



Health and Safety Protocol

Please respect the following protocol, for your safety and the safety of others.

Check-In and Check-Out

- ❖ Your name and surname, ID number and temperature will be taken before entering the hotel.
- ❖ Only the lead guest is to approach the reception desk. Any accompanying guests should wait in the designated area.
- ❖ Only groups of six or less will be allowed to congregate at the hotel premises.
- ❖ Touch-less payment options will be encouraged and payment terminals will be disinfected before and after every transaction.
- ❖ Frequently touched areas such as telephones, key card machine, payment terminals, pens, counter and Perspex shield.

Cleaning Protocols

- ❖ All members of staff will use a mask or face shield.
- ❖ Cleaning staff's hands will be washed or sanitized between the cleaning of each room.
- ❖ Clean linen will be carried in its specific trolley, and must be covered at all times.
- ❖ Dirty linen will also be covered all the times.
- ❖ Rooms will not be cleaned if guests are inside the room.
- ❖ Balcony doors are to be opened when cleaning the bedroom and the bathroom window is to be opened when the bathroom is being cleaned.
- ❖ On departure after the rooms is cleaned, the room will be sanitized and sealed, till the next guest breaks the seal.
- ❖ Tea and coffee making facilities in guest rooms will be removed.
- ❖ Bed cushions and runners in guest rooms will be removed.
- ❖ High touchable areas such as elevators, hand rails etc. are to be sanitized frequently.
- ❖ Public areas will be kept clean all the time and social distancing rules must be respected at all times.
- ❖ Sofas and chairs in the lobby area will be spaced according to social distancing regulations.

Use of Pool

- ❖ Your name and surname, ID number and temperature will be taken before using our outdoor pool facilities the hotel.
- ❖ All our staff members will be wearing a mask and/or a visor.
- ❖ Guests do not need to wears masks or visors.
- ❖ Sanitizer will be available in all entrances including the bathrooms.
- ❖ Bathrooms will be sanitized frequently and the number of guests visiting the bathroom at any given time will be limited.
- ❖ All high contact areas will be disinfected frequently.
- ❖ Sunbeds will be sanitized before every new guest.

- ❖ The amount of bathers in each pool after Covid-19 mitigation measures is as follows: Main Pool 102, Beginners' Pool 19, Upper pool children section 11, Upper pool adult section 9
- ❖ A two-meter distance must be kept in every direction from each set of sunbeds.
- ❖ We will offer drinks at your sunbed or table. Traditional bar service will not be offered.
- ❖ Only groups of six or less will be allowed to congregate by the pools.
- ❖ Usage of the indoor pool complex is not allowed.
- ❖ Guests must bring their own towel to the pool.

Use of Lift

- ❖ Elevator social distancing must be respected (2 metre distance per person).
- ❖ Only people of the same party/ household may use the elevator together. Otherwise one person at a time.

Luggage Storage

- ❖ You may be asked to wipe your luggage clean with disposable wipes before its storage. Used wipes are to be disposed of in the waste bin which is situated outside of the luggage room.

Food and Beverage

- ❖ Full board basis will not be offered.
- ❖ Maximum of six people are allowed at once at one table when dining.
- ❖ A two-metre distance between tables must be maintained.
- ❖ You may be asked to sanitise your hands before sitting at the table.
- ❖ Drinks will be served by our waiting staff and not at any dispenser or bar.

Breakfast

- ❖ Plated English breakfast or continental breakfast will be served according to your preference.
- ❖ Buffet service will not be available.
- ❖ Water, juice, tea & coffee will be served for all.
- ❖ Cereals in small packets and yogurt will be available for all.
- ❖ A bread basket and butter will be available to all tables.

Lunch

- ❖ Lunch will be available for Day By The Pool clients only.
- ❖ Lunch will be served plated.
- ❖ Buffet lunch will not be available.
- ❖ Include Sample menu (wording being refined).

Dinner

- ❖ Dinner will be served plated.
- ❖ Buffet dinner will not be available.

On behalf of the management, *Thank you*