

Health & Safety Guidelines

Dear Guest,

Based on the guidance we have received and our general state of readiness, we are confident our operations continue to be safe and ready to serve our guests.

We are here to provide you with exceptional accommodation experiences attaining the adequate **hygiene, safety and operational methods**. We feel it is important to reach out to you the actions we are taking to keep our facilities **safe and healthy**. Our teams carefully follow the adequate cleaning, sanitation, and disinfection protocols.

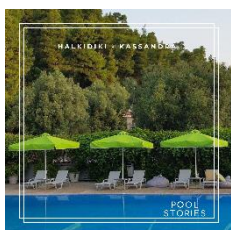
Hotel Palladium also for the 2021 season applies the following guidelines:

- **Personal Protective Equipment (MAP):** mask (simple surgery or cloth / fabric), glove use. Especially for the staff of the reception service, face shield is used.
- **Basic measures to avoid the spread of the corona virus - COVID-19:** hand hygiene, use of antiseptics, avoidance of handshakes, keeping physical distances, avoid contact of the hands with the face and in general personal and respiratory hygiene.
- **Management of suspected COVID-19 case:** the procedure described in Annex III of the issued directive of the G.G.T.
- **Book of Incidents – Covid-19:** Book (unapproved), which includes the recording of incidents related to the prevention or treatment of a possible case of Covid-19
- **Personnel of the tourist accommodation:** education based on the electronic platform of X.E.E. relating to all employees, including those carrying out an internship. We have also carried out additional training throughout our staff in the demands of our hotel.

At the same time, we follow and have communicated to our various suppliers, the procurement procedures and transactions based on protocol.

Signs are found in all common areas as provided by the departmental offices, while there are disinfectants available in all common areas of the hotel, specific to the demands of Covid-19.

We value each guest that honors us with a visit to our destination.



Reception
Arrival

- Use of MAP by the reception staff
- Floor markings & information to avoid congestion / Disinfected equipment
- Check in: 15:00 - Check out : 11:00
- Arrangement of the common area in order to meet all the necessary legal requirements
- Necessary information for pharmacies, hospitals and local doctors
- Keeping a guest book to track possible incidents.

Restaurant

- Floor markings and polycarbonate protectors have been placed around the buffet.
- The buffet is now served by staff who apply MAP.
- We observe the necessary table safe distances.
- The service time will expand according to the amount of guests.

Swimming
Pool

- Observance of cleaning and maintenance rules according to the existing protocols.
- Distances of umbrella and seats / sunbeds according to the existing protocols.
- Daily water quality control.

Public
areas

- Hand sanitizers are located in various areas of the hotel, including entrances, Reception, Restaurant and Pool bar.
- Floor markings and wide public areas that ensure social distancing.
- Appropriate professional disinfection products are used by our trained staff.

Housekeeping

- According to the new provisions, the daily entry of the cleaning staff in the rooms is prohibited and based on these, the changes of the towels will be made according to the customer's wishes. The linen will be changed at the pre arranged and the pre agreed to time. The rooms before the arrival are cleaned with a steam cleaner and all the cleaning detergents required for the Covid-19.
- Trash cans will be changed by guests with the following procedure:
The guest will place the used – filled bags closed outside the door of the room at 10 a.m. Spare bags will be in the room
- Before arrival rooms are cleaned with a steam cleaner and all the required cleaners for Covid-19
- It is strictly forbidden for non-residents to enter the room.

