



SEA SIDE

RESORT & SPA



HEALTH
PROTOCOL



REF.N: 13807

www.seaside-hotel.gr

"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 guests 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."

HEALTH PROTOCOL



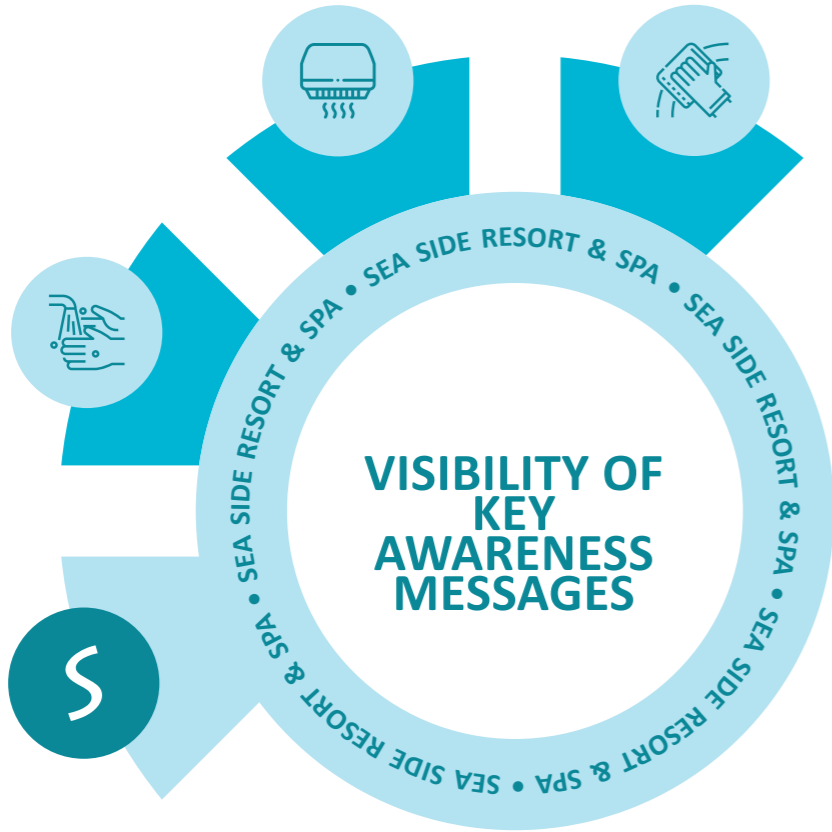
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Reception staff, if requested, can advise guests of the hotel's COVID-19 preventative measures

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.



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Leisure facilities and public seating areas are reconfigured to promote social distancing. This includes the lobby, restaurants, bars, pool areas, pool sunbeds, meeting rooms, Spa centre etc

Maximum seating or attendance capacity for facilities is established, and where appropriate, pre booked appointments encouraged

There is a socially distanced front desk/arrival experience in place that minimizes employee contact with guests. Where possible, contactless transactions are undertaken



Spaces where guests or employee's queue are clearly marked for appropriate social distancing. This includes check-in, elevator landings and taxi lines

Only guest entertainment activities without close contact will be offered

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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 lidded bin and wash hands)

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

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

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

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

All employees receive training on COVID-19 safety and basic disinfection protocols:
o Additional training on the correct use of chemicals, and wearing/disposal of PPE is provided for employees who have more frequent guest contact, such as housekeeping, F&B, maintenance, hotel operations and security

Reception staff, housekeeping, and cleaning staff are advised to inform management of any incidents noted, such as requests for doctors' visits & possible sickness of any guests in their rooms

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

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

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.

Hand wash 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)

Enhanced rigorous cleaning and disinfection of guest rooms is undertaken, paying extra attention to common touch, non-porous items, including telephones, faucets, light switches, door & furniture handles, temperature control panels, TV remotes, alarm clocks, luggage racks, safety deposit boxes, etc.

Rooms and public areas are ventilated daily

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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The ill person (guest 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 guest 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 ill person is provided with a face mask and disposable tissues and advised to follow respiratory hygiene processes when coughing and sneezing

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)

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



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Table settings are configured to seat a maximum of 4 persons for 10 square meters wherever possible. The distance from the back of one chair to the back of another chair is more than 1m apart and guests face each other from a distance of at least 1m

Increased in-depth cleaning and disinfection of any buffet areas is implemented and is at least after each service

Guests are reminded to disinfect their hands with sanitizer, preferably located at the entrance, when entering and leaving

Our customers are advised to have a protection mask on, while being at the buffet area

Consideration is given to providing partially serviced buffet or table service to minimize contact

Our customers can wear disposable gloves if they request it or if they use common utensils, e.g. tongs in the restaurant



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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

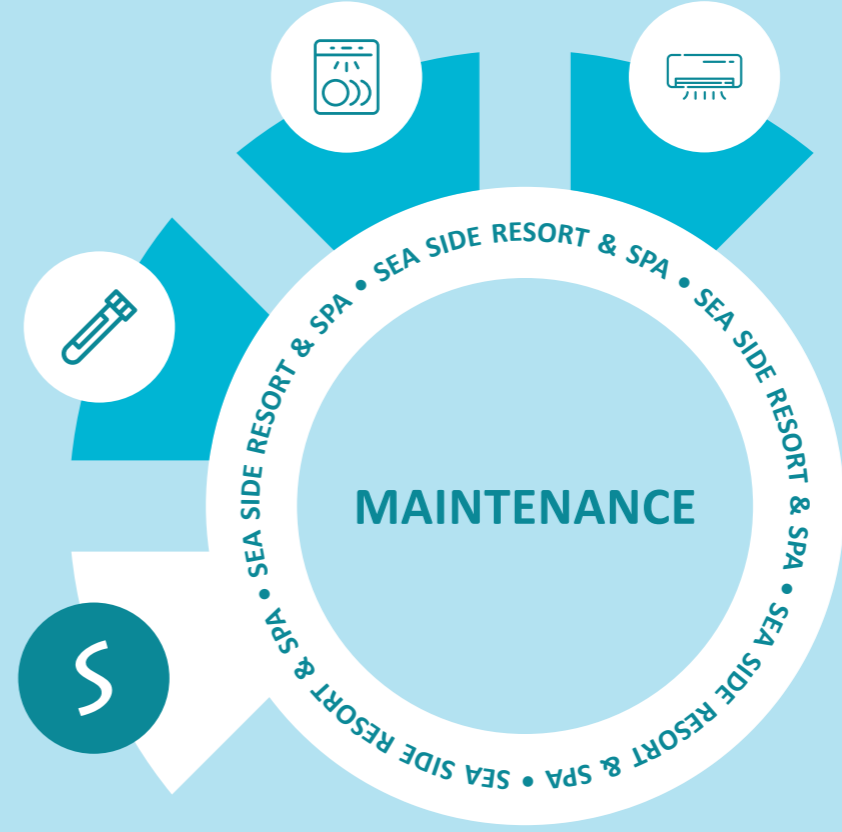
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Dishwashers and laundry equipment are checked to ensure they are operating at correct temperatures, and correct dosage of cleaning and disinfecting chemicals is always applied

The condition of air conditioning filters is monitored, and maintenance undertaken to ensure increased proper replacement rate for indoor air

Regular tests of pools and water systems are undertaken to maintain concentration levels within the limits of required national standards, preferably at the upper levels



HOTEL FACILITIES AND ADAPTIONS

For the time being and until we receive further notice, please be informed about the following:
•Open air Gym facilities will be provided
•Internal pool temporary closed
•Jacuzzi & Hammam temporary closed

INFORMATION ON NEAREST HOSPITAL OR MEDICAL FACILITIES

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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 facing, we understand that plans and priorities 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 change your dates or receive the Credit Voucher.

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>

TRAVEL FLEXIBILITY

FOR ANY QUESTION OR REQUEST YOU MAY ALSO CONTACT:

reservations@seaside-hotel.gr



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