



HEALTH & SAFETY GUIDELINES

BEFORE GUESTS ARRIVAL

Compliance to the health and safety protocols

Enhanced health & safety training programmes for all the employees (Authorized Health First Certification in all aspects of health, safety and hygiene)

Protective equipment worn by all employees throughout the hotel (PPE)

ON THE WAY TO THE HOTEL

Transfers arranged with partners who comply strictly with hygiene procedures

Limited number of passengers per vehicle according to the guidelines

UPON ARRIVAL

Suitable reception area with protective screen installed at the reception desk to ensure social distancing while check in

Multiple sanitization stations for guests and employees

Safe distances are kept

IN YOUR ROOM

Rooms are sanitized with industry leading cleaning and disinfecting products

Reinforced room cleaning protocols to include extra disinfection of high touch and bathroom areas before guests arrival

Verified A/C hygiene

Personal hygiene products are provided (antiseptic, disinfectant wipes)

All additional non basic equipment has been removed from the room

GASTRONOMY

Breakfast operating hours are extended.

Extra sanitization practices in all food production areas based to HACCP kitchen protocols

Employees wear PPE

POOL

Systematic chlorination of pool with disinfectant products

PUBLIC AREAS

Multiply sanitization stations for guests and employees

Rigorous cleaning schedule of all public areas with frequent disinfection of all high contact surfaces

DEPARTURE

Contactless checkout is available

Contactless payment is encouraged –Credit card charge of the balance upon clients confirmation

Invoice to be sent by email