

Plataria Seaside Resort



SAFETY PROTOCOL

WELCOME TO PLATARIA RESORT

We are happy to provide our guests with excellent service and extra safety. We are closely monitoring regular updates and guidance from the National Public Health Organization and the Ministry of Health, as well as by additional governmental and European organizations.

We consider it important to inform our guests about measures we will take to ensure the health and safety of people:



in rooms



**in public
areas**



**in kitchen, bar
& restaurant**



at the beach



In Rooms

- Enhanced **disinfection and deep cleaning** practices in accordance to EODY instructions with special attention to cleaning “high-frequency touch points
- The daily change of sheets, pillowcases and towels will be avoided and only carried out upon the request of guests
- We will **remove shared multi-purpose items** such as menus, magazines, laundry bags, bathrobes, decoration pillows & covers
- TV and air conditioner controls will have **disposable covers**
- Fabric surfaces (e.g. furniture upholstery) will be cleaned with a steam appliance
- Guests will be informed on when and how their rooms were cleaned



In Public Areas

indoor & outdoor



- **Enhanced disinfection and deep cleaning** practices of public areas in accordance to EODY instructions with special attention to cleaning “high-frequency touch points” such as door handles.
- **Social distancing** (we will ask our guests to keep a distance of one and a half (1.5) meters)
- Simple & fast check-in / check-out (11.00-15.00)



- Installation of **antiseptic solutions** (fixed or non-fixed devices) in all public areas
- Furniture layout (4 people / 10 square meters). A specific number of guests will be allowed in each space, depending on size

In Kitchen, Bar & Restaurant

- The kitchen will follow **Hazard Analysis Critical Control Points** (HACCP), an internationally recognized method of identifying and managing food safety related risks
- Goods will be received by specific staff members who always wear **gloves and masks**
- All kitchen staff members will keep **distance** from one another
- Entrance to the kitchen area is **prohibited** for the public



- **Social distancing** through table spacing and reducing the restaurants' capacity
- The buffets will be maintained, though each guest will be served food and beverage by a staff member
- Breakfast, lunch & dinner operating hours **will be shifted** due to the reduced seating capacity
- Special **hand sanitizers** at all entrances of the restaurant
- We will **not allow external food** delivery services (delivery)



Beach



- **Physical distancing** of 2m between sunbeds
- We will ask the guests not to place towels or beach mats between umbrellas. All these items will be removed by our staff
- All seats, tables, personal storage boxes, price lists and any other items will be **disinfected after each guest**



Hotel Staff

- Management have been formally **trained** for Covid 19 according to Greek tourism, EODY, Greek Hotel Association rules and regulations
- Our staff will be provided with all **the required protective equipment** (masks, gloves)
- We will continuously **disinfect** work surfaces, as well as public and private spaces for the staff
- We have taken measures to **limit social gatherings** of staff and maintain a safe distance between employees (1.5+ meters)
- All staff members must be **aware** of how the **Covid-19** virus is transmitted; be able to provide information to guests; be trained on practices for cleaning and disinfecting identified spots; follow hygiene rules to avoid transmitting the virus (frequent hand washing, avoiding handshakes, physical distancing, avoiding contact of hands with eyes, nose and mouth and respiratory hygiene)



Important Information

- For public health protection, at **Plataria Resort** will keep an **updated record of staff members and all guests** staying at the hotel – name, nationality, date of arrival and departure, contact details. (The General Regulation on Personal Data Protection (GDPR) must be observed and all staff members and guests must be informed)
- **Credit or debit cards** are recommended for payment of hotel costs (cash should be accepted in only exceptional cases). Bills, invoices, and receipts will be sent by email
- All key cards will be **disinfected**
- Non-hotel guests are prohibited from entering hotel rooms
- **Plataria Resort** will have a **doctor on call**, who will act on the instructions of EODY for testing suspected cases of Covid-19. At the same time, through telemedicine, doctors will be able to monitor suspected Cases.

