

## **GUEST WELCOME AND HYGIENE PROTOCOL ACTIONS**

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

### **1. STAFF PROTECTION**

- All the staff is trained and certified from Medical department of the University of Crete, to prevent and face covid -19 case.
- All staff will use personal protection equipment, such as masks, gloves, and antiseptic.
- There is screening process to staff in direct contact with clients prior to starting work.
- 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 and  
For WE DO LOCAL, for the use and protection of local food products.  
All above keep our staff always in a training environment and promote its' experience  
For hygiene and safety.

### **2. RECEPTION**

- As it is not obligatory from the Greek protocols' legislation there are no dividers at the reception desk.
- There are specified distance marks on floor.
- Check in / out procedures:  
Sanitary liquid will be at stable place at the reception area.  
Distances between clients arriving / departing will be kept.  
There will be digital alternative way of check in, at outside area with laptops and tablets.  
Check in, in the room according availability, otherwise after 15:00 according Greek protocols.  
Check out until 11:00 am.
- Room keys will be disinfected.
- Reception staff use masks, gloves, antiseptic and keep distances between guests and avoid shaking hands.

### **3. LOBBY AREA - LOBBY BAR "ARTEMIS" 17:00-24:00**

- Lobby bar is divided from the Lobby area with glass door.
- Most of the tables are at the balcony and the rests are at semi out-door area.  
Furnitures are already placed according the Greek protocols.
- Staff hygiene. Masks, gloves, antiseptic.
- Specified distance marks on the floor.

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

- Staff hygiene. Special equipment of self-protection such as masks, gloves, antiseptic.
- Cleaning frequency: Fully housekeeping service every three days unless to client wishes.
- Decorative items will stay in the room but not in use unless clients wish.  
Coffee and tea making facilities, tv remote control and a/c remote control are protected from touch by wrapped protection cover.
- Room disinfection between guests departing and arriving:  
After check- out, room will be fully cleaned and If possible, will remain 24h free of use, otherwise will be disinfected by mechanical equipment.
- Disinfection process takes place with fully room cleaning and disinfected by maid and by mechanical

- equipment too.
- All used linen taken from the room are washed with detergents at high temperature from 70oC and above.
- Also we have removed the follow amenities from the rooms:  
Bath robes, set maquillage, sewing set, hair brush, shoe polish, laundry bags, weight scale, bath hats,  
Tea cups. Glasses are replaced from paper cups for one use.  
All the above are in guests' disposal for free upon request .



-1-

- In the room remain for personal use, shampoo, shower gel, soap, water boiler, slippers and bath mat.

## 5. **RESTAURANTS , GASTRONOMY**

- Two restaurants will be in operation:  
Main restaurant "DIONISSOS" and Cretan restaurant "JASMINE".
- Capacity of chairs according the Greek protocols:  
Main restaurant chair capacity 200 (70 inside, 130 outside).  
Cretan Restaurant maximum capacity 50 chairs.
- **Main restaurant timetable for all meals - service - possibility for extension:**  
Breakfast 07.30-10.00 buffet with staff service. Late breakfast 10.00-11.00 continental.  
Lunch 12.30-14.30 buffet with staff service.  
Dinner 19.00-21.30 buffet with staff service.  
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.  
Buffet will be inside, and guests can sit outside.  
Specified distance marks on floor.  
All the guests will be guided at their table by maître d' hotel.  
Tables will be placed according to the Greek protocols for the prevention covid-19.  
Disinfection process after usage of table.  
Also, to mention that paper table clothes will be in use, for one use only and paper luxury napkins will be in use instead of cloth napkins.  
Extension of meals upon necessity.
- All staff use masks, gloves and antiseptic.
- **Cretan restaurant (dinner) 19.00-21.00, waiter service.**
- Specified distance marks on floor.
- For Cretan restaurant, all service is in outside area
- All the guests will be guided at their table by maître d' hotel.
- Tables will be placed according to the Greek protocols for the prevention covid-19.
- Disinfection process after usage of table.
- Also, to mention that paper table clothes will be in use for one use only and paper luxury napkins will be in use instead of cloth napkins.
- Extension of meal upon necessity.
- All staff use masks, gloves and antiseptic.
- **6. POOL BAR/SNACK BAR "APOLLO" 10:00-18:00**
- One outdoor snack bar will be in operation, with staff service.
- Staff hygiene. Yes, with masks, gloves, antiseptic.
- Variety of drinks and snacks are as originally described according our all -inclusive program.
- No extension for operation hours. Operation hours as it is mentioned in our all-inclusive program.

- Specified distance marks on floor.

## **7. POOLS**

**According the Greek hygiene protocols, guests must shower themselves before and after use the pool. Shower gel will be provided from the hotel.**

- 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.
- Distances between sunbeds:



-2-



Sunbeds can be placed around the pool. Distance between sunbeds according the Greek protocol is 2m from both sides.

Around all three pools can be placed 250 sunbeds.

Frequency of sunbeds disinfection will take place after every use from different guests.

- Beach towels:  
It is obligatory the use of beach towels on the sunbeds according the Greek protocol for prevention of covid-19. The hotel provides beach towels with no extra cost at the reception desk.
- Staff hygiene. Masks, gloves, antiseptic.
- Extension of operational hours is not necessary.

## **8. BEACH**

### **BEACH- BAR "ANEMOS" 10:00-18:00**

- Distance between sunbeds is 3m.
- Protocol for towels. Obligatory. Hotel provides beach towels with no extra cost.
- Sunbeds will be disinfected after every use of different guests.
- Variety of drinks and snacks are as originally described according our all -inclusive program.
- Service will be provided from Beach Bar's staff (staff service)
- Staff hygiene. Masks, gloves, and antiseptic.
- Specified distance marks on floor.
- Extension of operational hours. Yes, if it is necessary.

## **9. INDOOR AREAS**

- According to the Greek protocols Mini Club is closed.
- Outdoor children activities with parents' permission.
- SPA areas. Yes, with special protocols.
- **Shops: Super Market and jewelry shop:**
- Staff will use all the self -protection equipment such as masks, gloves, antiseptic.
- Specified distance marks on floor.

## **10. ENTERTAINMENT**

- Water park will be in use according our program and Greek protocols.
- Will be same rules as the use of pools (shower before and after use, use of beach towels, 2m long sunbeds distances).
- Staff hygiene. Masks, gloves, antiseptic.
- Outdoor options (not hotel properties).  
Bike rental, diving, horse riding, water sports.

### **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 per week saxophone evening and once a week guitar night.
- Amphitheater capacity and use. Capacity of 600 pax and use for entertainment nights.
- Social distancing. 50% capacity (300 pax) for the prevention of covid-19.



-3-

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### **11. SANITARY**

- Areas where sanitary products will be placed:  
In all departments and common areas will be antiseptics.
- Guests that wish masks and gloves can ask at the Reception desk.

### **12. DOCTOR**

- We have co-operation with certified doctor. Our co-operator partner is certified doctor for covid-19 from Medical University of Crete.
- 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 General 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:**  
Our staff is trained to report it to the chief department and after the hotel manager will be informed. The hotel Manager informs the hotel doctor and to exam the guest. He takes a sample from the guest to be tested. If the situation is more severe might the guest be transferred to the hospital.  
Guests must remain in their room till medical test result is reported.  
Food and beverage service and housekeeping service will be as usual provided in the room, with all precautions.  
Travel agency will be informed at once.

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

