

## **GUEST WELCOME AND HYGIENE ACTIONS S 2023**

*ESSENTIAL FOR THE CORRECT UNDERSTANDING AND IMPLEMENTATION OF THE  
HEALTH AND SAFETY PROCESS*

### **1. STAFF PROTECTION**

- All staff use antiseptic.
- Rethymno Mare Hotels are certified:  
For HACCP (Hazard Analysis and Critical Control Points) with all year control and staff training,  
For GREEN KEY for the environment protection actions,  
With BLUE FLAG at our beach,  
For WE DO LOCAL, for the use of local food products.

### **2. GENERAL INFORMATION**

- The hotel has co-operation with certified covid-19 doctor, Mr. Tzagarakis Manolis (tel. 6972007391, 0030-2831071300, e-mail [tzagarakisdr@yahoo.gr](mailto:tzagarakisdr@yahoo.gr)).
- The hotel keeps an updated file with all the guests' details that stayed or staying in the hotel in case that is required by the government authorities.
- Guests can be informed for Hotel facilities, restaurants, bars, pools, activities, local bus timetables, announcements etc, through room TV and through their handles. Hotel information can also be sent to guests' e-mail address.

### **3. RECEPTION**

- There are specified distance marks on floor.
- Check in / out procedures:  
Sanitary liquid will be at stable place at the reception area and at the main entrance.  
Distances between clients arriving / departing will be kept.  
There will be digital alternative way of check in, through our website [www.rethymnomare.gr](http://www.rethymnomare.gr).

**Check in, in the room according to availability, otherwise after 14:00**  
according to Greek hygiene protocols.

**Check out until 11:00 am.**

- Reception staff use antiseptic and keep distances between guests and avoid shaking hands.
- Incident book for Covid-19 is kept.

### **4. ROOMS CLEANING PROCEDURE**

- Decorative items will stay in the room but not in use unless clients wish.
- **Room disinfection between guests departing and arriving:**  
After check- out, room will be fully cleaned and disinfected.  
Fresh air ventilation takes place.
- All used linen taken from the room are washed with detergents at high temperature from 70oC and above.

### **5. LOBBY AREA - LOBBY BAR open from 17:00 to 24:00**

- Most of the tables are placed at the balcony area and the rests are at semi out-door area.
- Staff hygiene : Antiseptic.
- Specified distance marks on the floor.

### **6. RESTAURANTS , GASTRONOMY**

#### **A. KITCHEN**

- Regarding the kitchen, HACCP procedures are followed.
- Entrance in the kitchen is forbidden to people that have no relation with the food preparation.
- There are hands sanitizers to each of the entrances.
- Masks, gloves are used from the staff.

## **B. RESTAURANTS**

- Two restaurants will be in operation:  
Main restaurant and Cretan restaurant.  
Cretan Restaurant maximum capacity 50 chairs (external area).
  - **Main restaurant timetable for all meals - service - possibility for extension:**
  - Guests can be served by themselves from the buffet (self-service) by using sanitary liquid.
  - Anti-sneezers are already placed on the buffet equipment.
  - Hand sanitizer are placed in the beginning of the buffet.  
Breakfast 07.30-10.00, buffet style. Late breakfast 10.00-11.00 continental.  
Lunch 12.30-14.30, buffet style.  
Dinner 19.00-21.30  
Variety of buffet as usual.  
Live cooking outside with waiter service.  
In case of low occupancy service will be applied from the waiters (waiter service).  
Both inside and outside areas will be in use.  
All the guests will be guided at their table by maître d' hotel.  
Disinfection process after usage of table and chairs.  
Also, to mention that paper table clothes will be in use, for one use only and paper napkins will be in use instead of cloth napkins.
  - **Cretan restaurant (dinner) 19.00-22.00, waiter service.**
  - For Cretan restaurant, all service is in outside area.
  - All the guests will be guided at their table by maître d' hotel.
  - Disinfection process after usage of tables.
  - All staff use antiseptic.
- 7. POOL BAR/SNACK BAR open from 10:00 to 18:00**
- One outdoor snack bar will be in operation, with staff service.
  - Staff use antiseptic.
  - Variety of drinks and snacks are as originally described according to our All - Inclusive program.
  - Operation hours as it is mentioned in our all-inclusive program.

## **8. POOLS**

**Guests must shower themselves before and after use the pool.**

- We have 2 outdoor pools. None indoor.
- We will operate 3 pools (1 is for private use for 6 sharing pool rooms)
- Water control and hygiene takes place automatically every 5 minutes.  
Sunbeds can be placed around the pool.
- **Beach towels:**  
It is obligatory the use of beach towels on the sun beds.  
The hotel provides beach towels with no extra cost at the reception desk.
- Staff hygiene use antiseptic.

## **9. BEACH**

### **BEACH- BAR open from 10:00 to 18:00**

- Hotel provides beach towels with no extra cost.
- Variety of drinks and snacks are as originally described according to our all - inclusive program.
- Service will be provided from Beach Bar's staff (staff service)
- Staff hygiene antiseptic.

## **10. INDOOR AREAS**

- Mini club (inside area).
- Outdoor children's activities with parents' permission. Use of outdoor playground area.
- SPA areas. Yes.
- **Shops: Super Market and jewelry shop:**

- Staff will use protection equipment such antiseptic.

#### **11. ENTERTAINMENT**

- Water Park will be in use according to our program.
- Will be same rules as the use of pools (shower before and after use, use of beach towels).
- Staff hygiene. Masks, gloves, antiseptic.
- Outdoor options (not hotel properties).  
Bike rental, diving, horse riding, water sports.

#### **Daily activities:**

According to the Animation program.

#### **CLUB CARS**

Hotel has in use open-air club cars to move guests to their rooms and to the beach.

#### **Evening events:**

- Every week live folklore evening with Greek and Cretan dances with dancing group (included live bouzouki music every second week).
- Three theme nights per week in our restaurant (BBQ, Italian buffet, Greek buffet).
- Once a week guitar night.
- Amphitheater capacity and use. Capacity of 600 pax and use for entertainment nights.

#### **12. SANITARY**

- Areas where sanitary products will be placed:  
In all departments will be antiseptic liquid.

#### **13. DOCTOR**

- We have co-operation with certified doctor Mr. Tzagarakis Manolis. Our co-operator partner is certified doctor for covid-19.
- We co-operate with a certified hospital in emergency case. If there is any suspicious case and after doctor's decision, guests will be moved to the Hospital of Rethymno. There are beds for covid-19 patients and medical tests exams.
- **Procedure to be followed in case of a suspicious covid-19 case:**

If staff notice a suspicious case, is trained to report it to the general manager at once. The hotel Manager informs the hotel doctor to visit and exam the guest. The guest and his family remain in the room. In the meantime, nobody visits the room. Doctor collects a sample from the guest to be tested (rapid test) and the guest remains in his room until the result is announced.

If the situation is more severe might the guest be transferred to the Hospital. Food and beverage service and housekeeping service will be as usual provided in the room.

The hotel informs the Government hygiene authorities (EODY) and the Travel Agency.

After the evacuation, the room is cleaned and disinfected.

If somebody of the guest's family wish to stay with him must use all the necessary precautions such as

Mask, gloves and sanitary liquid.

The hotel management collects the contact details of the relative person in case they are asked from the local hygiene authorities.

**WE WISH YOU A PLEASANT STAY!**  
**THE HOTEL MANAGEMENT**