

## Dedication to Health & Safety

Having the Health, Safety and Wellbeing of all our guests and team members on the top of our priorities, in consultation with the guidelines and recommendations and procedures of the World Health Organization, the National Public Health Organization and the Hellenic Ministry of Health, we have implemented an Action Plan, aiming to comply with the necessary preventive hygiene measures and standards.

Our areas of focus include:

## LOBBY

### 1. ARRIVAL

- The Security coordinator, wearing mask and gloves is permanently at the entrance of the Hotel monitoring and ensuring the effective social distancing.
- The revolving door is out of operation. The two side doors of the hotel entrance are used exclusively for the entry and exit of the guest using the relevant markings.
- Guests during their entrance at the hotel are guided by the Security coordinator to use the sanitization station which is located directly after the entrance at the hotel and are provided with single use face mask.
- The Bell boy sanitizes the guest's luggage with disinfection fogger
- Removal of non-essential items (books, magazines, newspapers) from the lobby area
- Provision of welcome drinks and towels is not available at the lobby.

### 2. MARKINGS AND SIGNS FOR DISTANCE KEEPING

- In order for all to maintain a distance of two meters from one another, the floor is clearly marked with signage, indicating where guests should stand when waiting at the Lobby.

### 3. SANITATION SERVICES

- Sanitization stations indicated with signage, are located at key locations (entry points, public areas, dining areas, near elevators) and are in place for use from all guests.

## FRONT OFFICE

### 1. SPATIAL PLANNING

- Check-in and check-out will be operated from two working stations each one of which will have two separate queues with the FIFO operation.
- Check-in or check-out will be one at a time.
- Queues will be distinguished with markings on the floor as to keep the distancing while priority will be ensured with the guidance of the Bell boy and the Security coordinator.
- While waiting for the check-out, guests may remain at the lobby area always by keeping the distances.
- Luggage will be held in the Luggage room and will be handled exclusively by the Bell boy and the luggage of each guest will be separated from the others. Guests are not allowed to enter the luggage room.

### 2. WORKSTATIONS-CUSTOMER SERVICE

- Sneeze guards are installed at Reception desk for the protection of staff and guests.
- Non-essential items will be removed from Reception desk.
- Disinfection of front office and counters for guests and employees including back office minimum every 2 hours.
- Disinfection of room cards, towel cards, other materials used by guests, before handing out.
- Installation of distance lines at front office counter (1,5-2 m.).

### 3. MEDICAL KIT

- Medical kit will be available for the occurrence of an incident, which will include disposable gloves and masks, antiseptics, cleaning wipes, apron, long-sleeved robe, laser thermometer.

#### 4. CHECK-IN

- Check-out time is mandatory by 11.00 am and check-in is available from 3.00 pm so that rooms can be thoroughly cleaned and disinfected and aired out through natural ventilation.
- Staff members are obliged to follow the necessary hygiene measures (frequent hand washing), keep the appropriate distance (at least one meter from customers) and avoid handshakes or any other physical contact with the customers.
- After confirming the reservation, the Front desk staff should ask the passport or id and use the passport scanner to enter the details in the PMS.
- They provide the customer the registration form to be signed in by using a pen which will be disinfected in the appearance of the customer.
- Guests will be strongly encouraged to avoid using cash and prefer the contactless POS.
- The same procedure of pen sanitization will be used for the POS.
- Room Key Cards will be sanitized and placed in a protective case.
- Guests are encouraged to settle their bill the evening before as to split volume.
- Upon delivery of the room key, guests are informed on the following:
- The hotel follows all necessary Health Protocols in all areas used both by customers and personnel. The same applies for all areas of food preparation and handling.
- The customers should follow hygiene rules to avoid transmitting the virus (frequent hand washing at least for 20" avoiding handshakes, physical distancing, avoiding contact of hands with eyes, nose and mouth and respiratory hygiene)and use the sanitization stations located in common areas of the hotel. Personnel follows the same guidelines and practices.
- Mini fridge / mini bar in hotel rooms
  - Rhodes Bay Hotel: the mini fridge will be empty
  - Elite Suites: the mini bar will be locked and disinfected and can be opened by the client.
- Due to the situation, bell boy services are not provided.
- The frequent cleaning of rooms during the stay shall be avoided (this is for housekeeping staff to avoid contact with possible cases and to prevent further transmission).
- The daily change of sheets, pillowcases and towels will be carried out only upon request
- Turn-down service in the Elite suites will not be carried out
- Non-hotel guests are prohibited from entering the hotel
- Reception telephone ext. no: 8
- Outside telephone line ext. no: 0
- Room service telephone ext. no: 7
- Wi-Fi directions are provided orally
- Breakfast, lunch & dinner procedures
- Room service procedures
- Use of fitness room procedures
- Use of spa procedures
- Use of beach procedures
- Use of pools procedures
- Use of elevators procedures

#### 5. USE OF ELEVATORS

- Elevators are used only from 4 guests (40% of maximum capacity) at a time or alternatively by guests who are staying in the same room or families with children. Guests are encouraged to use the stairs wherever possible.

#### 6. USE OF POOLS

- Only outdoor swimming pools in hotels are allowed to operate, according to the current legal framework
- Indoor swimming pools are prohibited from operating.
- Number of bathers: the crowding density in hotel pools is calculated with an index of 5 m<sup>2</sup> of water surface per person.
- Physical distancing:
  - The layout of seats on swimming pool decks (sunbeds, chairs, sun loungers, etc.) is such so that the distance between the ends of the seats of two people under two different umbrellas be at least 2 meters in each direction
  - All seats, tables, sunbeds, personal storage boxes, price lists and any other items will be disinfected after a guest leaves and before used by another guest.

## 7. USE OF BEACH

- Physical distancing rules apply for seating (sunbeds, chairs, sun loungers, etc.).
- The layout of these seats will be as such that the distance between two people under two different umbrellas is at least 3 meters in each direction. Bathers are discouraged from placing towels or beach mats between umbrellas.
- All seats, tables, sunbeds, personal storage boxes, price lists and any other items will be disinfected after a guest leaves and before used by another guest.

## 8. USE OF SPA CENTER & FITNESS ROOM

- Hand and personal hygiene are ensured
- Signs with hygiene regulations are in place
- Social distancing rules apply (two-meter distance between staff members). Guests are allowed access to the spa and the fitness room only by appointment which is recorded with signing in procedures in logbook at the spa reception.
- Guests must wear face masks during treatments
- The use of treatment rooms can be made only by one person at a time, only 50% of all available treatment rooms can be used at one time
- Spa will operate at a reduced capacity to ensure adequate space for social distancing
- The use of fitness room can be made only by one person at a time or till 2 persons which stay in the same room, for 30'.
- Spa staff is trained according to health protocols
- Hammam, sauna, Jacuzzi and indoor swimming pool are prohibited to operating, according to the current legal framework
- After the completion of use of fitness or treatment rooms, each room will be cleaned and disinfected with a 30' gap between sessions
- After cleaning and disinfection, fitness or treatment rooms can be used again.

## 9. CHECK OUT

- Check out time is mandatory by 11am so that rooms can be thoroughly cleaned and disinfected and aired out through natural ventilation.
- Staff members are obliged to follow the necessary hygiene measures (frequent hand washing), keep the appropriate distance (at least one meter from customers) and avoid handshakes or any other physical contact with the customers. Staff gives emphasis on all items used and touched by guests (i.e. POS)
- Guests will be strongly encouraged to avoid using cash and prefer the contactless POS for payment.
- Room Key Cards will be sanitized and placed in a protective case

## 10. USE OF PUBLIC TOILETS

- The operation of public toilets will be limited

## ROOMS

- Immaterial objects (pillows, bedding, runners) and shared multi-purpose items such as menus, magazines, laundry bags, pens, pencils, coffee trays, plastic amenities stands are removed from all rooms. TV controls and air conditioner controls have disposable covers which are replaced with the departure of the clients
- Notification (on room doors or inside rooms) is in place so guests are informed on when and how their rooms were cleaned.
- Doors and windows of all rooms shall be opened daily for natural ventilation
- A bottle of water and sealed plastic cups are placed on the table
- Mini bars are locked and empty

## ACCOMMODATION

- Enhanced disinfection and deep cleaning practices in accordance to EODY (Government Organisation for Public Health) instructions are followed with special attention to "high-frequency touch points"

- The frequent cleaning of rooms during the stay of guests is avoided and only carried out upon request or once per stay for stays 7 days or twice per stay for stays 14 days (this is for housekeeping staff to avoid coming in contact with possible cases and to prevent further transmission).
- The daily change of sheets, pillowcases and towels is avoided and only carried out upon the request of guests or once per stay for stays 7 days or twice per stay for stays 14 days

## FOOD & DRINK

### 1. SERVICE & OPERATION PROCEDURES IN RESTAURANTS AND BARS

- The capacity of restaurants will be adjusted to meet social distancing measures
- An employee will be at restaurant entrance to direct the guests to wash and sanitize hands prior to their entrance
- Guests are required to use hand sanitizers upon entry & exit from all restaurants
- Service sections on floors are marked to avoid queueing of guests
- Sneeze guards installed at buffets and bars
- Employees to wear single use face masks and gloves at buffet stations, food stations, bar counters and keep social distancing from guests
- No self-service food or beverage stations to be operated
- The bill or receipt order will be placed directly on the table

### 2. SET-UP PROCEDURE & MEAL PLANS (Breakfast, lunch, dinner, all inclusive)

## RHODES BAY HOTEL & SPA

### ILIADES MAIN RESTAURANT

#### Breakfast

- Tables can seat a maximum of 6 persons or 10 persons in case of a family
- Tables will have distance 0,90-1,80m. between them, 1 guest every 2 sq. The distance between guests at the same table will be 0,70-1 m.
- Most of the seating during breakfast will be outdoor.
- Single use packets will be used for sugar, salt, pepper, butter, honey, cereals, marmalade, yogurt
- Cleaning and sanitization of each table after use and preparation for next guests
- Beverages (water, juices, coffee, tea, chocolate, milk) will be served from staff on table
- Bread, croissants, cookies, toasts, fruit, charcuterie, cheese, will be served from staff at buffet station
- Stands with coffee or cutlery will not be available

#### 11<sup>th</sup> FLOOR

#### Lunch

- Tables can seat a maximum of 6 persons or 10 persons in case of a family
- Tables will have distance 0,90-1,80m. between them, 1 guest every 2 sq. The distance between guests at the same table will be 0,70-1 m.
- Seating during lunch will be outdoor.
- QR readers will be available in stands on each table which will be sanitized after each use
- Single use packets will be used for sugar, salt, pepper, mayonnaise, ketch-up, mustard, olive, vinegar, butter
- A la carte menu will be served from staff on table and 5 main course options will be available
- For guests on all-inclusive the menu of Pool snack and 5 main course options will be available
- Cleaning and sanitization of each table after use and preparation for next guests
- Beverages will be served from staff on table
- Dessert: Single use portions in sweets and ice cream will be available
- Stands with cutlery will not be available

## ILIADES MAIN RESTAURANT

### Dinner

- An employee will escort the guests to their table. Guests will order their drinks and will be offered canapés to avoid queues at the buffet area
- Tables can seat a maximum of 6 persons or 10 persons in case of a family
- Tables will have distance 0,90-1,80m. between them, 1 guest every 2 sq. The distance between guests at the same table will be 0,70-1 m.
- Most of the seating during dinner will be outdoor.
- Q readers will be available in stands on each table which will be sanitized after each use
- Single use packets will be used for sugar, salt, pepper, mayonnaise, ketch-up, mustard, olive, vinegar, butter
- Beverages will be served from staff on table
- Main dish will be served from staff on table
- Soups, hot appetizers, assortment of breads, salads, desserts will be served from staff at buffet station

## 11<sup>TH</sup> FLOOR POOL

### ALL INCLUSIVE SNACKS AROUND POOLS

Formulated sandwiches, muffins, puff pastries, ice-creams

### POOL BAR "VARKAROLA"

### ALL INCLUSIVE SNACKS AROUND POOLS

Formulated sandwiches, muffins, ice-creams

## ELITE SUITES BY RHODES BAY

### VARKAROLA RESTAURANT

#### Breakfast

- Tables can seat a maximum of 6 persons or 10 persons in case of a family
- Tables will have distance 0,90-1,80m. between them, 1 guest every 2 sq. The distance between guests at the same table will be 0,70-1 m.
- Most of the seating during breakfast will be outdoor.
- Single use packets will be used for sugar, salt, pepper, butter, honey, cereals, marmalade, yogurt
- Cleaning and sanitization of each table after use and preparation for next guests
- Beverages (water, juices, coffee, tea, chocolate, milk) will be served from staff on table
- Bread, croissants, cookies, toasts, fruit, charcuterie, cheese, will be served from staff at buffet station
- Hot items will be served from staff at table
- Stands with coffee or cutlery will not be available

#### Lunch

- Tables can seat a maximum of 6 persons or 10 persons in case of a family
- Tables will have distance 0,90-1,80m. between them, 1 guest every 2 sq. The distance between guests at the same table will be 0,70-1 m.
- Seating during lunch will be outdoor.
- Q readers will be available in stands on each table which will be sanitized after each use
- Single use packets will be used for sugar, salt, pepper, mayonnaise, ketch up, mustard, olive, vinegar, butter
- Cleaning and sanitization of each table after use and preparation for next guests
- Beverages will be served from staff on table
- A la carte menu will be served from staff on table

#### Dinner

- An employee will escort the guests to their table.
- Tables can seat a maximum of 6 persons or 10 persons in case of a family
- Tables will have distance 0,90-1,80m. between them, 1 guest every 2 sq. The distance between guests at the same table will be 0,70-1 m.
- Seating during dinner will be outdoor.
- Q readers will be available in stands on each table which will be sanitized after each use
- Single use packets will be used for sugar, salt, pepper, mayonnaise, ketch up, mustard, olive, vinegar, butter
- Beverages will be served from staff on table
- A la carte menu will be served from staff on table

### 3. BARS

#### RHODIAN BAR

- Bar menu will be available in stands with Q reader. Stands will be sanitized after each use
- Capacity to be adjusted to meet social distancing measures
- Single use packets will be used for nuts

#### POOL BAR

- Bar menu will be available in stands with Q reader. Stands will be sanitized after each use
- Capacity to be adjusted to meet social distancing measures
- Single use packets will be used for nuts

### 4. ROOM SERVICE

- Employees to wear single use face masks and gloves when offering room service
- Guests are required to use hand sanitizers upon entry & exit from all restaurants
- Cutlery will be provided in single use pack which will also include napkin
- Client will be notified to inform when tray should be collected
- Collection of trays should be done by room service staff. Tray should not be left outside the room. Housekeeping should ensure to inform in such case
- Room service menu will be available through TV channel.

## CHILDREN

### 1. KID'S CLUB

- Kid's club will not be operating. Outdoor playground will operate at a reduced capacity and following health protocols. Staff to wear face masks