

HOTEL TIGAKI BEACH POLICY AGAINST THE SPREAD OF COVID-19 ACCORDING TO THE APPLICABLE LAW

INTRODUCTION

The SARS COV-2 virus is a new strain of coronavirus and causes a respiratory infection called COVID-19. It is transmitted mainly through respiratory droplets from coughing, sneezing, talking, contact with infected surfaces. Common symptoms include fever, dry cough and loss of strength. Less common are sore throat, arthralgias, myalgias, nasal congestion, loss of smell or taste, headaches, diarrhea. Shaking hands should be avoided and distances between us should be kept. We should also avoid putting our hands on the face, we should turn our head, when coughing, in the opposite direction from where people are and it is of paramount importance to wash our hands often.

SYMPTOMS



Fever, dry cough, difficulty breathing, loss of strength. Sore muscles, sore throat

In the midst of the COVID-19 pandemic, we follow all the instructions and recommendations of the Greek government, the Ministry of Health and local health organizations and implement all the necessary hygiene, safety and sanitation measures to protect our visitors' and staff's health.

Due to the current conditions we have adapted our services based on the new health and safety requirements. We look forward to your understanding and support until this crisis is resolved.

STAFF TRAINING

All the staff of our hotel has been trained according to the new health rules for the prevention of COVID-19.

The person responsible for the implementation of the protocol is trained in the actions to be taken in case a visitor or staff member presents with COVID-19 symptom (s).

RECEPTION AREA

- Protective Plexiglas has been installed at the reception area as well as special floor marking to indicate the distance that must be kept between customers (2 metres). The reception staff is equipped with disposable gloves and follows the rules of personal hygiene.
- Disinfectant devices are available at the reception area.
- Departure time from the room is set at 11:00 and arrival time to the room is set at 15:00 in order that adequate time is allowed for the ventilation and disinfection of the rooms.
- For public health reasons, staff are required to record key customer details (name, nationality, date of birth, date of arrival / departure, address, telephone, email, Viber or Skype or WhatsApp or Messenger) so that tracking is possible on the occasion of a case.
- Keycards are disinfected before use.
- It is advised that bills are paid by credit/debit card .
- It is strongly advised to avoid using the elevators with the exception of people sharing the same room.

Common areas & rooms

- Guests are obligated to wear face masks in public areas at all time
- Disinfection devices are available at the common areas.
- Air Conditioning (A/C) use is forbidden in the restaurant and the bar.
- In shared WC's, customers are advised to flush with the lid closed.

- Rooms are cleaned and linen is changed 3 times a week, unless the customer wishes more often.
- Room staff always take personal protection measures.
- Linen is transported wrapped in bags to avoid any contamination.
- Following the customer's departure, the room is disinfected or remains empty for 24 hours if there are available rooms left in the hotel.

RESTAURANTS / BUFFET / BARS / TAVERN

- All hygiene procedures of making and placing foods are adhered to by the staff.
- Disinfection devices are available in all restaurants and bars.
- The staff uses gloves and masks and follows the rules of personal hygiene.
- The buffet is self-service and customers wear disposable masks and gloves. The gloves are offered at the entrance of the restaurant, it follows strict hygiene rules and a distance of 2 meters is observed between the customers
- The tables have been placed according to the distances described in the law and are laid with a use tablecloths.
- When needed, single-use products are used (sugar, salt, etc.).
- Stools have been moved away from the bar counters.
- A/C use is forbidden in the restaurant and the bar.

TOURIST SHOP

- The staff complies with the rules of personal hygiene.
- There is a disinfection device.
- Only two people are allowed in the tourist shop at the same time.

GYM

- For further protection of our customers, the gym is closed.

BEACH / POOLS

- Pools operate according to the applicable legislation, the water is analysed twice a week and chlorine and PH are checked daily.
- The maximum number of swimmers in the swimming pools is **one person per 5m²** and it is strongly recommended that customers take a shower before entering the swimming pool.
- The pool's Hydro Massage is shut.
- The sun beds have been installed in accordance with the current legislation and at the same time a disinfection plan is implemented.

SUSPECT CASE MANAGEMENT

- The hotel has taken all the necessary measures for the management of a suspected case, in accordance with the current legislation and the instructions of NPHO (National Public Health Organisation). In addition, there is cooperation with a doctor for the evaluation and management of any suspected case.

Based on the instructions we have received from the authorities on COVID-19 and following all the necessary hygiene, safety and cleanliness measures, we are able to respond to the difficult conditions we are going through and all together ensure the health of our visitors and staff.

Yours sincerely,

The Hotel management

