MINOA
PALACE RESORT

safety protocol

#safety protocol

As **health** and **safety** of our guests and employees is our top priority, our operation has been adjusted accordingly to fully adapt to all the new **Safety & Hygiene Standards**.

The Safety Protocol complies with the World Health Organization and the Greek Government health authorities.

welcome

reception

Contactless and **fast check-in and check-out** procedures via mobile phone or tablet

Guests' contact details requested (for medical use only, if necessary)

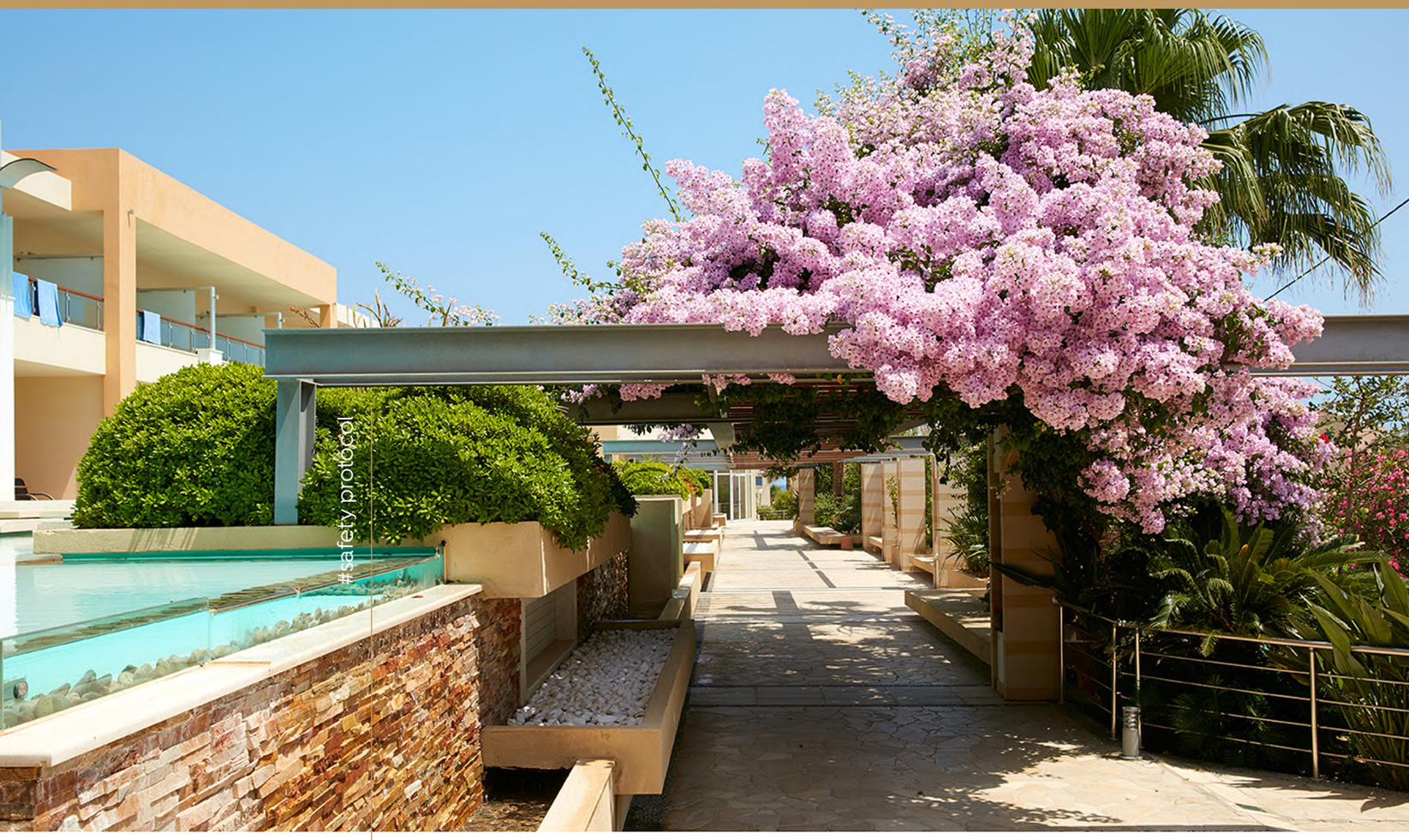
Extended duration of check-in (15h00) and check-out (11h00) allowing sufficient time for cleaning and disinfection

Floor markers placed to ensure physical distancing, staff with **PPE**

Frequent deep sanitization of front desk surface

Disinfection of room key cards

PPE available - masks, gloves and disinfectant wipes - at reception for guest use



public areas

On-screen information at lobby area regarding the hotel's sanitization and health program

Limited face-to-face interaction thanks to **new QR code phone app** providing information / registration on hotel facilities and services, the spa treatments, fitness programs, online menus

Disinfectant dispensers throughout the hotel

Disinfection of high-volume touch points with special attention to public restrooms

Elevators to be used by max 2 guests or a family at a time

Fresh air circulation throughout public indoor areas

guest rooms

Rooms will be **sanitized** and **sealed** before every arrival

Enhanced cleaning and **disinfection protocols** for guest rooms with attention to high touched surfaces such as remote controls, door and furniture handles, light switches

Use of **steam cleaners** for the disinfection of fabric surfaces such us sofas, chairs

Room cleaning, bed linen and towel change are performed every 3 days for minimal contact between guests and staff. A turn-down service is available every other day

Evening turndown service is suspended

All bed linen and **towels** will be washed at a high temperature and sanitized

All decorative and **extraneous items** (extra pillows, blankets, bedcovers) are removed from guest rooms

Most of in-print collaterals and stationary items are replaced by **digital documents** and services

Air conditioning filters and grilles disinfected upon every room change

The **usage of A/C** within rooms at guests' discretion

Guests are recommended to vacate the room during housekeeping

food and beverage

ISO 22000:2018 - **certified kitchen protocols** in use

Safe food preparation and service practice according to HACCP principles

Hand sanitizers at all restaurant entrances

Seating arrangement by hostess

Seating capacity reduced to provide adequate space between tables for **safe distancing**

One family per table at a time

Disposable napkins and placemats and **table disinfection** after each sitting

Digital menus via the hotel app and single use printed menus available on request

Staff wears PPE at restaurants and bars

Room service available at extra charge, all plates appropriately covered

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pools and beach

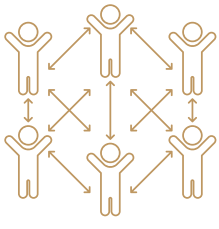
Hotel's **extensive pool area** provides ample space for **safe distancing** between sunbeds and gazebos

Pool and beach sunbeds sanitized after each use. **Sanitized beach towels** provided by staff on a daily basis

Increased **water quality controls**, regular monitoring of chlorine levels

spa and gym

Spa and massage sessions by appointment only min. **30-minute gaps** between sessions to allow for thorough cleaning and sanitisation



Pre-booking required for **gym** use to ensure physical distancing

Outdoors fitness activities will be held always keeping all necessary distances

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staff

All staff members efficiently **trained** on hygiene and safety protocols

Provision of PPE to all employees

Staff is **screened** for symptoms prior to starting work and if temperature is detected over 37C, they will be asked to **stay at home** until they are symptom-free.

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