

2023



MINOA
PALACE RESORT



HEALTH
&
SAFETY POLICIES

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Responsibility of administrative staff

The owner and the manager of the accommodation are responsible for the safety of the staff and the customers and monitor the fire safety of the unit to ensure their proper operation. They ensure that the staff members, which are hired to manage and maintain fire safety measures, are qualified and receive the necessary training for their duties and that there are documented procedures in place to manage fire safety issues. In order to ensure the proper functioning of all security features, information on the training provided, alarm testing, equipment maintenance, evacuation drills and regular building inspections is monitored and recorded by the unit's administrative staff, including other emergency doors, corridors, escape routes and costs.



Licensing and certification

Our unit operates legally and in accordance with the legal requirements of our country.

We have a valid operating license, issued by a recognized certification body and a competent local authority.

FIRE SAFETY

Training in Emergency Response Procedures

All staff members (including owners and their family members) are trained to ensure that they are in a position to implement the required emergency response procedures for the unit. A training file is kept as evidence of the training that has taken place, which includes the name of each participant, the date, the topics covered, and the details of the trainer who provided the training.

Lifts

Where lifts are provided, they are equipped with signs at the entrance of the lift on each floor, indicating the following:

- No smoking
- Use by unaccompanied children is prohibited
- Do not use in case of fire.

All lifts are equipped with alarm signaling means inside them, which can be used to call assistance in case of an emergency.

There is a predicted procedure of unblocking people lying in lifts due to faults or power failure.

Lifts shall be maintained in accordance with the manufacturer's instructions and the service doors shall be locked in each case when not in use.

Fire warning

- A simple fire alarm system, suitable for the size of the building, is provided.
- A home type smoke alarm is also provided in the guest rooms and apartments with cooking facilities. In order to avoid false alarms, they are placed in an appropriate position and at a safe distance from the cooking area.
- All smoke alarms are checked weekly to ensure proper operation.
- All smoke alarms are subject to maintenance according to the manufacturer's instructions.

Fire extinguishing equipment

- A fire blanket in areas currently undertaken century cooking. Fire blankets are hung on the wall at a point that is immediately accessible at any time.
- General purpose fire extinguishers of suitable size and easy access to individual rooms or compartments of 30 meters are provided. Fire extinguishers are located on the wall, adjacent to the exits of each floor, with the handle or any other extinguisher carrying component about 1 meter from the floor.
- Fire extinguishers are subject to yearly maintenance and retreading if they are empty.

Emergency lighting

- In addition to standard lighting, an emergency lighting system consisting of self-contained units with a slow-charging system via the mains supply and designed to operate in the event of a breakdown of any individual, local sub-lighting circuit for at least one hour is provided at the following points:
 - In all corridors
 - In public areas
 - In all stairwells
 - On long trails
- All emergency lighting units are subject to annual maintenance by a qualified technician
- Signs and inscriptions

- All escape routes ending in emergency exits are marked with pictograms on the entire length of the escape route. The signs include directional arrows where necessary and placed in absolutely visible places.
- In addition, signs indicating the location, unless obvious, of the following are provided:
- Firefighting equipment - Fire alarm call points - The Assembly point
- Inscriptions marked "Actions in the event of fire" are posted on the back of the doors of all bedrooms. The inscriptions are written in English in Greek, German and French and include a simple floor plan. Also, details of the Assembly point to which customers will need to go in case of an emergency are listed. The inscription refers to the particular room or place in which it is located.

Fire alarm system

- An alarm signaling method is provided throughout the hotel to alert the building's residents that a fire or other incident is in progress, asking them to act in a way that will not jeopardize their safety.
- A fire alarm system is provided in our hotel and consists of the following main elements:
- Manual call points
- Control panel with backup battery
- Sirens

The fire alert system also includes the following:

Automatic fire detection - Automatic extinguishing system (sprinklers)

- Manual alarm call points - Manual fire alarm call points - Control / display panel and back-up battery - a control panel - Automatic fire detection (AFD)

- Automatic fire detection smoke detectors and heat detectors - Sprinklers

Emergency lighting

Emergency lighting is provided throughout the building. Ensures an adequate level of illumination if the power supply is interrupted for any reason.

Providing adequate emergency lighting using autonomous lighting units, which operate continuously with a slow charging system via the power supply network in the event of power failure, are fully charged and ready for use.

Emergency lighting is tested on a monthly basis and checked annually by a competent technician. The results of all tests are recorded in the Maintenance File.

Assembly Points

Assembly Points are located in designated locations away from the building and at these points the occupants move in case of evacuation of the building. The assembly points are in a safe location and not in an area that may interfere with the emergency services or cause other risks. The designated Assembly points are clearly labeled in the inscriptions of the emergency procedures hung on the back of the doors in the guest rooms, the entrances to the apartments and the common areas.

Evacuation procedures and exercises

A practice of evacuation takes place at least twice a year for staff, simulating conditions in which one or more escape routes of the building are prevented. During these exercises, a staff member activates the fire alarm and then tests the actions in the event of a fire as the conditions allow.

Fire extinguishers

-There are fire extinguishers covering all buildings. Their position is highlighted in the inscriptions of the fire-fighting instructions which are hung on the back of the doors in the rooms on the corridors, in public areas and in the reception area.

-Regular checks are carried out

-Suitable fire extinguishers are available for use.

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Training personnel for fire cases

- It is the responsibility of the unit manager to ensure that all staff is trained to deal with emergencies. As part of this process, all staff is required to participate regularly in fire training. Staff training is an integral part of effective fire safety management. Customers will rely on staff and its own responses during an emergency.
- The entire training provided reflects the planned action plan of the unit to be implemented in an emergency.
- Written fire-fighting procedures addressed to personnel and should include the following:
 - The required actions once the fire is detected
 - The actions required once the fire alarm sounds
 - Signal alert, including the location of the alarm call points and the fire display panel
- Staff training is carried out at least twice a year for staff working day and every three months for night staff.
- Training is based on written fire-fighting procedures, as well as general preventive measures for trained personnel.
- Training concerns this unit. The General Manager has an action plan document in the process used to train the staff. The plan takes into account that many fires occur at night when most customers are in their rooms but fewer staff members are working.

People with reduced mobility

Disabled people with special needs and those with learning difficulties or behavioral difficulties may for any reason not be able to react or perform the actions normally expected by other people without help. This means that persons who may not hear or fail to recognize a fire alarm signal, read the fire-fighting instructions or may require special assistance when discharging a unit in an emergency are taken into account in the Emergency Plan need. There is also a written policy setting out in detail the procedures to be followed to assist and escape people with reduced mobility in an emergency. As part of the regular staff training program, staff also receive instructions on procedures and the use of special equipment provided for this purpose.



The objective of the Health and Food Safety Unit is to help us and our relevant suppliers to identify the most important food hygiene and safety procedures and procedures to be followed at all food outlets and kitchens of the hotel us. We hope that the measures included in this technical guide will be achievable and will provide the basis on which a more comprehensive program will be developed.

Responsibility of administrative staff

Although the day-to-day management of food hygiene procedures has been entrusted to another member of the staff, the owner and the manager of the accommodation have ultimate responsibility for the conditions of food hygiene and safety and should ensure that they operate properly.

Emphasis is placed on the fact that the unit's administrative staff is responsible for checking the hygiene and food safety at all times. Our company implements rigorous policies and procedures that understand all the staff members involved and, above all, for which they are properly trained and supervised.

HYGIENE AND FOOD SAFETY

Licensing and certification

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- Our unit operates legally and meets the requirements of our country.
- The focus sections vary considerably in size, in the type of serving and in style. However, they adopt an appropriate food safety management system. It does not have to be complicated, but the main goal is for the hotel to work diligently!
- The HACCP system is a method of ensuring that the hotel manufactures and serves food in a safe and healthy way. To do this, we analyze the flow of food from the market to the serving in order to identify possible safety hazards and then determine which points are absolutely critical for food safety in order to prevent the occurrence of diseases or spoilage of food.

Staff management procedures

Personnel handling personnel means those workers who work in the storage, preparation, processing or serving of food. They have been trained adequately and comply with the highest standards of personal hygiene. The person responsible for the development and maintenance of food safety management processes based on the HACCP principles have received the appropriate training to be able to perform this task.

Staff may carry bacteria and viruses that can cause food poisoning in the kitchen, so managers need to be aware of disease in order to take appropriate action.

All members of food handling staff are subject to health exams, as well as records kept and monitored.

There is a documented disease reporting process for all staff members. This process is clearly communicated by all staff members. Staff is trained to understand the consequences of not reporting their illness.

Staff members who suffer from vomiting and diarrhea should not work in any food handling area and should not return to work until a doctor has allowed them.

- Staff members who have an infected wound, a skin problem or jaundice should consult a doctor before they are allowed to enter any food handling area.
- Staff should have a specific locker room away from the food preparation points. This space should remain clean and tidy. Personnel locker rooms must be clean and at the proper level of hygiene, with full facilities available for hand washing.
- There must be designated toilets for staff, which should remain clean.
- Wash basins should be equipped with hot and cold water, disposable soap and disposable paper towels or hot-air dry hands.
- Toilets must not communicate directly with food handling areas.
- • Appropriate and adequate first-aid equipment should be available in an accessible location, such as blue or bright-colored waterproof patches for use by food-handling personnel.
- • Staff members who are not working in the kitchen or other food areas should not use these areas as meeting points or passage for other hotel areas.

Staff training

- All staff involved in handling food is trained for their duties. Education is a combination of theory and practical exercises with regard to their duties. Knowledge and understanding are controlled with questions and with monitoring in the workplace.
- Staff members maintain high standards with sufficient level of education and attend repeat courses at least once a year.
- All staff members have adequate hygiene supervision and training so they can comply with the hygiene requirements related to their duties. Initial training is provided by the assignment of their duties, and subsequent training is provided at regular intervals and continues throughout their employment.

Water and ice

The intrinsic safety of water used in making food is critical. Water used for food preparation, cleaning, and ice preparation and drinking should be safe.

Purchase of food

We have specific designated food suppliers who are renowned for its high standards and follow the same philosophy regarding food safety. Foods are purchased from these designated suppliers.

Food delivery

Some of the dangers in buying food are:

- Purchase foods already contaminated with bacteria that cause food poisoning or other toxins
- Foreign bodies / parasites / chemical alteration.

Upon receipt by the supplier, the food is of high quality, with clean, dry packing and without damage or signs of contamination. It must be within the temperature and expiration date / optimum consumption. If suppliers deliver food that does not meet these requirements, they are rejected depending on the degree of risk posed, and in consultation with the Food & Beverage Manager or the chef. Any deformed, rusty or broken cans are not acceptable. There is a documented procedure for handling and returning unsatisfactory foods.

Storage

- All products, with the exception of some deep frozen and frozen products in boxes, are removed from the external mass packaging and stored in accordance with the manufacturer's instructions. Under no circumstances should consumable products or products requiring temperature control remain at ambient temperature. It is important to check food stocks daily and remove food that has expired.
- In the use of food, the recycling of stocks is strictly observed, according to the optimum consumption date and the expiration date. Any food that has exceeded these dates and was not used and must be discarded. Any deformed, rusty or inflated cans should not be used.

Cold storage

Cold storage involves storing low temperature food in a freezer, refrigerator, refrigeration cabinet or showcase refrigerator. Proper use of cold storage is necessary to prevent bacteria from growing in food. All storage units are suitable for this purpose. Household equipment is not suitable for professional use. So, we take care to buy cold storage units that are of good quality and designed for that purpose.

Defrosting

It is important that frozen foods, such as poultry, meat products and large-volume items, be thawed thoroughly before cooking. If these products are cooked while they are still frozen, there is a great risk that heat will not penetrate the center of the product, with the possibility of food poisoning .

Preparation of food

Preparation of food should be avoided and no more than 24 hours should be allowed between preparation and consumption.

Cooking

The cooking stage is considered one of the most important, and it is vital to achieve the right temperature not only to stop the proliferation of any microbes but also to ensure that the cooking process makes the food delicious. It should be noted that products containing processed meats, e.g. veal burgers and sausages must be cooked well and not served raw.

Whether cooking is done in the main kitchen or in auxiliary kitchens or barbecues, the procedure to be followed is the same.

Cooling

Uncontrolled refrigeration of food can be one of the most dangerous aspects of food preparation. We should never leave We declare the dishes to cool overnight or for long periods at ambient temperatures. Reductions we give the batch sizes or portions to speed we confirm their cooling.

Checks

Controlling is an integral part of any food safety management program. It consists of regularly inspecting and recording the conduct of all processes and the achievement of the desired results. In addition, control is the basis for improvements.



P O O L S

The pool is often a major attraction for customers when choosing accommodation for their holidays. Whether it's a leisure pool for families or a luxurious relaxation pool and spa, it's important not only to offer fun to customers but also maximum safety. The objective of the Pool Safety Unit of this Technical Guide is to help us and related suppliers to identify the safety measures and procedures to be followed. We believe that the measures included in this technical guide are achievable and will serve as a basis for developing a more in-depth pool safety management program.

Responsibility of administrative staff

While the daily pool management may be entrusted to another staff member, the accommodation owner and the manager of the facility are ultimately responsible for the safe operation of the swimming pool and related facilities and must monitor the pool's safety features to ensure they are working properly. They have the responsibility to ensure that the responsible staff for the safe pool operation have received appropriate training for the relevant tasks and that the procedures to be followed for pool management and water quality are documented and available.

Swimming Pool Supervision

- a Lifeguard is in place in all operational hours of the pools.
- A telephone is available near the pool for calls to emergency services.

Disinfection of the pool

The pool water is not sterile. It will always contain microorganisms from both the bathers and from the surroundings of the pool. The goal of a good disinfection is to keep the water as safe as possible and to avoid bathers contact with pathogenic microorganisms. It is not limited to adding chemicals to the pool alone.

- The pool water is clear, and the bottom is always visible
- Each pool is cleaned regularly (including the gland formed on the walls at the water surface).
- The pool is visually inspected at regular intervals during the day before and after opening for the public while it is operating.
- The decontamination levels of each pool are regularly checked during the day (at least twice a day) with good quality equipment.
- Water samples for pH and chlorine measurement are taken

Pool filtration

Good filtration of the pool is necessary to keep the pool clean and safe. When the pool is blurred or full of particles, it can become dangerous, because bathers, especially children, will not be seen under the surface of the water. It is therefore important that the pool is adequately filtered in relation to its size, the number of bathers and the resulting pollution.

- There is a documented policy regarding the time and how to reverse the filtering of the pool filters.

Spa pool

Spa pools need more regular checks, and are emptied regularly.

Children's pools

Children's swimming pools comply with the following "child-friendly" specifications:

- Minor depth (up to 60 cm), and depths are clearly displayed
- Slopes of the pool bottom
- There is no ingestion or trapping risks. All inlets and outlets are properly closed without being trapped in them.
- The grates and covers are in place
- The entrance and exit from the water is easy (wide, short stairs, short water surface area of the pool)
- Space around the pool, so parents / guardians can easily supervise
- Plaque "children must be supervised" is placed



As part of the hotel's security policy, regular and continuous maintenance procedures are in place to identify and correct security breaches that occur in the unit, helping to reduce the risk of slipping, stumbling and falling. In addition, balconies, parapets, passageways, windows, corridors and stairwells are structurally designed to reduce or mitigate the risk of accidents and fatalities due to falls.

Responsibility of administrative staff

The accommodation owners and the manager of the facility are fully responsible for the safe operation of the unit, including the regular and continuous maintenance procedures applied to identify and rectify safety deficiencies. They ensure that staff recruited to manage and maintain relevant procedures receive the necessary training for their duties and that there are documented procedures to be followed to address identified deficiencies.

P O L I C Y S A F E T Y

Treadmills, passageways, stairways, stairs and paths

There is a planned maintenance plan to reduce the likelihood of injuries due to slipping, drooping and falling. Staff are encouraged to report possible safety hazards inside the facility or its external premises

Balconies

The balconies have a solid construction with a parapet of at least one meter high and have no features that would encourage a toddler to climb.

Glass doors, windows and glass partitions

Where tall glass frames are fitted, they are labeled with warning strips, stickers or special marks to prevent collisions.

Bedrooms and bathrooms

Bedrooms and bathrooms are kept clean and functional and contain no moisture, dirt and debris. Regular maintenance checks are carried out in bedrooms and bathrooms to detect any normal wear and tear.

Leisure facilities (spa, saunas, steam room and massage rooms)

All recreational facilities are installed according to the manufacturer's instructions and are regularly checked, cleaned and operated at the right time.

The aim of the fuel and energy section of this Technical Guide is to help us and other related suppliers recognize the basic safety measures to be taken in relation to fossil fuel, heating, cooling and electrical systems in the hotel.



Responsibility of administrative staff

Although the daily management of fuel and energy safety may be entrusted to another staff member, the owner and the manager of the accommodation have ultimate responsibility for the safety of both staff and customers and should monitor the benefits unit security to ensure that they work properly.

Monitoring and recording information such as implemented education, testing equipment and maintenance of equipment carried. The director of the unit, to ensure the correct operation of all safety benefits. Ensures that staff recruited to manage and maintain relevant procedures receive the necessary training for their duties and that there are documented procedures to address identified deficiencies.

ENERGY

Education

Maintenance personnel receive training for the tasks they will undertake.

Training is required

Fuel devices

All boilers, water heaters, heaters, open hearths and related pipes and ducts throughout the unit are operating properly and kept in working order.

All devices are installed by a competent engineer and maintained according to the manufacturer's instructions.

Location of the devices

There are risks associated with the installation of fossil fuel devices and, depending on their location, the risk may be greater.

The hotel assesses the position of the devices and decide whether the movement of the devices is necessary to alternate location, away from the customer accommodation.

Ventilation

Every fossil fuel device needs fresh air to effect complete combustion. For indoor appliances, such as a gas cooker or heating appliance, the available air in the room is sufficient provided that there is a window or door opening.

Regular maintenance and service

Appliances and related tubes and flues:

- Regularly maintained by a competent person
- Maintained according to the manufacturer's instructions
- They must be serviced by a competent person each year according to the manufacturer's instructions.

Emergency treatment procedures

There are documented emergency response procedures that are followed in the event of an emergency related to fuel or energy.



The objective of the water management module of this Technical Guide is to help tourist accommodation providers and other relevant suppliers to identify the measures and procedures to be met in the water management unit through the take-over, storage, distribution and management of waste water.

Responsibility of administrative staff

The owner and manager of the accommodation have ultimate responsibility for safe water supply and should monitor water management procedures to ensure that they operate properly.

They ensure that staff members recruited for the management and maintenance of water and sewage treatment receive the necessary training for their duties and that there are documented procedures to be followed for water quality management.

W A T E R

Maintenance team

- There is a responsible water management company.
- The manager has been trained in water quality management, water safety management plan and the requirements of his role in proper maintenance of the water supply system.
- The maintenance team has been trained in its duties to properly maintain the water system.
- The details of the training provided are documented.
- There is a documented maintenance program, with distinct roles and responsibilities, which includes monitoring of plans and records.

Tracking

- Water and ice testing by external partners is carried out and the results, together with any corrective measures, are recorded and available for inspection.
- Any shortcomings in water quality are directly addressed and alternative emergency procedures are in place to ensure continued and safe water supply within the plant.
- Daily temperature and chlorine level checks are performed and recorded from various endpoints within the unit.

Delivery, storage and handling of chemicals

Chemicals are only retained in containers that have been taken by suppliers or containers that serve this purpose and are appropriately labeled with the safety data and product identity. Empty containers are not left in the plant or used for other purposes but discarded as soon as possible.

- Chemicals are transported to the storage site as soon as possible and never left unattended in public space.
- We keep records of purchased chemicals, purchase dates, and suppliers.

Responsibility of administrative staff

Accommodation owners and unit management are responsible for the safe operation of child facilities and oversee the security features and services provided to ensure their proper functioning. They carry out regular checks on child facilities, including playgrounds, recreational activities, playgrounds and other related facilities, and ensure their proper functioning. In addition, there is a continuous maintenance program for all facilities and equipment.

There is a written procedure for the operation of the playground, including its management, the treatment of children with special needs, the organization of activities, the procedures for moving children outdoors, the treatment of illnesses, protection issues, safety issues and incident handling procedures emergency. There is a copy of the procedures available for inspection.

Outdoor playgrounds for children

- The play area is located away from roads, traffic, electrical equipment, water or other hazards.
 - There is no garbage or rubbish in the room.
 - The play area is surrounded by a fence or wall.
 - Any repairs required are done immediately.
- All play equipment is regularly maintained, ready for use and in good condition



CHILDREN FACILITIES



The documented plan that determines how to act in such circumstances.

The plan includes the following:

- Evacuation procedures , as well as the special measures to be taken to protect their safety
- Training of staff, assignment of responsibilities
- Emergency plans to cover responsibilities in the unit if the staff are unable to get to work. In addition, the health of staff members may be affected by a malfunctioning of the public health infrastructure at the place where they reside.
- Available generators for power failure

Ways of addressing the main health risks that may arise from the incident:

- Interruption of drinking water supply
- Complications in sewage and sewage treatment systems
- Complications in the solid waste collection and disposal system
- Complications in the environment that may affect the control of insects
 - Complications in electrification.
 - If cooling is interrupted for longer than acceptable
- Water treatment and distribution as well as drainage systems whose function is dependent on electricity
- Adequate fuel reserves until central service returns
 - Lack of food.

POSSIBILITY OF A NATURAL DISASTER

Maintenance team

- There is a responsible water management company.
- The manager has been trained in water quality management, water safety management plan and the requirements of his role in proper maintenance of the water supply system.
- The maintenance team has been trained in its duties to properly maintain the water system.
- The details of the training provided are documented.
- There is a documented maintenance program, with distinct roles and responsibilities, which includes monitoring of plans and records.

Tracking

- Water and ice testing by external partners is carried out and the results, together with any corrective measures, are recorded and available for inspection.
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Chemicals are only retained in containers that have been taken by suppliers or containers that serve this purpose and are appropriately labeled with the safety data and product identity. Empty containers are not left in the plant or used for other purposes but discarded as soon as possible.

- Chemicals are transported to the storage site as soon as possible and never left unattended in public space.
- We keep records of purchased chemicals, purchase dates, and suppliers.

REGULATION OF OPERATION

Conferences Halls: Imperial Congress Hall seating (IGH) & Athina
Conference Hall (ACH)

Conference «Imperial Congress Hall».

With an area of 1400 m², a maximum height of 5,70 m., rectangular, without columns, features with a capacity of more than 1500 people. This hall also provides a division into 5 smaller autonomous halls, capacity 50-650 people, with high soundproof moving partitions (up to 53db). Combined with the 1150m² exhibition grounds, this room offers flexibility and functionality to hold conferences, meetings and events of the highest demands!

Providing an additional 720sq.m. and 200sq.m. the conference hall "Athena" offers the ideal conference space for up to 750 people. Also divided into 3 sub-chambers with movable soundproof partitions (up to 45db) and in combination with the 2 auxiliary rooms of 50sqm. Each is ideal for parallel meetings, presentations, lectures, demonstrations, banquets, receptions but also gala dinners, banquets and cocktails.

Conferences Imperial Congress Hall seating (IGH) & Athina Conference Hall (ACH)



CONFERENCE
CENTER

Restrictions-Prohibitions-Responsibilities :

The user has the exclusive responsibility of the safe conduct of the event with the assurance of issues such as: compliance of maximum number participants according with the capacity of the used space, the compliance of the security and hygiene rules, the control of the security of outside space of Minoa Palace Resort, the safe use of mechanisms and the rest facilities of the Resort.

It is not allowed:

1. The use of the spaces where they have been not available and are not mentioned clearly in the Contract..
2. To change the spaces' arrangement (placement of seats and others objects to corridors of Rooms, or obstruction of the exits, etc.).
3. To change the use of the center for reasons different from those where are mentioned in the Contract.
4. The sublease of available space (total or partial) or the free disposal in third parties.
8. The use of flammable materials , the creation outbreak of fire , the smoking and any another energy it can create risk at the safe conduction of the event .
9. The consumption food and beverages within the Halls.
10. Smoking is not allowed indoors at the Conference Venue. The ORGANIZER has to take care of the compliance in relative legislation.

Article 12. Fire safety

The "ORGANIZER" shall be taken knowledge and to keep all the fire protecture measurements of the building (see drawing : emergency exits , bright indications, fire hose cabinets, fire extinguisers) also and all the are relevant legislation of the Authorised Fire Department.

Throughout the time sharing of the Conference Facilities the emergency exits, the cargo entrances (sliding, rolls), the exits and the entrances of the excibition etc. will remain fully operational, and the space in front of them should not be occupied for any reason for safety. Additional all the fire detections equipment like the emergency exits, bright indications, fire hose cabinets, fire extinguishers, will be accessable and in visible spots.

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*Copies of our Health & safety manual in other languages are provided on request