



RESIDENCE

General Information – Mandatory actions Health and Safety Plan Covid – 19

In Residence Villas we adapt our operation considering the new Safety standards & Hygiene protocols.

Starting from the reduction of our Hotel's daily occupancy through the pool area restaurant and bar, providing on-line check in, our employees using the appropriate equipment always keeping safety distance will be welcoming our guests.

Always feel free to ask any information.

The staff is ready to answer you any question.

General Information Covid- 19

COVID-19 is the infectious disease caused by a new coronavirus SARS-CoV-2. This new virus and disease were unknown before the outbreak began in Wuhan, China, in December 2019.

How is COVID-19 transmitted?

COVID-19 can spread from person to person through small droplets from the nose or mouth when a person with COVID-19 is coughing or sneezing and through contaminated objects and surfaces around the person. People can catch COVID-19 by touching these objects or surfaces, then touching their eyes, nose or mouth.

How long is the incubation of COVID-19?

The incubation period for COVID-19 ranges from 1-14 days, most commonly around five days. These estimates will be updated as more data become available.

What are the symptoms of COVID-19?

The most common symptoms of COVID-19 include fever and cough. Other symptoms include aches and pains, nasal congestion, runny nose, sore throat or diarrhea. These symptoms are usually mild and begin gradually. Some people may be asymptomatic. Approximately 80% of people recover from the disease without special treatment. Around 1 out of every 6 people with COVID-19 develop severe disease. Elderly, and people with underlying medical problems such as high blood pressure, heart problems or diabetes, are more likely to develop serious illness.

What protective measures are recommended for COVID-19?

Regularly and thoroughly washing hands with soap and water or cleaning hands with an alcohol-based hand rub or wash.

Maintaining at least 1 meter distance between anyone who is coughing or sneezing.

Avoiding touching eyes, nose and mouth.

Covering mouth and nose with bent elbow or tissue when coughing or sneezing and immediately disposing of the used tissue.

Staying home when feeling ill. When symptoms such as fever, cough and difficulty breathing develop medical attention should be sought after calling and reporting the symptoms.

Staying aware about the latest COVID-19 situation.

The guidelines of the local national public health authority should be followed.

What is the definition of close contact?

Close contact of a probable or confirmed case is defined as:

A person living in the same household as a COVID-19 case;

A person having had direct physical contact with a COVID-19 case (e.g. shaking hands);

A person having unprotected direct contact with infectious secretions of a COVID-19 case (e.g. being coughed on, touching used paper tissues with a bare hand);

A person having had face-to-face contact with a COVID-19 case within 2 metres and > 15 minutes;

A person who was in a closed environment (e.g. classroom, meeting room, hospital waiting room, etc.) with a COVID-19 case for 15 minutes or more and at a distance of less than 2 metres;

A healthcare worker (HCW) or other person providing direct care for a COVID-19 case, or laboratory workers handling specimens from a COVID-19 case without recommended personal protective equipment (PPE) or with a possible breach of PPE;

A contact in an aircraft sitting within two seats (in any direction) of the COVID-19 case, travel companions or persons providing care, and crew members serving in the section of the aircraft where the index case was seated (if severity of symptoms or movement of the case indicate more extensive exposure, passengers seated in the entire section or all passengers on the aircraft may be considered close contacts).

The epidemiological link to a probable or confirmed case may have occurred within a 14-day period before the onset of illness in the suspected case under consideration.

Public safety advice

Based on the available scientific data relating to the new SARS-CoV-2 coronavirus infection, systematic implementation of all measures for prevention of the new coronavirus transmission and spread is considered of outmost importance. Please consider the following:

WHAT TO DO

Wash your hands regularly and thoroughly with soap and water or a disinfectant, and avoid touching your face (eyes, nose, mouth) with your hands.

Cover you cough or sneezes with a tissue which you must dispose of straightaway using a rubbish bin. If you don't have a tissue, use your elbow.

If you experience mild symptoms of respiratory infection (cough, runny nose, fever, sore throat) **stay home** in isolation.

If symptoms become worse or if you are considered high-risk (elderly or people of any age with underlying health conditions e.g. diabetes mellitus,

cardiovascular and chronic respiratory diseases, arterial hypertension), you should immediately contact your physician for evaluation.

If you are under medication, you must comply with your doctors' advice.

WHAT NOT TO DO

You should not come in contact with persons who show symptoms of respiratory infection (cough, runny nose, fever, sore throat).

Avoid gatherings, social events, visits to other houses and **crowded open spaces**.

Avoid any unnecessary travels abroad or within the country.

Do not visit your doctor or a health unit if you develop mild symptoms of respiratory infection (cough, runny nose, fever, sore throat).

Strictly avoid visits to patients in hospitals.

Strictly avoid contact with people in high-risk groups. If this is not possible, take all personal hygiene measures (wash your hands thoroughly, use a mask or keep a 2-meter distance from one another).

<https://eody.gov.gr/en/covid-19/>

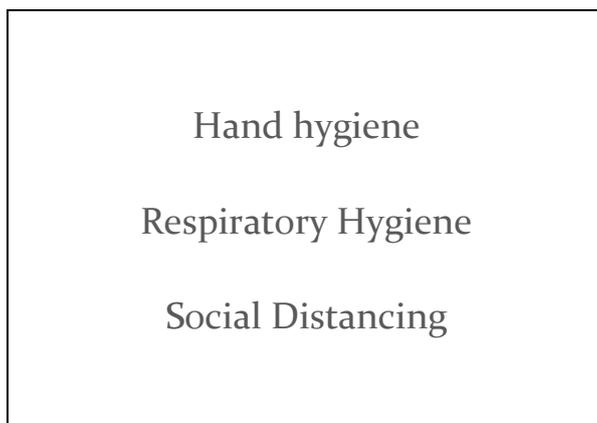
Protection policies

Residence Villas Hotel in considering the recommendation of the Greek ministry of Health and Tourism authorities' health and safety action plan with the aim to protect the guests of our hotel and prevent illness. Guidance, procedures and regulations followed by clients and staff.

Staff training

All staff has been provided with information about Covid-19. A member from every department is responsible for keeping a strategy and take action.

Hygiene Guidelines for guests



In case of Symptoms you should call the Reception requiring for a doctor and stay in your Room. Upon departure guests are required to notify the Reception if they developed symptoms associated with Covid-19 .

GDPR Covid-19

The GDPR allows hotels to process personal data of their staff and guests in the context of an epidemic in accordance with national law EU/2016/679 of European Parliament, General Data protection 95/46/EU Law 4624/2019

In the circumstances of Covid-19 our hotel will processes personal data of our guests and staff for health and safety of all people working and staying in the hotel.

It is a limited procedure necessary by the Greek Law in order to protect all of us against the Covid-19 pandemic. Such personal date will be only transferred for medical reasons if necessary and according the Greek Legislation in presence of a case of Covid-19 or suspicious symptoms. In such case we should use personal date to inform medical authorities relating to cases Covid-19 .

Main measures & procedures:

RECEPTION

Check out time will be at **11am** and check in will be at **3pm** in order to have additional time for the thorough cleaning of the rooms.

Possible outdoor check in.

Electronic check in via fast check in tablet.

It is important for guests to maintain social distancing whilst in the hotel lobby.

Daily natural ventilation of reception area and public areas

STAFF

Staff members follow the necessary hygiene measures (frequent hand washing), keep the appropriate distance (at least 1m from customers) and avoid handshakes.

Strict hygiene and distance measures will be applied by employees.

Staff is in the position to identify symptoms and report them directly to the health coordinator.

PAYMENTS

Credit or debit cards are recommended for payment of hotel costs

DISINFECTION

A disinfection program is being formed in each hotels areas. In the event that the potentially ill cannot be transferred to the nearest health center or the nearest hospital, a separate area will be created with strict distance and occupancy measures for the rooms and special cleaning will be carried out.

HOUSEKEEPING

Special cleaning instructions for rooms are also provided for Covid-19 cases.

Sanitation services have been reinforced & special attention has been given to cleaning “high-frequency touch points” such as door handles.

Very good room ventilation has taken place between stays of guests.

The daily change of sheets, pillowcases and towels are not recommended, only upon the request in the reception desk.

Immaterial objects (pillows, bedding) have been removed from all rooms.

Fabric surfaces have been cleaned with a steam appliance.

The doors and windows of all rooms should be opened daily for natural ventilation.

ROOMS

Non visitors are not allowed to enter hotel rooms

GASTRONOMY / F&B

Veni Restaurant! Since taste is just another way to "speak" to someone's heart, the buffets will be maintained, while there will be more individual portions as well as packaged products. For that reason, additional safety measures will be introduced which must be followed by both guests & employees.

Our restaurant is operating with HACCP principles. Breakfast & dinner operating hours will be extended.

Tables have been removed for their adequate position in order to keep social distancing through table spacing and guest seating.

Disinfection of all tablets at each sitting

Follow the signs in order to be served and keep distance 2m.

Find Bar menu & "Veni" Restaurant menu on www.residencevillas.gr

Possible operating for breakfast & dinner hours in two groups in order to maximize the safety of our guest and keep low the occupancy.

Breakfast: 7:00 a.m- 9:00a.m & 9:00 a.m -11:00 a.m

Dinner: 6:00 p.m- 8:00p.m & 8:00 p.m -10:00 p.m

Reception will kindly inform you in such case

In addition, the hands' disinfection will be mandatory upon entry.

For the safer customer service, staff will serve your goods from the buffet

PUBLIC AREAS (OUTDOOR & INDOOR)

Installation of antiseptic solutions in all public areas.

Furniture have been moved in public space layout for physical distance to keep to avoid overcrowding (4 people / 10 sqm)

POOL

The operation of swimming pools is completely safe concerning Covid 19 Frequency of cleaning and disinfection of our pool will be increased and disinfectant products suitable for the current situation will be used for the water. The pool areas of our hotel will allow even longer distances of umbrellas.

Guest should not remove sunbeds for their adequate position in order to keep social distancing.

Number of people entering the swimming pool at any given time will not be greater than swimmer per 5 m² of water surface.

Overcrowding in pool restrooms should be avoided.

One bather is allowed for every 5sq.m of water surface

Guests at the pool are kindly requested to follow the rules of personal hygiene:

Wash hands and take a shower frequently.

Do not enter the pool if you have any skin conditions.

Disinfect your lounge chair before you use it.

MEDICAL CARE

Medical kit available for the occurrence of an incident, which include disposable gloves and masks, antiseptics, cleaning wipes, apron, long-sleeved robe, laser thermometer

Residence villas is in cooperation with Cretan Medicare medical center in Malia and Herosnissos 24h. in order to provide us a safe summer .

<https://cretanmedicare.gr/>

call: +30 28970 25141

EMERGENCY CALL

Reception: 9

Covid-19 Responsible: Sofia Froudarakis +30 6972274646

We are delighted to welcome back, making the best summer Greek holidays experiences for you. Our staff members are dedicated to demonstrating their, responsibility and compliance, to offer you care & attention, along your stay in Residence Hotel.

All we wish for is to create summer moments!

Keep safe for a wonderful summer!

The Family and the Staff of Residence Villas Hotel



www.residencevillas.gr

For any further information Visit

https://eody.gov.gr/wp-content/uploads/2020/04/guidance_hotels.pdf

Contact NPHO at 210 5212054, 1135 (24/7)