

SUITES



A WELLBEING RESORT

## HEALTH PROTOCOL



REF.N: 13807

The plan is reviewed and unditional with any new guidance pro

A management group to verify compliance is in place that represents all hotel departments, identifying any gaps and actioning any required adjustments and a logbook of actions is kept where appropriate

An assessment and action plan has been created in line with recommendations, policies and procedures set by local and national Public Health authorities to prevent, manage and mitigate the impact of



Sufficient human and economic resources are made available to ensure the action plan's effective implementation

cleaned are referenced from guest rooms i.e. notepads, pens, magazines, bed runners, additionad decorative cushions, hotel directories, etc.

"Our world is facing a profound crisis due to coronavirus, our everyday life and plans have shifted significantly. During this crisis words like health and safety have regained great attention and have become priorities into our lives. In Greece according to official announcements, the virus spread was contained significantly, due to the fact that strict precautionary measures were implemented very fast. Health and safety of our quests and staff was always a top priority and embedded in the core of our philosophy. Given the unprecedented events related to Covid-19 spread we have created a detailed plan to ensure that we offer you the highest level of security and confidence during your stay with us."



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## **READ OUR PLAN AND ACTIONS:**

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Reception staff, if requested, can advise guests of the hotel's COVID-19 preventative measures

Telephone numbers of health authorities, medical centers, public and private hospitals are immediately available at the reception desk

Advisory documents/posters are displayed throughout the hotel to promote key messages among guests and staff. These include: Promotion of hand washing Respiratory hygiene and coughing etiquette The need for social distancing i.e. entrances, reception, accommodation rooms. meeting rooms, pools, restaurants, bars, fitness rooms, spas, back of house areas, etc.



## **READ OUR PLAN AND ACTIONS:**



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## **READ OUR PLAN AND ACTIONS:**

lidded bin and wash hands)

All employees receive training on

tion protocols:

security

COVID-19 safety and basic disinfec-

o Additional training on the correct

use of chemicals, and wearing/dis-

posal of PPE is provided for employ-

ees who have more frequent quest

contact, such as housekeeping, F&B,

maintenance, hotel operations and

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#### **READ OUR PLAN AND ACTIONS:**

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Employees are informed to always observe good hygiene practices: Washing with soap and water for at least 20 seconds
Frequent use of alcohol based sanitizers
Good respiratory hygiene (cover mouth and nose when coughing or sneezing, dispose of tissues in a

A procedure is provided that allows staff to report illness by phone (or email) ensuring workers with early stages of COVID-19 are quickly excluded from work and advised to contact medical professionals

Information briefings and written instructions are provided for employees that include protective measures against the virus and how to minimize its spread

Face masks are worn in all areas where employees are producing food (ready to eat and cooked foods)



Reception staff,

housekeeping, and

cleaning staff are

advised to inform

management of

any incidents

noted, such as

doctors' visits &

possible sickness

of any quests in

requests for

their rooms

Staff who have any symptoms, tested positive, or been in close contact with a person confirmed with COVID-19 are excluded from work

Employees are advised to notify a manager if they see any co-worker or guests showing any signs of COVID-19



Additional training on the use of disposable gloves is provided to ensure correct and safe use. Cleaning staff are trained on enhanced cleaning and disinfection required in a room that has been potentially contaminated

Regular checks are undertaken to ensure all dispensers, hand dryen and other similar devices are operational and well stocked, with defective units repaired or replaces

stations and hand sanitizer dispensers (above 60 per cent alcohol content) are installed at key guests/staff locations (e.g. lobby reception, employee & guest entrances, restaurants, bars, coffee shops, pool areas, elevator landings, restrooms, fitness room)

PLEASE

Frequent cleaning and disinfection of all public, communal and back of house areas is in place, with extra attention given to areas frequently contacted such as elevator buttons, handrails, switches, door handles, gym equipment, pool seating and surrounding areas, dining surfaces and surrounding areas, etc.



Items not easily cleaned are removed from guest rooms i.e. notepads, pens, magazines, bed runners, additionadecorative cushions, hotel

Rooms and public areas are ventilat-

Cleaning staff are provided with appropriate PPE as recommended by the WHO, and are advised not to enter an occupied room to clean



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## **READ OUR PLAN AND ACTIONS:**

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The ill person (quest or staff member) is isolated from other guests and staff at the hotel. To the affected person must be provided with their own bathroom

The affected quest room is removed from service and quarantined: The room will not be returned to service until an enhanced cleaning and disinfection process has been completed, using certified products, approved for use against the virus

The hotel's documented action plan includes procedures in the event of a suspected/confirmed case, in line withrecommendations, policies and procedures set by local and national Public Health authorities



When attending an ill person, or entering an affected area where a person is displaying symptoms, additional protective equipment must be worn, removed, and disposed of in line with WHO guidance

A procedure is in place for managing soiled/contaminated bedsheets, towels, clothes which includes them being bagged directly into special, marked laundry bags whilst in the room, reducing possible dispersing of airborne contaminants and instruction given to staff to wash them at (70°C or more)

PLEASE





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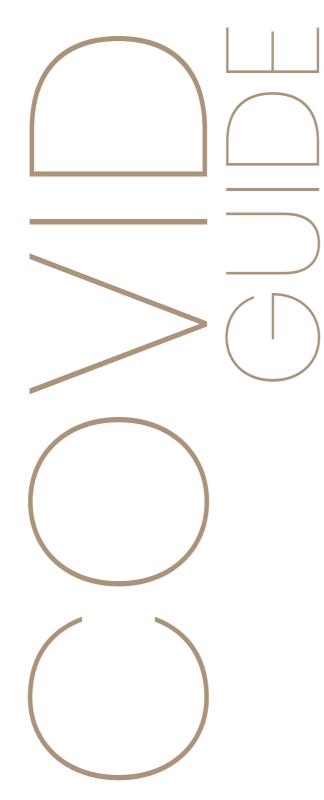
A FOOD SAFETY MANAGEMENT SYSTEM (FSMS)

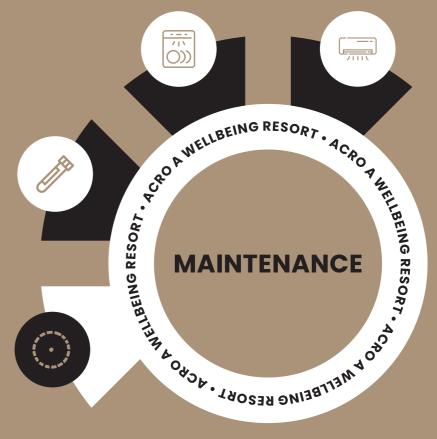
is in place based on Hazard Analysis Critical Control Point (HACCP) processes to manage risk and prevent contamination of food Food workers (food handlers, staff who touch food contact surfaces or other surfaces in rooms where open food is handled) adhere to the action plan Physical distancing and strict hygiene and sanitation measures, and the promotion of frequent and effective handwashing are implemented at each stage of the food production process: Where physical distancing is not possible, other protective measures are considered and the number of persons in the food preparation area is limited Processes are in place for external food deliveries to prevent the spread of COVID-19.

#### THIS INCLUDES:

Drivers are provided with alcohol-based hand sanitizer, a disinfectant and paper towels, to use before handing over any documentation.

Drivers are informed of physical distancing measures and the need to maintain a high level of personal cleanliness, including the use of clean protective clothing Transportation containers are to be kept clean and frequently disinfected to ensure foods are protected and separated from other goods that may cause contamination





- •Open air Gym facilities will be
- •Internal pool temporary closed ·Jacuzzi & Hammam temporary





# ON NEAREST HOSPITAL OR MEDICAL FACILITIES

Apart from the doctor in order to offer you the highest level of information and confidence we have added some key medical destinations in order to be handy in an unexpected event.

FOLLOW THE LINK BELOW: shorturl.at/ciwF4 to see the routes and distances between our hotel and the nearest hospital of the area, which is also the COVID-19 specialized hospital in the area.

In the unprecedented events that we are

have shifted for each individual. In response to the uncertainty of current events, we want to offer you some peace of mind regarding your plans and existing bookings by offering you flexible options for your stay. For existing bookings: Given the state guidelines in existing bookings we will offer either the possibility of change in dates of vacation within 2020 or 2021 or offer a Credit Voucher with the obligation of full refund within a time frame of 18 months from the initial arrival date in any of the above cases please contact to

For new individual reservations, we are offering more flexible policies in order for you to book your stay with peace in mind. Feel safe to book your next vacations online at Seascape Luxury Residences for Summer 2020. No cancellation fees up to 7 days before arrival and no deposit required at the time of booking. You may find more information on this link: https://seasideresortspa.reserve-online.net

FOR ANY QUESTION OR REQUEST YOU MAY ALSO CONTACT:

info@acrowellnesssuites.c