

At Arminda Hotel & Spa, Safety comes first.

With the highest of responsibility and the urgent need to face the new global pandemic, we developed a Virus Protection Policy at Arminda Hotel, in order to ensure the wellbeing of our guests and of our staff.

The Policy is in a complete compliance with the National Public Health Organization (NPHO) standard recommendations and the Greek Ministry of Health Protocol (Government Gazette FEK B/1632 – 21/04/2021). Through the protocol, the Hotel establishes all necessary measures and guidelines by adopting the authority's regulations to prevent the exposure and transmission of the Covid – 19.

***Safety Measures in General:***

- a. Commitment to sanitation and disinfection throughout the hotel premises by using certified disinfectants and methods.
- b. Co-operation with an independent laboratory in order to conduct all necessary tests.
- c. Strict procedure steps in the event of a suspected case, in a coordination with a certified, local medical clinic.
- d. Ongoing specialized Hygiene training of the staff.
- e. Continuous update of any changes regarding the services of the hotel, the official guidelines and measures through the official website.
- f. Floor marking for keeping distances in both common areas and workplaces.
- g. Non-contact staff temperature checks upon shift changing.
- h. Acquisition of the certification “Health First” of the Ministry of Tourism.
- i. The inner Kids Club will be closed till further notice of the Ministry of Health.
- j. Elevators will be used only by a limited group of people (people with walking disabilities or carrying buggies/cases) and the maximum capacity is changed to 2 persons.

***Safety Measures at the Reception:***

- a. Provision of information and guidelines to the guests upon arrival.
- b. Installation of an information banner regarding the policy, the measures of the hotel against the pandemic and general information regarding medical clinics, pharmacies and private doctors of the area.

- c. Frequent sanitation of high-risk surfaces e.g. keys, elevator buttons, handles.
- d. Contactless check-in and check-out procedures.
- e. Promotion of touchless payment methods.
- f. Expansion of check-in and check-out duration between stays meaning check-out is at 11:00 and check-in at 15:00.
- g. Installation of protective plexiglass at the reception.
- h. Provision of special Medical Kit for suspected or verified cases of the virus.
- i. Non-entrance to the room to anyone but the guests who occupy it.
- j. Disinfection of the key of the room upon delivery to the reception.

***Safety Measures in the Guest Rooms:***

- a. Room cleaning and linen/towels changing will not be done on daily basis.
- b. All linen is washed by a certified, professional laundry service.
- c. Sanitation methods and materials used are in compliance with the Protocol of the Greek Ministry of Health.
- d. Prolongation of the inoccupation of a room between stays.
- e. A/C air filters are disinfected between stays.
- f. Practice of natural and intensive ventilation of the rooms and public areas.

***Safety Measures in the Pools and Public Spaces:***

- a. Provision of special sanitary material at key points throughout the hotel e.g. alcohol – based hand sanitizers, face masks etc.
- b. The distance between sunbeds and chairs will be at least 2m.
- c. All sunbeds are sanitized before use.
- d. The Jacuzzi Pool will remain closed until further notice.
- e. The fitness room will remain closed until further notice.
- f. More frequent measurements of water pH and chlorine of the pools.
- g. Limitation of the number of persons to each pool.

***Safety Measures in the Restaurant and Bars:***

- a. All guests are obligated to use the provided hand sanitizers before entering the restaurant area.
- b. All guests are obligated to use protective mask and gloves, while being at the buffet area.
- c. Increase of the distance between the tables in order to comply with the new regulations.
- d. All tables and chairs are sanitized after each use.
- e. Prolongation of the duration of each meal to avoid crowding.
- f. Limitation of the number of persons accessing the buffet area simultaneously.
- g. Enhancement of the HACCP use.

- h.** Installation of sneeze guards on all the buffets.

### ***Guidelines***

In order to ensure the safety of all of our guests, the below guidelines must be followed by guests and staff:

- a.** Regularly and thoroughly wash hands with soap and water or sanitize your hands with an alcohol-based liquid.
- b.** Maintain physical distancing of at least 1-meter (3 feet) in all closed public spaces (e.g. reception, restaurant).
- c.** Avoid touching eyes, nose and mouth.
- d.** Avoid handshakes and hugs with non-family members.
- e.** Cover mouth and nose with bent elbow or tissue when coughing or sneezing and immediately dispose of the used tissue.
- f.** Stay in the room when feeling ill. When symptoms such as fever, cough and difficulty breathing develop, it is required to inform our reception in order to get medical attention.
- g.** Comply with the instructions of the personnel of the hotel at any time.
- h.** Refrain from touching items that do not belong to you / are not meant for you to use.
- k.** The use of the elevators is permitted only to a limited group of people (people with walking disabilities or carrying buggies/cases) and is of maximum capacity 2 persons.

The team of Arminda Hotel and Spa continues to monitor and update the Virus Protection Policy following the latest advice from the Center for Disease Control (CDC), World Health Organization (WHO) and the Greek Government so as to secure your safety and peace of mind from check-in to check-out.