

# Resort Sermilia

**Halkidiki, Greece**

## **Healthy Summer - Safety Protocol**

**WELCOME TO CRONWELL RESORT SERMILIA!**

*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, bars & restaurant, in the pool & 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 and elevator knobs
- 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)
- We will recommend our guests to avoid the use of elevators (maximum use by two adults with a recommendation to use a face mask). We will install disinfectants at elevator entrances.
- 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, Bars & Restaurant**

- The kitchens 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 buffet 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 restaurants
- We will not allow external food delivery services (delivery)

### **Swimming pool & the Beach**

- 5 square meters of water surface per person
- 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
- Increased frequency of cleaning and disinfection of our pool & hydro massage areas

### **Services Not Available**

- groom
- SPA treatments
- gym
- sports (except outdoor & individual)
- indoor kids' clubs
- sauna
- hammam

### **Hotel Staff**

- Executive management, management, and H.O.D 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)

- Staff are advised to stay home and seek medical attention if they experience symptoms related to the disease, notifying the hotel's health coordinator
- If a staff member comes in contact with a Covid-19 case, they must report it immediately to the hotel's health coordinator and be excused from work
- 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
- When requested, staff should be able to: a) inform guests on the hotel's rules and the new measures taken to address incidents, b) provide useful information to health care providers regarding the locations of public and private hospitals, Covid-19 reference hospitals and pharmacies in the area and c) provide personal protective equipment (masks, gloves) when requested

### Important Information

- For public health protection, all Cronwell hotels 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
- Each Cronwell hotel 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

### Operation hours of outlets

- Reception 24 h
- Pool & Beach bar: 09.00-20.00 drinks; snacks up to 18.00 o'clock
- Sky bar: 16.00-23.00 UAI from 23.00 to 01.00 a la cart; snacks up to 18.00
- Lobby bar: 10.00-23.00 UAI from 23.00 to 00.00 a la cart; snacks up to 18.00
- Main Restaurant\*:

Breakfast 07.00-10.00

Lunch 12.30-15.00

Dinner 19.00-22.00

- Mini bar: as per UAI program

\* Times may vary