

FULL COVID POLICY

When guests check into our hotel over the next few months, they will notice a number of alterations-additions to the Olympia Mare's operation, designed to minimise risk and enhance safety for our guests and staff and meet the new health and safety challenges presented by the current pandemic environment. The enhanced measures our Hotel is implementing in compliance with the mandatory criteria and extra recommendations of Hellenic Republic's 'Health First' Hotel Safety.

Protocols include the following:

Team members (staff) Training

- Training on COVID-19 safety and sanitation protocols to all employees
- Informative posters throughout the staff areas

Personal Protective Equipment

- Provision of personal protective equipment to all employees
- Hand sanitising stations for our guests and staff around public areas
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Physical distance

- Floor signage and informative posters for physical distance
- Proper arrangement to ensure appropriate distancing

Cleaning and disinfection protocols:

Guest rooms

- The hotel has chosen approved for use disinfectants, effective against bacteria and viruses and appropriate for SARS - CoV-2
- Enhanced cleaning and disinfection protocols are used to clean guest rooms with attention to high touched surfaces
- Steam cleaners for the disinfection of fabric surfaces such as curtains, sofa fabrics
- All decorative items are suspended
- Air Conditioning Cleaning, according to governmental protocols
- Housekeeping trolleys are sanitised after each shift
- Cleaning of the room is done upon request on the reception desk to minimise contact of the cleaning personnel. Upon check in you can inform on how often you would like us to clean the room
- The linen change is performed twice a week
- Only residents allowed to enter the accommodation

Public areas

- Increased frequency of disinfection of all public areas and staff areas with attention to high touched surfaces

- Steam cleaners for the disinfection of fabric surfaces
- Recommendation to all guests the use of their in-room WC rather than public
Only guests allowed

In addition:

Front office desk

- Check out time: 11h00 / Check in time : 15h00
- Guests personal data (address, telephone number, email) during check in,
for public health protection and the possible need of tracing
- Appropriate floor signage for physical distancing
- Webcheck-in instead of traditional check-in will be reinforced
- All key cards disinfected prior use
- POS terminals disinfected after guest use
- Contactless charge or credit card as a payment method instead of cash will
be reinforced
- Working surfaces & Shared Equipment disinfected regularly
- A complete medical kit available at front office
- Guests are informed for the services that are officially suspended or altered

Suppliers of goods & services

- All our Contractors and Suppliers of goods and services follow similar Safety
Protocols measures
- No access is allowed within the hotel

The hotel has in place an action plan in case of COVID-19 suspected cases of guests or staff member which complies with Greece's Hotel protocols and legislation.

The Management of our Hotel is committed in fully implementing Greece's Hotel Safety Protocols.

We wish you a safe and pleasant stay in our hotel.