



Feel Safe



The Stay Safe Commitment

At San Giorgio Hotel, our number one priority is the safety of our guests & our employees.

Has been developed a plan which includes health & safety guidelines for all guests & employees in order to have a Safe Summer at San Giorgio.

BASIC MEASURES AGAINST THE TRANSMISSION OF COVID-19

Hand washing, use of sanitizers, avoiding handshakes, keeping physical distancing, avoiding touching the face with the hands and generally following basic personal and respiratory hygiene measures.

All teams of the staff have been trained & wear PPE

Thermal controls for elevated body temperature are performed daily to the personnel

UPON ARRIVAL

-Guests are welcomed
with safe distances to check in

-Completion of formalities is
Required in order to check in

-Ask for your safe key if you
Desire to rent one.

-Guests' luggage are brought
till outside your room door
by trained staff wearing PPE

-All key cards have been
disinfected

- If you have been required
to take a test of Coronavirus
(Covid-19) & undergo a period
Of self-isolation make sure to tick
the box in the form given to you
and after the check in, the reception
will contact you via phone to give
you all the information required.

ACTION PLAN – COORDINATOR – SUPERVISORS

The **Action Plan** is the written presentation of preventive measures for the hotel and all its subsections. The management of the hotel has appointed a **coordinator** to oversee the implementation of the Action Plan. Our hotel has also designated supervisors for the observance of the protocols for each individual department (e.g. F&B, Housekeeping, etc.)

RECEPTION

Hygiene Measures and Disinfection

Remote controls and informational leaflets ☑ Remote controls are delivered by the hotel reception within disposable covers upon disinfection and sterilization. Room keys are delivered upon disinfection

The informational leaflets are received directly by the guests

Our Hotel Reception has made provision and provides: Special medical equipment (**medical kit**) in case of a suspected positive case that includes disposable gloves, disposable surgical masks, sanitizers, disinfecting wipes, gowns, long-sleeved robes, and laser thermometers.

Disposable surgical masks and gloves for guests in case they request them.

Regular disinfection of the Reception surfaces

Reminder signs on following hygiene guidelines

(Check-in as from 3.00 pm and check-out until 11.00 am).

PHYSICAL DISTANCING MEASURES

In all areas of the hotel, floor signs have been placed to indicate proper distances. Visitors are informed to keep a distance of at least 1.5m. from other visitors who do not travel with them, in all common areas of the hotel.

Tables and chairs have been placed at the appropriate distance between each family or group of visitors, in accordance with the instructions of the authorities. The bar stools as well as the sunbeds have been reduced to ensure the necessary physical distancing.

Restaurant managers are in charge of overseeing physical distancing and implementation of the relevant protocols.

COMMON AREAS

- The frequency of cleaning and disinfection has increased in all areas of the hotel with an emphasis on direct contact surfaces, such as the reception, door handles, shared WCs, room keys, staircase railings, dining surfaces, and seating areas. It is highly recommended to all guests to use their room WC instead of the shared ones.
- Hand sanitizers are installed at all hotel entrances, reception, common areas, and the swimming pool.
- All lounge areas and restaurants remain open to allow constant fresh air circulation.

WELCOME TO YOUR ROOM

Rooms are sanitized with industry leading

Cleaning & disinfecting products

in cooperation with Diversey

- -Rooms are cleaned and disinfected according to the provisions of the Health Protocols and the circular 19954/20.03.2020 of the Ministry of Health. Particular attention is paid to frequent contact surfaces (eg. door handles, tables, bedside tables, etc.).
- Removal from the rooms of shared objects, such as menus, TV programs, magazines, etc.
- Bed linen and towels are washed in high-temperature programs (70° or more) with the usual detergents.
- Maintaining the clean bed linen and towels in perfect sanitized condition during storage and before delivery to the premises of use (rooms, restaurant, etc.)
- Less frequent room cleaning, **unless requested otherwise by the guest**, in order to reduce the chance of contact of the cleaning staff with a possible COVID19 positive case and further transmission.
- If you wish the maid not enter your room advice reception via phone.
- As the staff can't get in the room while guests are inside, till 11:00 you have to bring the room key at the reception, and only then the staff will enter the room.
- Air-condition units are regularly cleaned, according to the protocols of NOPH (NATIONAL ORGANIZATION OF PUBLIC HEALTH)
- The Guests every time they leave the room open the windows

POOL OPERATION

- According to the cleaning and disinfection protocol, the swimming pool operates following the standards of chlorination, PH regulation, and disinfection. The sunbeds are the same from arrival till departure disinfected after each departure and placed at a distance of 2m between them. **Maximum number of swimmers at the pool in front the reception area: 33. Maximum number of swimmers at the childrens' pool: 10. Maximum number of swimmers at the other pools: 37 & 34 accordingly (see signs at place)**
- Guests are strongly recommended to use the showers **before and after** entering the swimming pool.
- Do not dive **the head** in the water
- Children are not allowed to use the pool without the supervision of a parent.
- The sunbeds have been reduced to ensure the necessary physical distancing according to the COVID-19 GREEK HEALTH PROTOCOL
- The sunbeds are disinfected every day.

STAFF TRAINING & RESPONSIBILITIES

San Giorgio has the “Health First” certification, which proves that the company adheres to the relevant health protocols.

- The hotel personnel has attended a training program on the health protocols. The coordinator and department supervisors have been **certified** for their training.
- All employees follow the rules of personal hygiene.
- Staff members are informed to discreetly monitor the guests and properly manage a suspicious positive case of COVID19.
- In case of malaise, employees are advised to stay at home.
- Shared equipment is disinfected before, during and after each shift or use. This includes phones, keyboards, computers and other communication devices, P.O.S. payment terminals, kitchen utensils, food and beverage equipment such as coffee machines, tools, cleaning equipment, security keys and other direct contact items used throughout the hotel.

San Giorgio hotel is **partnering with a doctor**, who acts according to the instructions of the NOPH for examining suspected cases of COVID-19.

If you have any symptoms of fever, cough or shortness of breath please contact the hotel reception immediately.

GASTRONOMY

-Let the reception desk know what is your preferred time to check in the restaurant

-Do not use the elevator if you can avoid it

-Sanitize your hands before entering the restaurant

-Enter the restaurant at the time the reception indicated you at the check in
The service will be waiter service. The waiter will indicate you the table
& will guide you to the buffet. You'll receive your plate at the end of the buffet
From the waiter.

The purpose of the measures is to avoid contact of the customer with the food and
utensils of the buffet.

-Wait at the door to be seated

-Check at www.sangiorgio.gr the menu section

-Extra sanitization practices in all food production areas above & beyond HACCP
Kitchen protocols

-Employees wear PPE during the operation of the restaurants and bars

-The use of shared dispenser utensils and automatic serving machines (coffee, juice,
etc.) is made **only by the staff**.

-All the supplies are received using PPE

-Washing of hand towels, tablecloths and cutlery. It is recommended to avoid using
restaurant linen and to use disposable tablecloths and napkins. In any case, they are
changed to each new customer. Observance of basic preventive measures against
the transmission of COVID-19 by the personnel.

Mini Market

- One guest each time is allowed to enter the shop
- Whatever wishes to check or to buy has to be asked from the employee
- It is not allowed the guest to touch the products
- Employees wear PPE during the operation

KIDS

This Summer be with Them, Swim & Eat with Them is the safest.

Inside play-room & playground not operating according to protocol

ENTERTAINMENT

Due to COVID-19 the entertainment will be adapted to listening live music.

Check the reception notice board

DEPARTURE

CHECK OUT TIME 11:00

- keep a distance of **at least 1.5m.** from other visitors who do not travel with you.
- Bring at reception the key of the room & safe if rented, tv remote control & A/C remote control.