

# ROYAL MARMIN BAY BOUTIQUE AND ART HOTEL

Welcome,  
Enjoy Safely your holidays!

*We recommend that all guests visit the hotel's website before their arrival*

## Health and Safety Protocols

### Action plan

The Hotel has developed an action plan and individual protocols for each department of the hotel to take measures, manage any suspected Covid-19 cases in order to prevent and limit the spread of the virus to staff and guests.

The action plan is in compliance with Greece's and International health organizations' guidelines and will be revised accordingly.

In line with the plan, the Health & Safety Coordinator of the hotel will supervise and ensure that the protocol is being followed and a doctor will be cooperating with the hotel, who will act on the instructions of Health Authorities.

## GUEST EXPERIENCE

- **All Guests** should use the hand sanitizer upon arrival.
- **Check-in time:** 15h00 **Check-out time:** 11h00
- **Sanitizer contactless dispensers**, will be placed at all hotel entrances and reception.
- **Public spaces indoors & outdoors**, all areas and surfaces that are frequently touched, will be regularly sanitized
- **Safe Spacing**, guests should physically distance by at least 2m from other guests when standing at reception, elevators, or public areas around the hotel..
- **Restaurant and lounge tables** will be arranged to ensure physical distance is maintained
- **The doorman**, will not open the doors of cars and cannot shake guest's hands.
- **Key cards** will be used within 24hours rest as a precaution measure after been well washed and sanitized
- **Luggage**, handles will be sanitized, then delivered to the room. The doorman will sanitize the luggage trolley and buggy before using them again
- **All rooms** will be sanitized and sealed before a new guest arrives.
- **All bed linen and towels** will be washed at a high temperature and sanitized.
- **Hotel Guest Lift/Elevator**, No more than one guest will be allowed to use the lift/elevator, and the button panels will be sanitized regularly.
- **Credit or debit cards**, we strongly recommend that guests pay by credit card.
- **Doctor** is available at any time for our guests for consultation or medical services.

## FOOD & BEVERAGES

- **Food & Beverage Outlets**, sanitization will be increased throughout the day. A dedicated team will sanitize indoor and outdoor furniture every morning and at the end of the day
- **Breakfast Buffet** the same table during the breakfast is reserved for guests throughout their stay. The buffet is framed with plexi-glass window and meals will be according guests preferences served on the plate individually. Alternatively there is the option for Breakfast served in the room without any chargement
- **Restaurant tables** will be neatly laid out with the correct number of napkins, cutlery and glassware for individual reservations before guests arrive.
- **Printed menus** will be sanitized before any use from the guests
- **Room service**, When ordering room service it is highly recommended that guests state the table set up i.e. for lunch or dinner, how many diners, so that the staff can make the necessary arrangements and sanitization. Guests will be advised when the order is ready for delivery. All plates will be covered. Trays and plates will be picked up when advised, and guests may choose to leave the room when trays and plates are collected (option).  
There is currently no extra charge for room service.
- **Bars accompaniments**, such as nuts and snacks, will be served when guests arrive at their table in sealed portion.
- **Bar stools** will be kept 2m apart too.
- **Trays and carts** will be sanitized after each shift.
- **Indoor areas**, all indoor lobby and restaurant areas will always be open to maintain fresh air circulation.
- **Safe distancing**, hosts and restaurant managers will ensure that guests maintain a safe physical distance when they arrive and dine in the restaurant All staff will wear masks, gloves and take all the hygiene measures for precaution

## Housekeeping (Rooms, Public Areas)

- Improved disinfection and deep cleaning practices have been implemented in accordance to Health Organization's instructions.
- Steam appliance is used to clean all fabric surfaces.
- In addition to the normal cleaning procedures, the public areas, the main entrance, reception, door handles, counter tops, tables, handrails, elevator knobs and other "high-frequency touch points" are being sanitized and disinfected frequently.
- Individual antiseptic gel and antiseptic wipes or gel are provided to each guest upon arrival
- Wash all linens at a high temperature for optimal disinfection.
- Improve air circulation processes to increase air quality.
- Hand sanitizers are present in all public areas.
- The daily cleaning and change of sheets, pillowcases and towels is carried out only upon request from guests.
- Shared multi-purpose items such as stationary, menus, magazines, etc. have been removed from the rooms..
- Mini bar service is suspended. This option will be available upon request by the guest.

## SPA & GYM

- Spa and massage sessions, Spa appointments must be booked in advance, with a maximum of one person per cabin.
- Gym area, will be open by appointment only with a maximum of two people for each 1-hour time slot.
- Both spa and gym areas will be thoroughly sanitized for 30 minutes after each appointment.
- Cleaning procedures and disinfecting procedures are enhanced in all SPA areas.
- Therapy booths are left vacant for 30 minutes after every therapy so fresh air can circulate and are disinfected with hospital grade materials.
- A protective panel has been installed to reception desk and sanitizing gel is provided. Towels are changed in front of the guest prior each session.
- All towels as well as staff uniforms are cleaned at a temperature of  $>70^{\circ}\text{C}$  and ironed at  $180^{\circ}\text{C}$ .
- Staff members wear appropriate PPE mask, shoe cover, gloves (where possible) and are performing excellent hand hygiene after each session.
- All utensils are sterilized after every use.
- Guest are kindly requested to wash their hand prior entering the SPA area and are provided with one use slippers and a mask which is necessary to wear during the entire session.

## PRIVATE TRANSPORTATION

Our luxurious private transportation is following all the precaution hygiene measures

- Limited capacity of 2 persons
- Deep furnishing steam cleaning and sanitize
- Sanitizing gel is provided by the driver who wears the appropriate PPE (mask and gloves)
- High touched surfaces are disinfected, and all the doors remain open, so the car/van are naturally ventilated after every transfer.
- A/C is constantly fed with fresh air

## SUPPLIERS

- Contractors and suppliers, of goods and services are approved and will follow similarly strict health & safety measures as the hotel.
- Access to the hotel by suppliers and contractors is through a separate gate, to ensure they maintain a safe distance from hotel premises.
- All goods, will be received by our store staff, who do not enter hotel premises. All goods are sanitized before delivery to all outlets, including the hotel restaurants, spa and gym.

## OUR TEAM

All staff members:

- Are trained on practices for cleaning and disinfecting identified spots according the indications of the Cleaning company Diversey
- Are trained in “ Coronavirus (SARS-COV-2)” Distance training Seminars organized from the University of Crete
- Are aware of how Covid -19 virus is transmitted and able to provide information to the guests
- Are provided with personal protective equipment.  
(masks, gloves, face shields, waterproof aprons etc.).
- Undergo thermal screening before every shift.