



GUEST INFORMATION COVID-19 HEALTH AND SAFETY GUIDELINES

Dear Guests,

Galaxy Beach Resort Hotel complies with all the protective measures, regarding the new corona virus (Covid-19).

Our main priority, is the health and safety of our guests and staff. Please familiarize yourselves, with the Hotel Health and Safety Operating Guidelines, which are based on the provisions of the Ministry of Tourism, the National Organization of Public Health (EODY) and the World Health Organization (WHO) which include guidelines for the safety and pleasure of your holidays.

Galaxy Beach Resort has conformed to the new operating requirements and implementation of the “Health Protocols for Tourist Accommodations” and has been awarded with the **Health First Certificate**, by the Hellenic Chamber of Hotels.

As part of our commitment to the health and safety, as well as the wellbeing of our guests, our staff and our society, we closely monitor the developments regarding the new corona virus (Covid-19) through frequent updates and guidelines of the National Organization of Public Health (EODY) and the Ministry of Health, as well as other Greek and European Organizations.

We hope that you will enjoy a safe and pleasant stay in our Hotel.

For your convenience, the following information is provided through QR Codes:

- compliance of the Health Protocols,
- revised services and procedures based on the new protocols,
- Menus of the Restaurant, Main Bar, Pool Bar, Bistro, etc.

The Protocols include:

- Training of all staff members, on health and safety procedures.
- Regular rotation cleaning and sanitizing of all areas, following thorough cleaning protocols, in accordance to the legislative requirements in place.
- Frequent cleaning of all crowded areas, as well the frequent-touch surfaces.
- Quick response to on demand cleaning, whenever required.
- Placement of hand sanitizing stations in all required areas.
- Random temperature scans, of guests and staff.

General guest information and recommendations

During your stay in the Hotel, it is recommended to:

- Use a face mask in all internal and Public Areas of the Hotel.
- Use frequently the hand sanitizers provided.
- Avoid staying in closed public areas.
- Accept and comply with the guidelines set by the Hotel and cooperate with the staff following their recommendations.
- Immediately inform Reception, in cases where you notice symptoms of a possible illness to yourselves or other guests or staff members.

RECEPTION – CONCIERGE

- Reception staff is trained to inform guests concerning the applied measures, the Hotel Policy, the information regarding health providers, public and private hospitals and clinics, pharmacies in the area, as well as the provision of Personal Protection Means (PPM).
- It is recommended that guest reservations and personal data, is sent by e-mail, prior to arrival.
- It is recommended to use electronic payments for accommodation expenses and e-mails for sending Invoices and Receipts.
- For safety reasons, **Check-in** may be conducted in areas other than the Reception, maintaining social distancing of 2 meters towards all directions.
- Contactless **Check-in** is recommended.
- During **Check-in**, guests are provided with complete information regarding the Hotel Health and Safety measures in effect, which they have to comply with, in order to cope with the Covid-19 circumstances.
- **Check-out** until 11:00 am.
- **Check-in** from 15:00 pm.
- During the time between arrivals and departures, each room is thoroughly cleaned, disinfected and adequately aired.
- Groom services are not provided.
- Transfer facilities with the Hotel van, are not provided.

GUEST ROOMS

- For safety reasons, your allocated room is sealed.
- An enhanced cleaning and disinfecting program for all surfaces and bathrooms, is applied to each room before guest arrivals.
- Room cleaning and disinfecting is conducted with certified products.
- Based on the recommendations of the National Public Health Organization (EODY), all decorative items (pillows, bedding, etc.) as well as multiple use items (menus, magazines, other amenities, etc.) have been removed.
- Should a guest require any such items and services, the Reception must be advised in advance.
- Based on recommendations of the National Public Health Organization (EODY) and for safety purposes, daily room cleaning is avoided.
- Room cleaning services are provided every 3 days, for changing of the bed linen and towels, removal of trash and sweeping.
- A Special Covid Cleaning Service, is provided for guests wishing no housekeeping staff to enter the room and with prior notification, dirty linen is received and clean linen delivered in sealed, sanitized bags.
- Please advise Reception on your preference regarding the cleaning service of your room, upon arrival.
- To avoid possible health issues, nonresidents are strictly prohibited from entering guest rooms.
- During departures, meticulous cleaning and disinfection, is applied to all room surfaces using special equipment.

FOOD & BEVERAGES (RESTAURANTS – BARS)

- Based on the National Public Health Organization (EODY) guidelines, the new legislative distance requirements, are applied at the Restaurant, while a maximum number of guests are allowed.
- It is not allowed for guests to amend the seating plan and move tables and chairs.
- Strict health standards, cleaning and disinfection are applied during food management (production and services) with strict compliance to HACCP standards.
- Each table may sit up to 8 people, except in cases of families (guideline may change according to new instructions by EODY).
- Only guests staying in the same room or families, are allowed to sit at the same table.
- In order to maintain maximum safety of the food display, signs have been placed in the Restaurant, ensuring the necessary distance requirements between guests and staff, which should be adhered to by guests.
- In order to avoid crowding at the Buffet, sitting at the Restaurant during breakfast, lunch and dinner, takes place every ½ hour.
- Guests must advise the Reception in advance, regarding their preferred meal hours (in case there is no availability for the specific required time, the Reception will maintain a waiting list).
- For your safety, serving from the Buffet, will be strictly conducted by either a member of the kitchen staff or a waiter.
- Reuse of plates and cutlery by guests is strictly prohibited.
- Guests should proceed to the Buffet without a plate and the staff member will serve the food items that the guest wishes.
- Guests are not allowed to reuse the same utensils.
- Guests wishing more items from the Buffet, are required to follow the same service procedure.
- After every guest change, tables, chairs, menus and any objects on the tables are disinfected.

SWIMMING POOLS - BEACH

- The Swimming Pools operate in compliance to the legislative requirements and have undergone maintenance, according to the instructions of the manufacturer.
- The swimming pools are tested regularly, every 4 hours for the chlorine levels and every 8 hours for pH levels.
- For the cleaning of the Swimming Pools, there is a written schedule in place regarding the cleaning and disinfection of the facilities which sets the area points and frequency such as ladders, pool WC, showers, taps, swimming pool surrounds, floor tiling, walls, knobs, step banisters, etc)
- Based on the guidelines of the Health Authorities, a maximum number of swimmers are allowed to enter the swimming pools at a given time, which is notified to the swimmers through the relevant signs.
- Guests should comply with the Guidelines of Personal Hygiene and Safety, when using the swimming pools and follow the recommendations posted on the relative signs, in prominent bulletin boards, as a reminder before swimming.
- Showering before and after the use of the swimming pool is required and it is recommended to use the available shower gel as well as to apply antiseptic when entering the pool area.
- When using the public toilets, crowding should be avoided, while social distancing and personal hygiene measures should be applied.
- Guests must keep the required distances within and outside the swimming pools, so that the setup of chairs and loungers between the edge of the seats of 2 persons sitting in different umbrellas or 2 persons staying in different rooms, must have a distance of at least 2 meters towards every direction.
- Guests are not allowed to move tables, chairs, loungers or any other items around the pool area.
- After every guest change, the chairs, tables, loungers and any other items are disinfected.

PUBLIC AREAS

- When approaching inside the Hotel or a Public Area such as the Reception, Lobby, Bar, Restaurant, Pool Area, we ask that all Guests keep the required distance of 2 meters from the previous or next guest in any queue line in the Hotel.
- Guests are required to observe the signs placed in all public areas, as a reminder of keeping distances and applying health measures.
- Guests should avoid moving any furniture in public areas, as they have been set up in compliance to the guidelines of the Health Authorities, in order to avoid crowding.
- The use of elevators is limited and there is a restriction in place for maximum use by 2 adults with a strict recommendation of wearing a face mask and using antiseptic, prior to and after use of the elevator.
- When flushing toilets in Public WC, it is required that lids remain closed, in order to reduce possible spread of the Covid-19.
- Use of the Gym, only by appointment, so as to apply frequent cleaning and disinfection.
- Use of the Business Center, only by appointment, so as to apply frequent cleaning and disinfection.
- Laundry Service and the Children's Playground are not provided.

**For staff and associates working within the Hotel,
the Hotel has applied the following measures:**

- Restrictions are applied for a reduced number of staff, in each work area.
- Measures are taken with continuous cleaning and disinfection of work surfaces, as well as public and private areas.
- Measures are applied, in order to avoid staff crowding and safe social distancing practices are applied of at least 1,5 meters between staff.
- The staff is provided with all the Personal Protective Means (PPM) as required.
- Associates are informed about the Health Protocols that must be applied, when conducting business within the Hotel.

The Hotel reserves the right to change without prior notice, within the range of the Health Protocols, operating hours and procedures, which are deemed to be to the guests' best interest and appropriate implementation of guidelines against Covid-19.

Changes may also occur, following new guidelines and recommendations by EODY or new Ministerial Decisions.

We remain at your disposal for any questions or clarifications.

The Management

CVD-2

2. HEALTH & SAFETY POLICY COVID-19

Approval:

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HOTEL GALAXY BEACH RESORT

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HOTEL HEALTH & SAFETY POLICY

Implementation of Measures for the Health Protocols (COVID-19)

Hotel **Galaxy Beach Resort**, taking into account the guidelines of the Greek Ministry of Tourism for the implementation of new health protocols for the Greek tourist accommodations, in view of their reopening, in the context of the new reality created by the Covid-19 virus, is compiling a Protocol for all the Hotel Departments, based on the applicable legislation.

The Protocol includes the development of an Action Plan for the hotel operations as well as an action plan regarding a Suspected Case Management Plan within the Group's accommodation which conforms to the recommendations of the National Public Health Organization (NPHO).

The aim of the Action Plan is to prevent the occurrence, and the effective management, of suspicious cases, in order to limit the spread to the staff and hotel guests in accordance to the guidelines of the National Public Health Organization (NPHO).

With this Action Plan and the Suspected Case Management Plan, the Hotel aims, on the one hand, to protect the staff and its guests, and on the other hand, to guide the staff to take the necessary measures for the prevention and protection against the Covid-19 virus.

Employees

Each staff member strictly adheres to the basic protection measures against Covid-19. Specifically, employees must apply best practices pertaining to personal and respiratory hygiene:

- Wash hands often with soap and water for at least 30 seconds, definitely before and after contact with money or customer items, before eating, before and after a break, after going to the toilet and careful hand drying with disposable hand towels and which should be thrown out in respective bins. Alternatively, use of alcohol-based antiseptics with at least 60% ethyl alcohol or 70% isopropyl alcohol.
- Cover the nose and mouth during coughing or sneezing with a tissue / alternatively if this is not available, cover the mouth with the inside part of your elbow.
- Disposing of paper towels, or other personal hygiene items or products used to disinfect surfaces in the work areas, in a closed bin.
- Avoid handshakes, and generally close physical contact, keep a distance of at least one and a half to two meters from your colleagues, guests or third party members in all work areas, guest rooms and rest areas.

- Avoid touching the front of the mask or face shield.
- Avoid touching face with hands.
- Inform a health official in case of illness or symptoms compatible to the Covid-19 virus, or contact with a possible or confirmed case, and depart from the hotel premises.
- Stay at home in case of illness, and inform a health official.
- Return to work only if the lab test is negative, and 14 days after close contact with a confirmed case of Covid-19.

Measures and means of personal hygiene (PPM)

- Informing and encouraging staff and third parties to comply with good personal and respiratory hygiene practices .
- Provision of appropriate facilities and required materials to employees, and installation of antiseptics for the hands at the entrances / exits, and in the public areas of the accommodation .
- Providing staff with the appropriate Personal Protective Material (PPM).
- Supervision of the adequacy of supplies of Personal Protective Material (PPM).
- Staff Training for the safe use of Personal Protective Material (PPM) and supervision of their proper use.
- Informing and training staff on the COVID-19 Suspected Case Management Plan.
- Supervision of the turnout of third parties (e.g. guests, associates, distributors, etc.) at the accommodation, and informing them in order to avoid overcrowding, to ensure observing the required distances and use of the Personal Protective Material (PPM).
- Creating a schedule of gradual arrivals / departures of employees in order to avoid congestion and to ensure the adherence of the required distances.
- Continuous information of staff regarding personal hygiene and preventive measures in all areas.
- Training in the required actions of employees in case of development of suspicious symptoms, such as the immediate notification of the health official and the Administration, for the prevention of the spread of Covid-19 and the planned quarantine containment.
- Encourage the use of staircases and avoid the use of elevators by employees and guests as much as possible.
- Frequent hand washing with soap and water.
- Disposal of means used to disinfect work surfaces in a closed bin.
- Avoid handshakes and generally close physical contact, keeping a distance of at least two meters from colleagues, guests or third parties in all work areas, hotel rooms and rest areas.
- Avoid touching your face with your hands, more specifically eyes, nose and mouth.

- Informing the health official, in case of illness or symptoms compatible with Covid-19 infection, or contact with a possible or confirmed case, and departure from the work area.
- Staying at home in case of illness and informing the health official.
- Returning to work only if the lab test is negative, and 14 days after close contact with a confirmed case of Covid-19.

Accommodation archive and Log Book

- For the purposes of public health protection, the Hotel Management maintains records of the staff members and all guests staying at the hotel (name, nationality, date of arrival and departure, contact details such as address, telephone, e-mail), so to make communication possible with close contacts in the event of a COVID-19 case, which may be identified afterwards.
- The required attention and safety to the General Data Protection Regulation (GDPR) is in place and all visitors and staff are informed that a file is kept for reasons of protecting public health.
- There is also a recording and updating of the relevant Log Book.

Reception service

- The staff takes the necessary hygiene measures, uses the appropriate protective means, keeps a distance of at least two meters from the guests (avoidance of handshakes, etc.) and follows the hygiene guidelines.
- When requested, there is a possibility of:

informing visitors about the Hotel Policy and the measures taken in order to deal with potential incidents.

- Providing useful information for health-care providers, public and private hospitals, reference hospitals for COVID-19 and pharmacies in the area and providing Personal Protective Material (PPM).
- Providing special means (medical kit) in the event of an occurrence of an incident, such as gloves and disposable masks, antiseptics, cleaning wipes, disposable medical apron, long-sleeved medical robe, infrared thermometer.
- The staff can recognize guest symptoms and reports these directly to the health official.
- There is antiseptic for the use of guests at the reception.
- Regular disinfection of the Reception surfaces.
- Proper Reception setup, addition of floor signs, at a distance of two meters, where the guest will stand, proper signs of distances in the waiting area, proper arrangement of furniture and proper management of people waiting to be served, in order to reduce waiting time, and maintaining safe distances.
- Avoid overcrowding during check-in / check-out, maintaining safe distances.

- Ability to check-in, one day before the arrival, by e-mail, and to check-out in the same way in order to avoid overcrowding and keeping social distancing.
- Ability of placement of the Credit card in a special tray for use by the Receptionist.
- Extending the time between check-in and check-out.
- Check out until 11:00 am, and check-in from 15:00 pm.
- Electronic payment of accommodation expenses, electronic sending of bills, invoices and receipts.
- Disinfection of key cards before handing them to the guests.
- During the hours between check-in and check-out between different guests, the room is cleaned, thoroughly disinfected and adequately aired naturally.

Housekeeping Services

The cleaning staff uses a simple surgical mask, gloves Protective Material (PPM), it is necessary to wash hands, thoroughly, with soap and water and to dispose them in a closed bin.

- All hard surfaces, floors, chairs, knobs, etc. are cleaned and disinfected with disposable cloths or cleaning paper and floor mops with detachable mop heads.
- Discarded material is treated as possibly infected, and is discarded in special bags.
- The Hotel uses certified cleaning liquids and disinfectants. The associate company has many years of experience in the field and is specialized in this field.
- When using disinfectants, the premises are well aired.
- Hygiene services are being strengthened in all public areas, especially in "high risk" facilities.
- Thorough cleaning and room ventilation are applied during the hours between the stays.
- The adequacy of the staff Personal Protective Material (PPM) (gloves, masks, robe, closed shoes, etc.) is monitored.
- There is discreet monitoring of the guests by the Administration and staff for symptom management.
- Non-frequent room cleaning during the stay (avoid contact of cleaning staff with possible incident case and further spread).
- The daily change of linen, towels and night preparation of the room (turn down service) is stopped. The guests are served only upon requests made on arrival.
- Meticulous disinfection is applied to the rooms and bathrooms during departures.
- Decorative items (pillows, bedding, etc.) are removed.
- Common reusable items, such as menus, magazines, Tea - Coffee facilities, other amenities and Mini Bar items are removed. They can be provided upon request.
- Room glassware is disinfected and placed in bags or disposable glasses are used.
- Opening doors and windows for natural ventilation of spaces, daily.

- On arrival, signs are provided informing guests about when and how the room was cleaned.

Kitchen Facilities

- Compliance of HACCP guidelines by the kitchen staff (recording refrigerator temperatures, prepared food lists, hot preparation temperatures).
- Receipt of goods by a specific staff member and always wearing the proper Personal Protective Material (PPM) (mask and gloves). Compliance to FIFO practice (first in – fast out).
- Keeping distances between kitchen staff, according to the requirements of the healthcare authorities.
- Entrance to the kitchen area is not allowed to those not working.

Restaurants

- The staff takes the necessary hand hygiene measures, keeps distances of at least one meter from customers, colleagues or third parties, and makes duly use of the PPE.
- In the Restaurant Buffet, dividers and additional safety partitions and signs are placed, in order to have greater safety of food display. Waiters-Cooks serve guests .
- The visit to the buffet takes place, always keeping distances, without a plate, and the staff member, at the indication of the guest performs the service.
- The maximum number of customers allowed in the restaurant is defined as the number resulting from the ratio of **one customer per 2,2 sqm** of total usable allowable operating space.
- Defining six **(6) persons** as the maximum number of people sitting at a table.
- Only those staying in the same room and families may sit at the same table.
- There is no limit in cases of families with minor children.
- The minimum distances between the tables are applied, according to the setup of the seats.

Public Areas

For Public areas which include lobby, lounges, outdoor seating areas, the following measures are applied:

- Good ventilation of public areas.
- Placing of antiseptic solutions (mounted or non mounted dispensers) for hand disinfection.
- Signs to avoid the use of elevators.

- Placing disinfectants at the elevator entrances, and recommendation for use at the entrance and exit. Frequent elevator cleaning, with emphasis on frequently touched surfaces.
- Signs to remind guests to keep distances.
- Removal of decorative and common reusable objects.
- Cleaning and disinfection of all surfaces.
- W.C. signs to limit contagion via the air.

Airconditioning and Space Ventilation

- Increasing the supply of fresh air to all Central Air Units (CAU).
- Avoiding air-recirculation.
- Continuous operation of CAU (24/7), even if the sector they supply is not operating, to avoid multiplication of microorganisms.
- Ensuring adequate ventilation of all areas with fresh air.
- Split units are turned off where possible, or, when this is not possible, they are put into continuous operation 24/7 along with natural ventilation.
- The replacement of filters for CAU and split units will be made according to the scheduled maintenance, and the work will be performed using and taking all the protective measures (PPE, space ventilation, safe collection of the replaced filters) including respiratory protection.

Environmental Measures

Environmental measures to reduce the spread of the virus include:

- Adequate ventilation of work areas and regular maintenance of the ventilation – air conditioning systems.
- Regular cleaning with detergents or disinfectants on the surfaces of work areas, public areas and work equipment.
- Disinfection of areas where a possible or confirmed case of Covid-19 infection has been identified, according to the guidelines of the National Organization of Public Health (NOPH).
- Placement of closed trash bins, where disposable Personal Protective Equipment or other means used to disinfect work surfaces, as well as personal hygiene items, shall be disposed of immediately after use.
- Frequent cleaning of work clothes and the usual protective equipment provided, as well as their safe storage.

Covid-19 Suspected Case Management Plan

If a visitor meets the Covid19 case definition criteria, the following measures are applied:

- The Hotel Health Official communicates directly with the National Organization of Public Health (NOPH) in order to report the suspected case, and receive instructions about dealing with it.
- It is recommended, that the suspected case, remains in his/her room with the door closed.
- To a patient who has symptoms of a respiratory infection (cough, sneezing, runny nose), a simple surgical mask and tissues are provided immediately.
- If there is a companion of the patient who wishes to stay close and care for him/her, a simple surgical mask is provided, and it is recommended to wash his/her hands every time he/she comes in contact with the patient's secretions, and definitely before touching his/her face, or before eating or drinking.
- It is recommended to avoid entering the patient's room if there is no significant reason. If necessary, a member of the hotel staff deals exclusively with the case.
- Used protective material is discarded in a closed trash bin, and is not reused.
- After disposing of the protective material, hand washing follows.
- The Management ensures that there is adequate consumable material directly available to the hotel staff to prevent infections: soap and water or alcohol-based hand washing solution, tissues, simple surgical masks, disposable gloves, thermometers, bin bags, surface wipes.

Cleaning and disinfecting a patient's room

- Thorough cleaning of surfaces, often touched by the patient, especially if the surfaces are soiled with biological fluids.
- The cleaning staff uses a simple surgical mask, gloves and a disposable waterproof robe.
- After removing the gloves, good hand washing follows.
- Fabric surfaces are cleaned with a Steam sterilizer (temperature >70°).
- Disinfection is conducted by FOGGER.

If an employee meets the criteria for the Covid-19 case definition, the following applies:

- The Hotel Health Official communicates directly with NPHO in order to report the suspected case and ask for instructions in dealing with it.
- It is recommended, for the suspected case, to remain in a specific area with the door closed.
- To a patient who has symptoms of a respiratory infection (cough, sneezing, runny nose), a simple surgical mask and tissues are provided immediately.
- An investigation is carried out regarding possible exposure of other employees or guests, and they are asked to follow the instructions of the National Organization of Public Health (NOPH).

- All surfaces are disinfected with emphasis on the work area and the equipment that the suspected case used.

“Health First” Certificate

- The Company has finalized the expected procedure for the issuance of the duly constituted “Health First” Certificate, which is mandatory for the Tourist Accommodations operating during 2020.
- The Company has posted the Certificate in an evident spot at the Reception area as proof that it complies to the Health Protocols as described per case in Addendum I and II of the Ministerial Decision 1881/29.5.2020.