

SOL
MARINA BEACH
CRETE

Our Policy to prevent infection and spread of

COVID - 19



Travel with safety

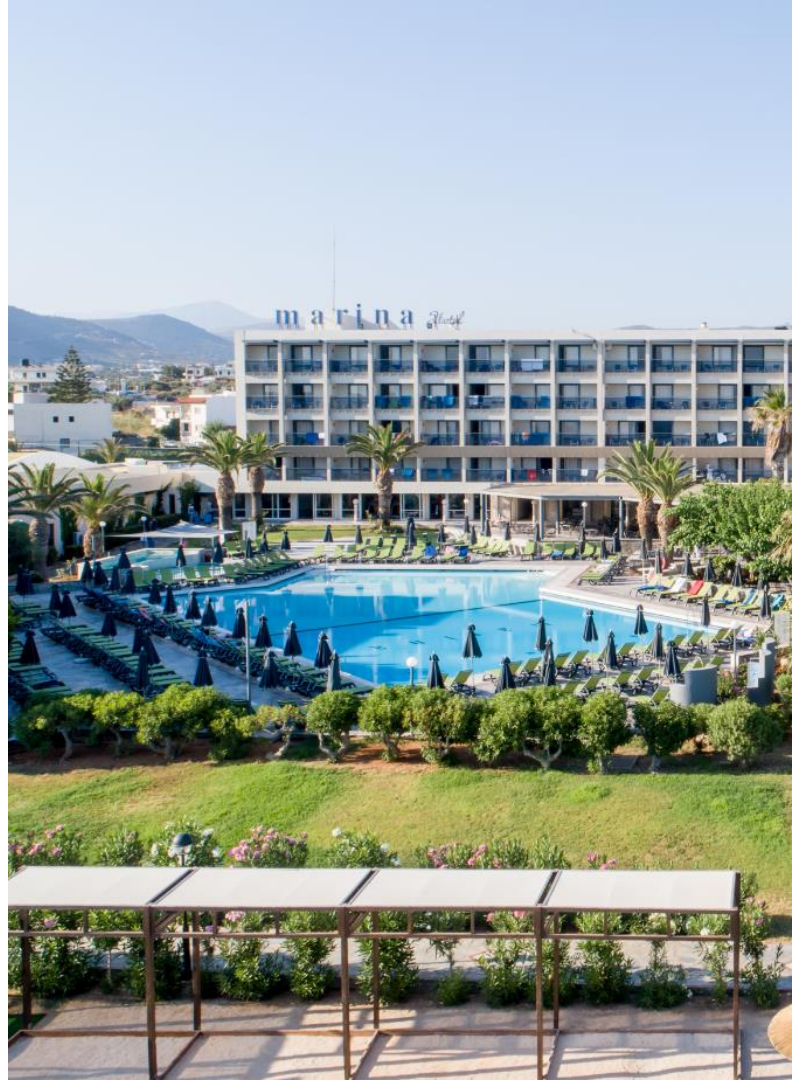
Dear Guests,

This summer is different for everyone and therefore, with a series of measures, procedures and specialized partnerships we ensure to deliver quality in services in a carefree and safe environment.

Please be informed below on the adjustments to our operations that were decided and applied in accordance to the Greek Legislation.

Feel Safe with us

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Upon Arrival

We welcome you with a smile, minimizing physical interaction



Option for Electronic **Check-In** prior to your arrival on our website www.zeushotels.gr or through our new **application Zeus Hotels** available for both Android and IOS.



Hand Sanitizing dispenser at the hotel's entrance



Doors constantly remain open for the best possible natural ventilation of the area.



Floor markings at the reception area to designate and help you keep the appropriate distance from each other.



Front Desk

We are here for you 24/7

- ✓ Plexiglass partitions have been placed at all service points
- ✓ Our Staff is in position to inform you on the current Policy and confrontation measures in case of an incident, as well as to provide any further information you may need.
- ✓ You will find useful information in place, for the basic hygiene guidelines you are requested to follow.
- ✓ Room Keys and cards are delivered disinfected
- ✓ Adjusted Check in (15:00 p.m). and Check Out (11 a.m.) times, to allow full disinfection and ventilation of the guest room before the arrival of the next customer.
- ✓ Visitors are not allowed in guest rooms.
- ✓ Hand Sanitizer dispenser is always available by the reception desk
- ✓ All surfaces are regularly disinfected by the staff
- ✓ All cash transactions can be implemented electronically (contactless)
- ✓ You are requested to immediately inform the reception in case you show any symptoms. Our Staff is efficiently trained to follow the Action Plan/ Protocol and to have you examined by a doctor (on call) in the hotel.



Public Areas

Enjoy the premises always maintaining social distancing

- ✓ An intensive cleaning and disinfection program is followed in all public areas, and high-volume touchpoints (e.g. WCs, table surfaces, door handles, elevator buttons)
- ✓ Floor markings have been placed in different spots and you are kindly requested to keep the appropriate distances.
- ✓ Hand Sanitizing dispensers are displayed in high volume touchpoints such as elevator doors and public bathrooms.
- ✓ Please avoid using the elevator. In case this is not possible, it can only be used by 1 person families or guests of one room at a time.
- ✓ Windows and doors will remain open for best possible natural ventilation of the indoor areas. For the use of Air Conditioning, we comply with the guidelines of the Greek Government.
- ✓ You are kindly requested to discharge Personal Protection Equipment in the waste bin with the "PPE" signage, at the reception area and not in recycling bins.
- ✓ The Internet Corner, Electronic Games and Business Center will be out of operation.



Rooms

Enjoy your privacy in comfort and safety

- ✓ After guest's departure, a meticulous cleaning and disinfection program is followed.
- ✓ Our Cleaning Staff always uses Personal Protective Equipment
- ✓ Decorative pillows and covers, printing material and stationery have been removed from your room, for your own safety.
- ✓ Option for Electronic Check Out through our new mobile application "Zeus Hotels".



Restaurants & Bars

The only thing that has changed is the procedure

- ✓ All restaurants and bars are certified according to the ISO 22000:2005 International food safety standard.
- ✓ You are requested to use the Hand Sanitizing dispensers, placed at the entrances of the restaurants and bars and on the self service counters.
- ✓ The main restaurant is operating at low occupancy with reduced seats and rearrangement of tables to ensure proper distancing.
- ✓ The opening hours of the main restaurant may be subject to change, in order to control the service flow. In any case you will be informed accordingly.
- ✓ Please follow the signs for the buffet flow as to keep appropriate and safe distances from each other.
- ✓ All our staff is using personal protective equipment.
- ✓ All tables and chairs are disinfected after each use.
- ✓ Please use a new clean dish or glass for every refill.
- ✓ All our menus are available on our application ZEUS HOTELS or trough contactless QR Codes.



Sports & Entertainment

Your safety is our priority

- ✓ The animation team will adjust its program in accordance to the safety protocols and hygiene guidelines.
- ✓ The Gym is operating under appointment. Please book at the reception

For Children

- ✓ The outdoor playground will operate as usual. The equipment is cleaned and disinfected according comprehensive cleaning program
- ✓ Kids' Club will operate outdoors

Spa

Relaxation and wellness with excellent hygiene practices

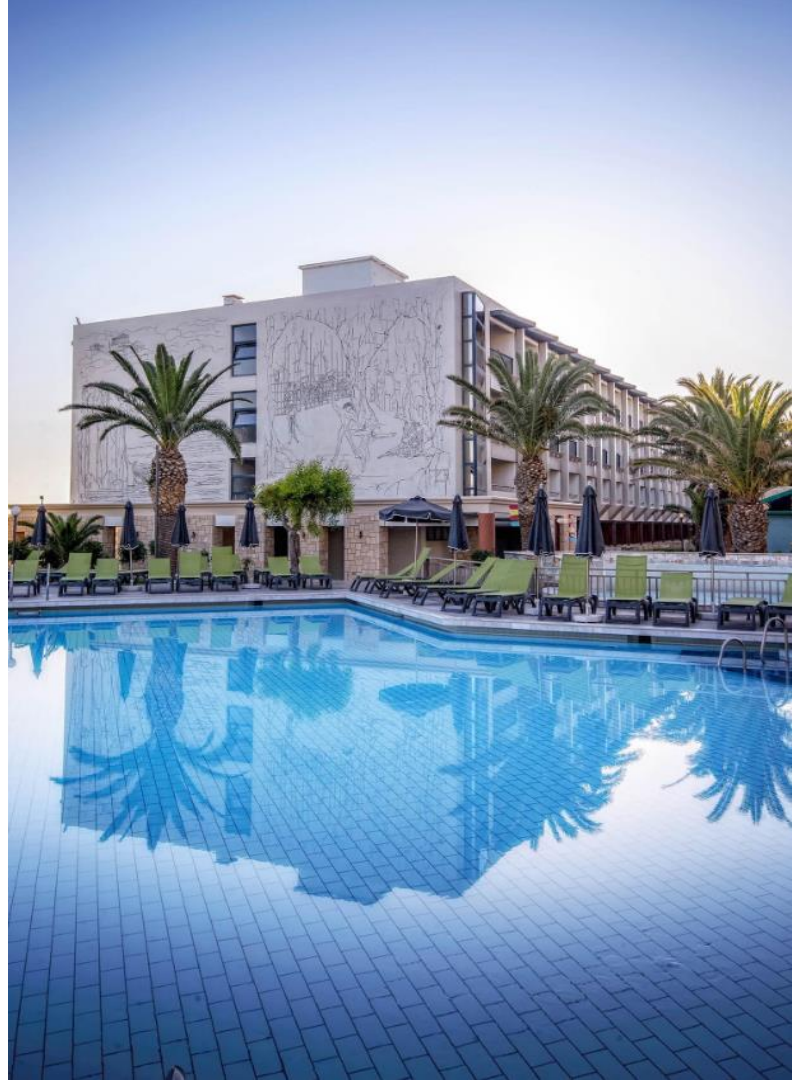
- ✓ Spa will operate in accordance to the safety protocols and hygiene guidelines. The reception will inform you on the necessary procedures and available treatments.



Pools

Swim carefree under the Greek sun

- ✓ Our experienced and adequately trained staff follows an intensified program to disinfect and monitor the water in our pools.
- ✓ There is a maximum number of people allowed in the swimming pool. Please check the signs.
- ✓ Please use the shower gel placed at the showers before and after entering the pool.
- ✓ Sunbeds are rearranged to maintain social distancing and safety.
- ✓ Sunbeds are disinfected after each sitting. Only pool towels provided by the hotel are allowed for use.



Our Staff

Always close despite the distance

- ✓ Our staff's temperature is measured every day upon arrival and before starting to work
- ✓ Our staff is Covid-19 tested on a weekly basis, according to the National Public Health Organization guidelines.
- ✓ Staff from all our departments has received Certified Training on Covid 19 protocols
- ✓ Follows all key measures to prevent the transmission of Covid - 19
- ✓ Makes proper use of Personal Protective Equipment according to its position and nature of work
- ✓ A person in charge is appointed to monitor, the compliance to the Covid-19 operation protocols as set by the Greek Government and to manage the action plan in place, in case of a Covid-19 incident.



Our partners

More valuable than ever

- ✓ Accredited laboratory "Bioresearch Laboratories S.A." conducts program sampling and analyses of food and water to check, monitor and maintain highest standards of health and safety. Sampling analyses are also conducted for all swimming pools and water in hotel rooms.
- ✓ For the effective cleaning and disinfection of all areas we use DIVERSEY products. DIVERSEY is a high certified professional brand whose products ensure highest hygiene standards and performance.
- ✓ We trust the laundry of our linen and towels to professional and reliable companies that comply with all hygiene protocols at all stages (collection, washing, sanitizing and delivery).
- ✓ Regular scheduled unannounced inspections are conducted for all areas and work positions from an external Health, Safety & Quality consultant partner, to ensure and maintain the highest operational standards.

Useful Guidelines

P R O T E C T Y O U R S E L F K N O W L E D G E I S Y O U R S H I E L D



Wash your hands frequently and thoroughly using soap or alcohol-based sanitizer. Avoid touching your nose, mouth and eyes.



Cover your mouth and nose with a tissue or in a bent elbow when you cough or sneeze. Immediately wash your hands.



Throw used tissues in closed lined trash can.



Avoid close contacts if you are sick (cough, fever, runny nose, sore throat) or with people exhibiting these symptoms. Maintain social distance at least 1,5 m



If you are not feeling well stay in your room and contact the Reception for help



Trust the information given by experts and scientists.



A person is relaxing on a wooden lounge chair by a swimming pool. They are holding a large, round, woven straw hat in front of their face. The pool water is a vibrant blue with ripples. The lounge chair has a grey cushion. To the right of the chair, on a wooden table, lies a white starfish. The scene is bright and sunny, suggesting a warm day at a beach or resort.

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