



RESIDENCE



HEALTH & SAFETY PLAN



RESIDENCE

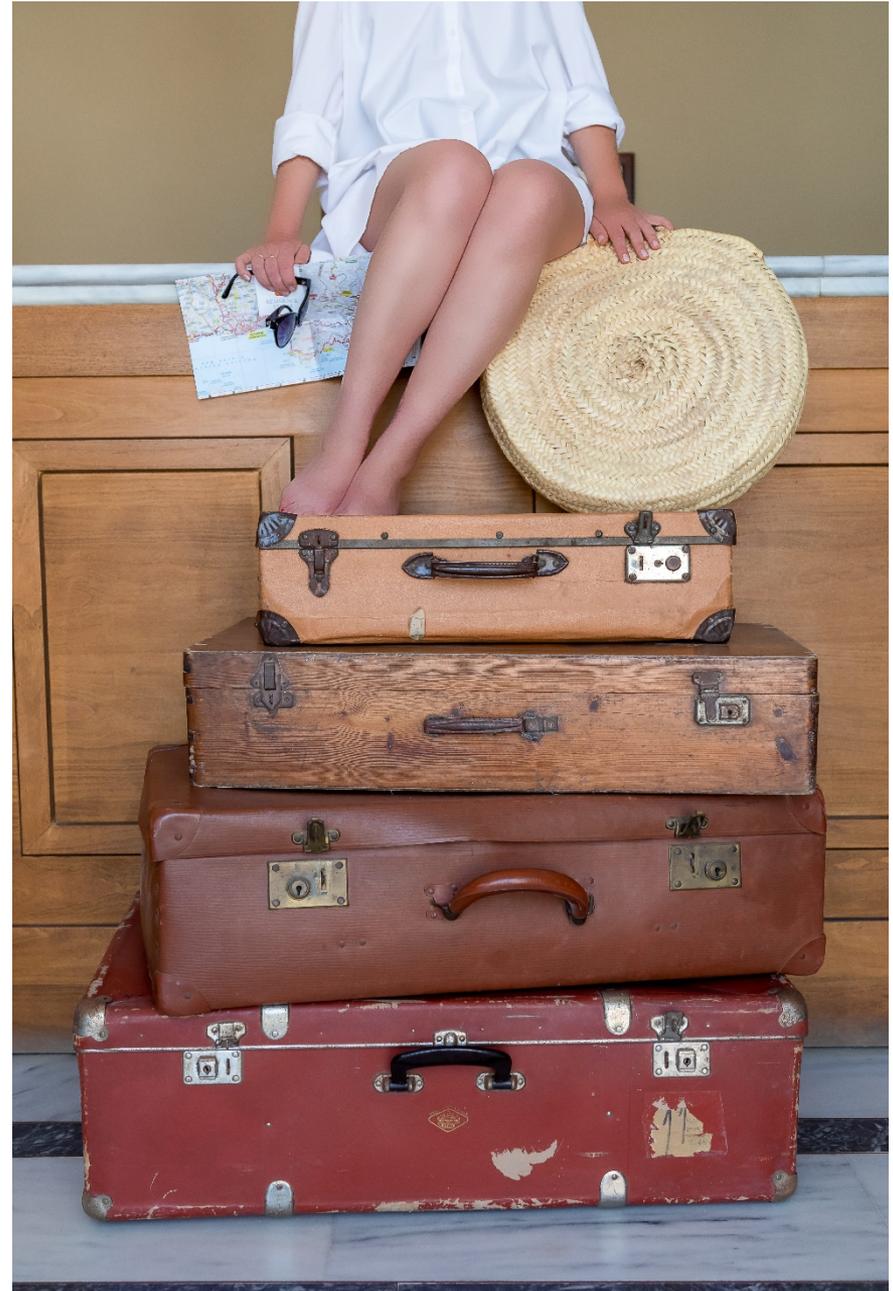
## Your Health & Safety is our priority

We are delighted to welcome you back in Residence Villas Hotel . The management and the staff extend you a very warm welcome and trust your stay with us to be the most pleasurable and unforgettable.

For more than 30 years the philosophy of Residence Hotel is to share the same passion for excellence with one goal: ensure their guests feel at home, away from home, and help make their stay memorable.

Greece is opening season 2020 with optimism and preparedness to receive again visitors from all over the world.

We are looking forward to welcome you back with our heart for a safer hotel & summer .





RESIDENCE



PREVENTION PLAN FOR ANY HOTEL AREA

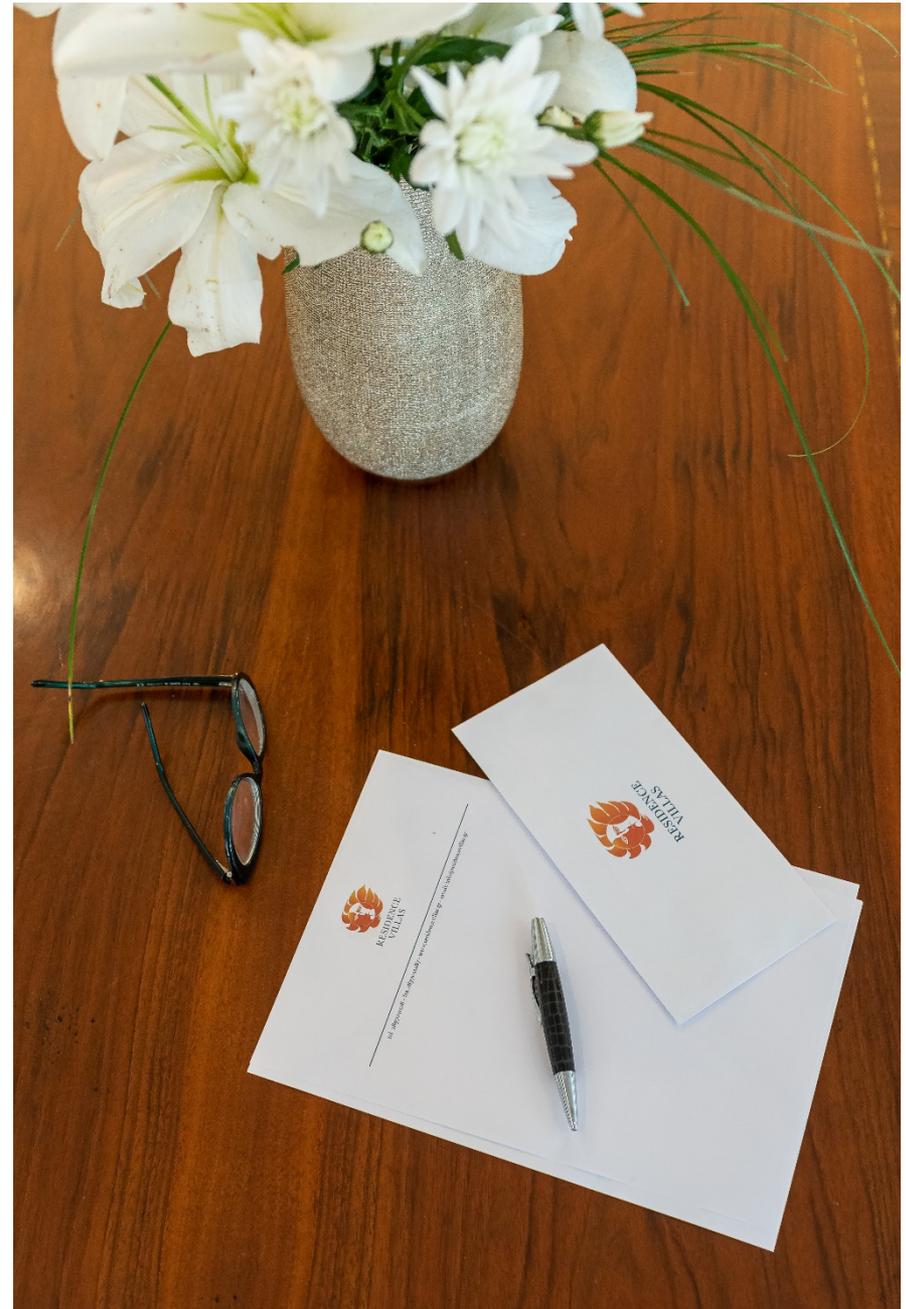


## Guiding principles

1. Operation at 2/3 of occupancy to ensure proper distancing
2. Intense cleaning & disinfection all over touchpoints & guestrooms.
3. Disinfectant dispensers for guests in public areas.
4. Social distancing signs in reception restaurant and bar.
5. Fast outdoor check-in/check-out procedure
6. Collaboration with doctors 27/7

## Staff

1. Staff is trained in abiding the protocol.
2. Staff is equipped with with adequate PPE
3. Staff is following hand hygiene, physical distancing measures





RESIDENCE

## Reception service

1. Check-in/check-out procedure can be performed in an open space
2. Extension of check-out and check-in between stays (check-out until 11.00 am and check-in from 3.00 pm).
3. Disinfection of key cards - their placement in a special container for disinfection
4. Payment transactions is recommended with credit cards

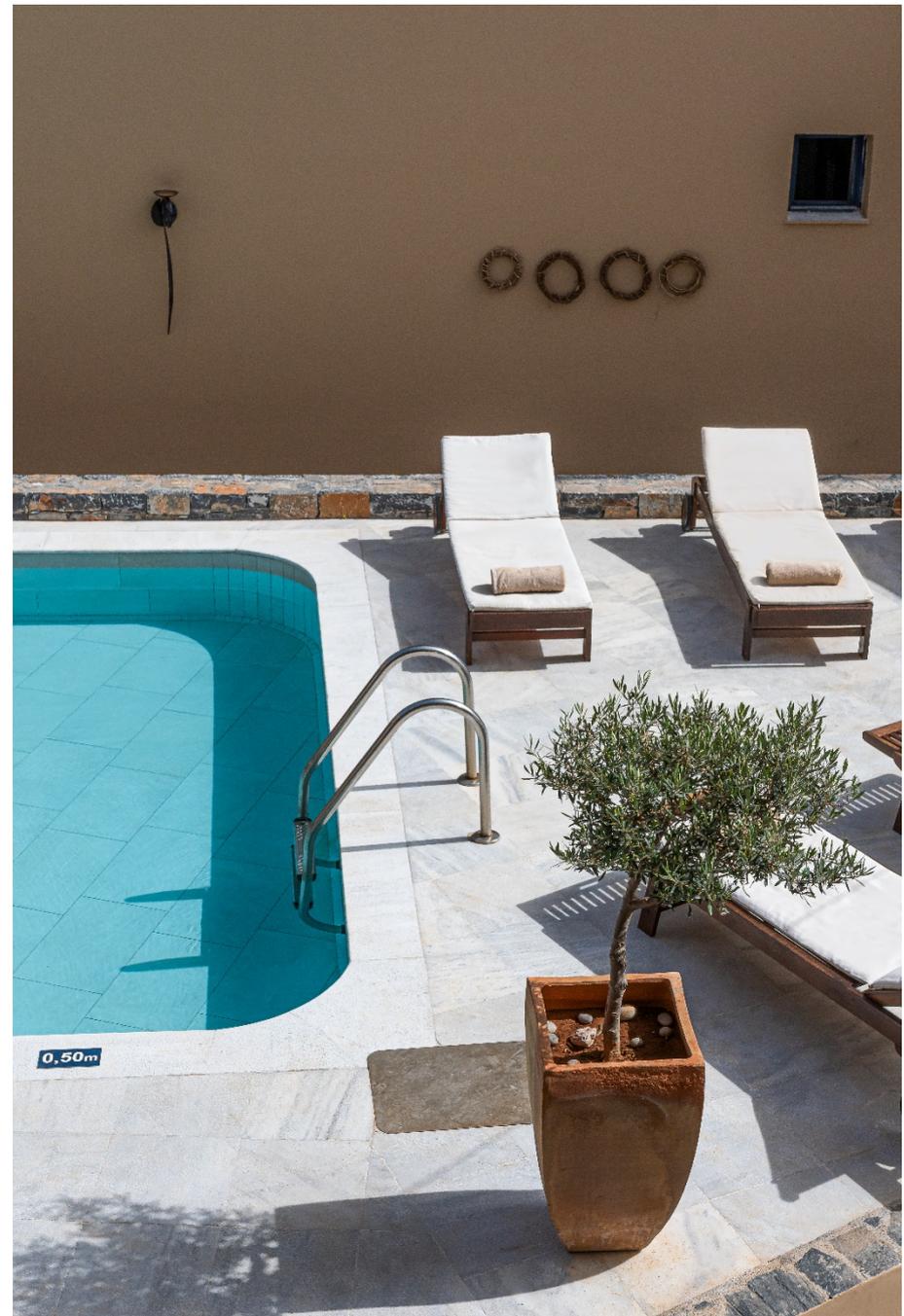




RESIDENCE

## Public areas & Pool areas

1. Operation at 2/3 of occupancy to ensure proper distancing
2. Number of people entering the swimming pool at any given time will not be greater than one swimmer per 2.5 m<sup>2</sup> of water surface.
3. Fabric surfaces from the sunbeds will be removed





RESIDENCE

## Rooms

1. Total disinfection of rooms, bathrooms and "high risk" objects and surfaces
2. Good room natural ventilation during the time duration between stays.
3. Decorative objects (pillows, bedding) are removed from rooms and supplied upon request.
4. Social distancing between cleaning staff and guests
5. Disinfection of curtains and furniture made of fabric with steam cleaners and disinfectants

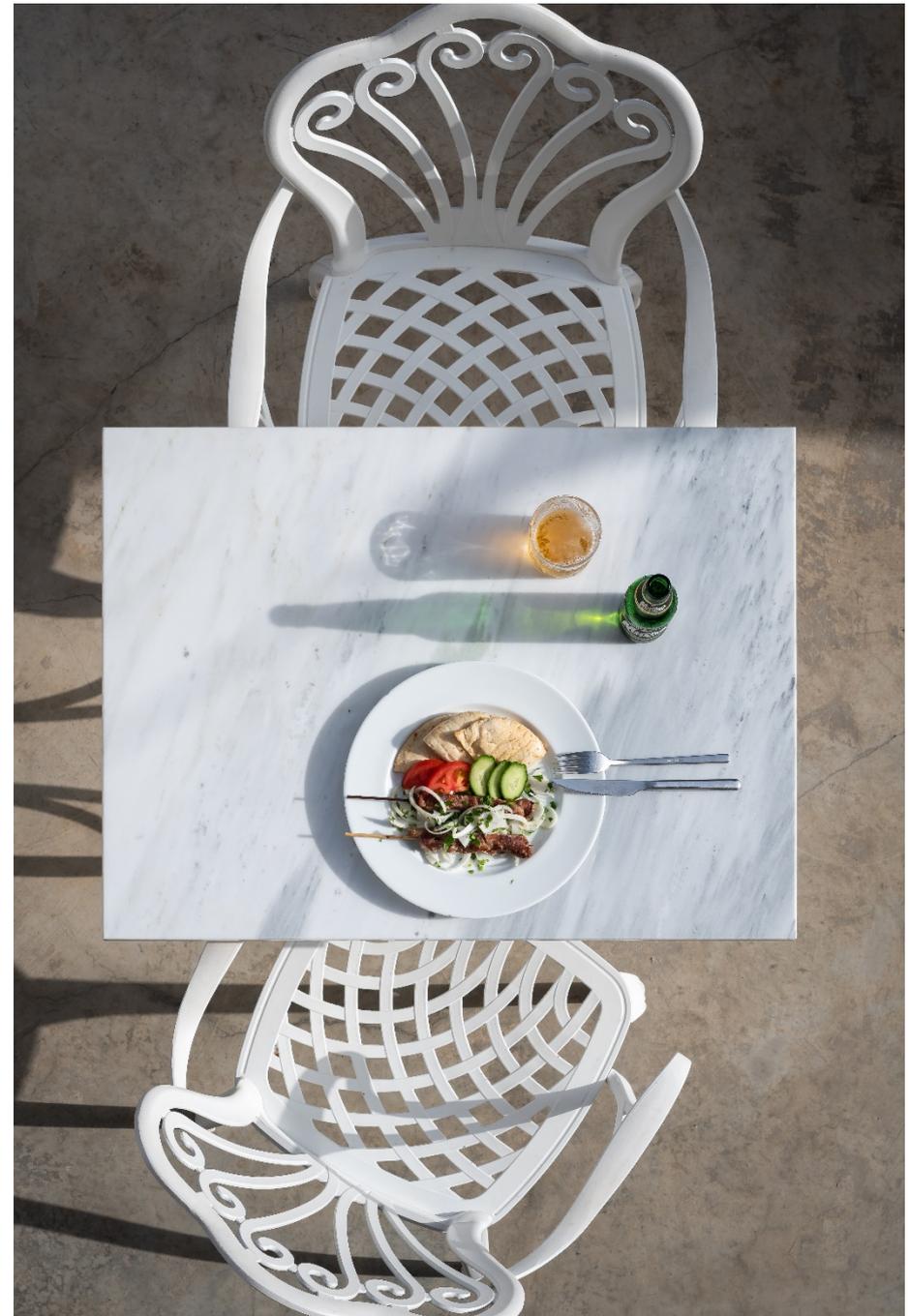




RESIDENCE

## Restaurant & Bar

1. Possible operation of Breakfast and Dinner in two groups to allow ample space for the sitting of guests
2. Hand sanitizer dispensers at restaurant and bar.
3. Reduced of seating capacity & personalized tables according for each room .
4. Following of the HACCP principles
5. Furniture strategic placement in public areas to ensure 4 people / 10 sqm.





RESIDENCE

## Our Advice

1. Maintain social distancing
2. Wash & disinfect your hand frequently
3. Avoid touching eyes, nose & mouth
4. Cover your mouth & nose if you sneeze or cough
5. In case you are not feeling well stay in your room and call the reception on call 111 or medical center +30 28970 25141





RESIDENCE



**STAY SAFE FOR A WONDERFOUL SUMMER!**

<http://www.mintour.gov.gr/en/PressRoom/News/health-protocols-for-tourism-businesses>