaurant areas.
- ❖ Our main restaurant, Mediterraneo, will offer buffet service for both breakfast and dinner. Hygiene measures must be adopted by both our employees and guests. Instructions will be announced at the restaurant entrance.
- ❖ Exclusive offering of paper menu catalogues and single use table cloths . Cutlery , salt & pepper are provided in packaging.
- ❖ At the Sea Side Bar, packaged individual accompaniments are provided upon guests' orders.
- ❖ *Recommended use of POS or room charge for contactless payment.*

POOL

- ❖ We provide swimming pool towels and sunbed covers to ensure our guests' safety. Sun beds are available upon sitting request at the reception. Thus, we ensure our visitors' safety and comfort while avoiding crowding.
- ❖ Increased frequency of swimming pool cleaning and disinfection with materials suitable for water. All processes comply with the recently established national protocols. Hydromassage will be out of service.

Not available: *Gym, Hammam, Jacuzzi, Kids club.*

For further information about the *Albatros Spa & Resort Hotel* operation protocol visitors can contact our reception or send an e-mail. The operation protocol will be continuously updated to comply with the guidance of the authorities, the National Hygiene Protocols, and our collaborating tour operators. We remain at your disposal providing any information or assistance you may need.

Let's Summer!