



Health and Safety Protocols



Arrival



All guests will be welcomed with the same warmth and hospitality we have always done, while following all necessary steps to ensure the health & safety standards

Guests Rooms



Each room is thoroughly cleaned and disinfected using certified disinfection liquids upon every room change

Food & Beverage



Guests can serve themselves from our buffet wearing single use disposable gloves.. Appropriate service and distances between tables and chairs. Appropriate cleaning of all materials and kitchen utensils.

Leisure & Facilities



We aim all of our guests to enjoy their holidays following the measures that will ensure their safety.

Health Services



Our guests' health is a priority. For this reason, all possible services have already been arranged.

Departure

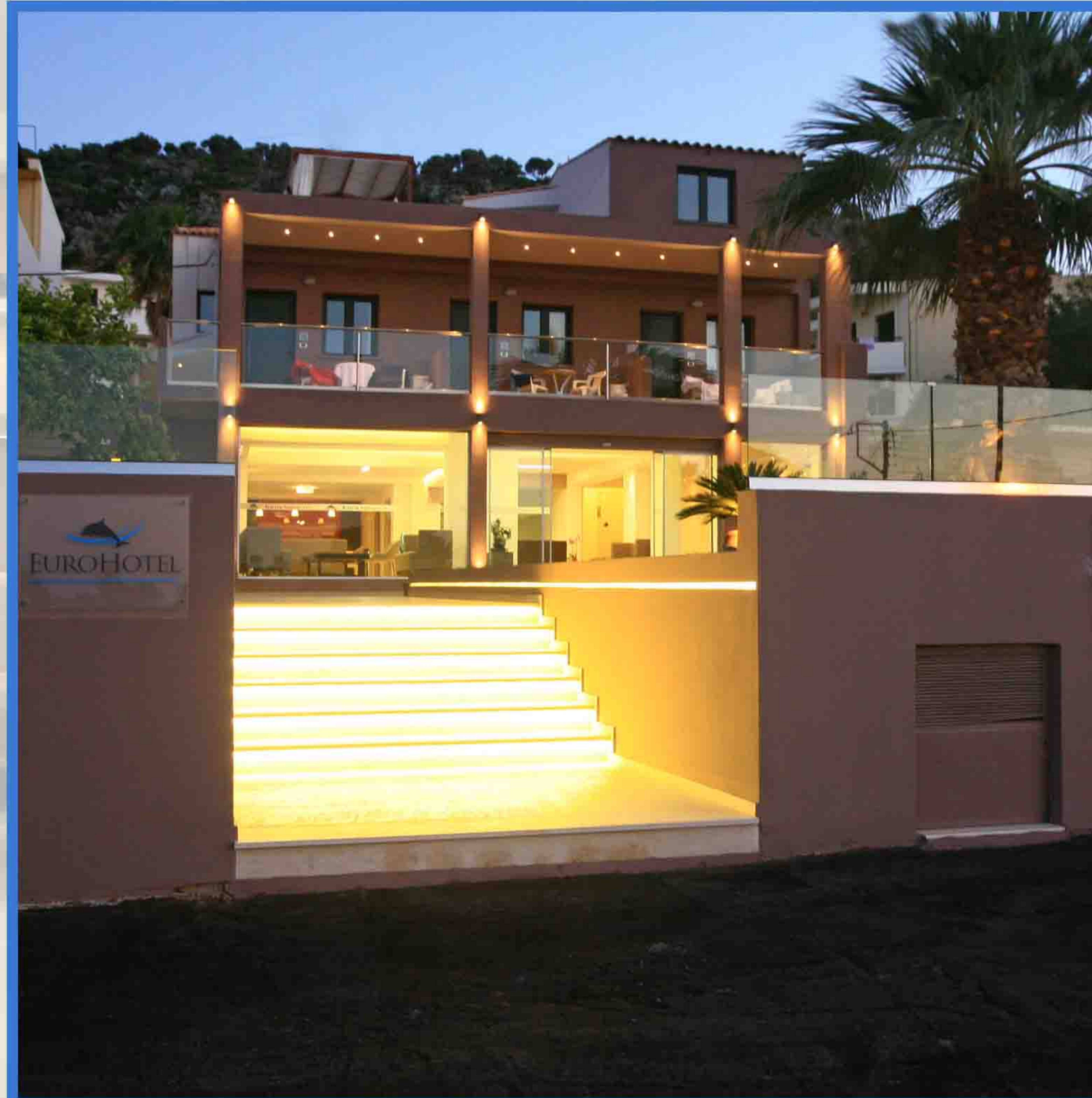


Check-out procedures with safe distances & staff using PPE

Arrival

Katrin Suites offers its best services for an exceptional holiday experience while in Crete

Amended check-in hours. Check-in: from 15:00 pm



Fast online check-in procedure with safe distances & staff using PPE



Dedicated staff (Health First Ambassador) and special signage informing guests about the health & safety measures.



Disinfection of all equipment such as magnetic room keys, tablets, pens.



Hands sanitization stations



Social distancing measures between guests and employees



Available COVID-19 medical kit in case of emergency.



Luggage management hygiene measures



Low occupancy operation, during the check in and check out procedures, ensuring proper distancing



Elevators to be used by one person, families, or guests of one room at a time, but we recommend guests to use the escalators

Guests Rooms



All decorative items (pillows, etc) and printed materials removed from the room

Social distancing between cleaning staff and guests



Trash pickup on a daily basis.

Intensified cleaning of all guest rooms upon checkout using certified disinfection liquids according to Greek Covid-19 protocols of operation

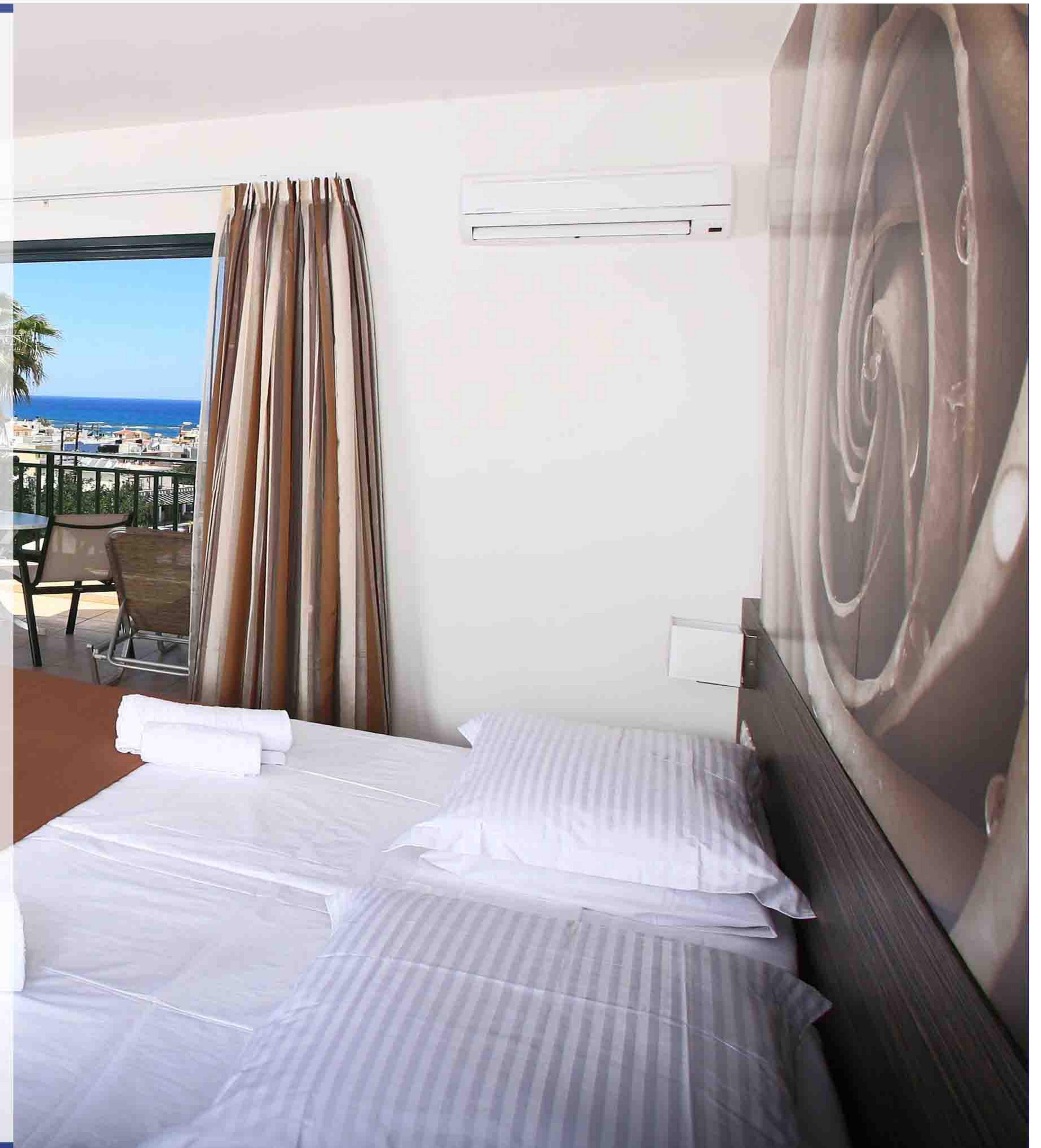


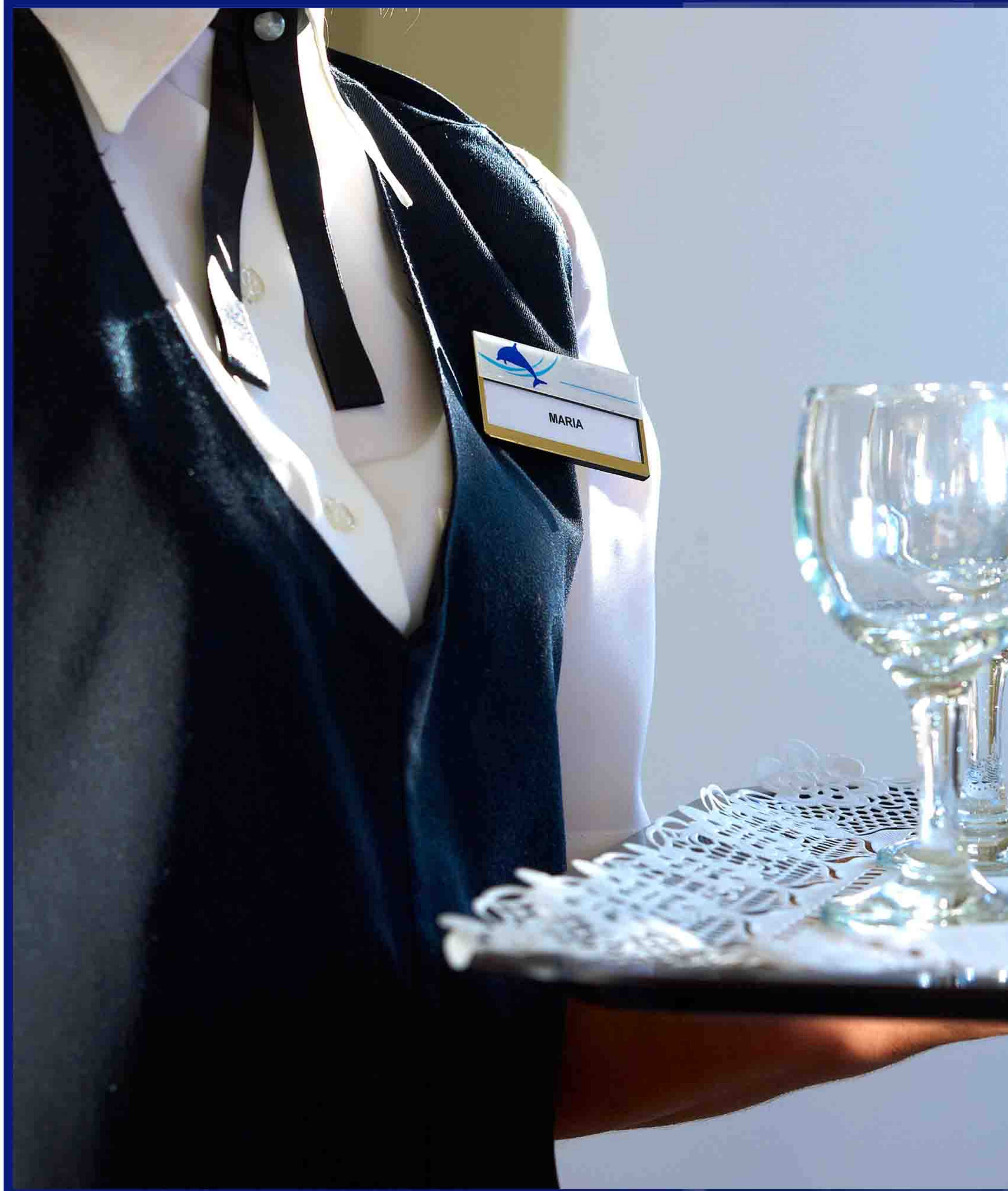
Scheduled full housekeeping service every three days or housekeeping service upon request.

Disinfection of all furniture made of fabric with steam cleaners



Housekeeping staff using PPE for the cleaning procedure.





Food & Beverage



Guests can serve themselves from our buffet wearing single use disposable gloves



Individual packaged portions of specific items

Hand sanitizer dispensers at all restaurants and bars



All our F & B departments continue to operate under strict HACCP standards

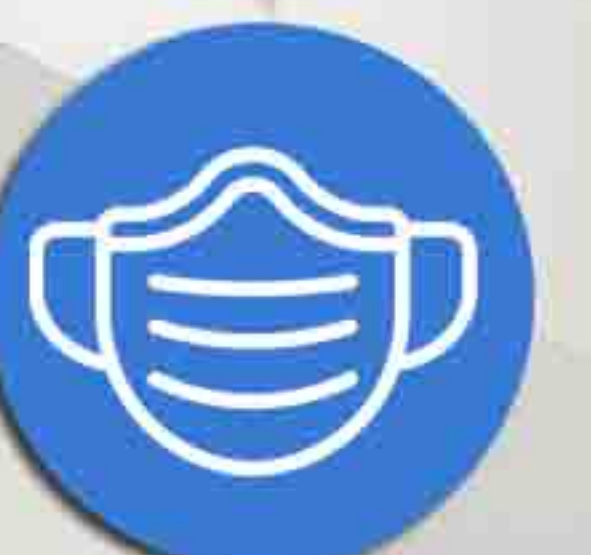
Seating capacity and tables arrangement to allow safe distance



Disinfection of tables and chairs before and after each service

Social distancing between staff and guests

All staff serving food in buffets wearing appropriate PPE



Pools & Wellness



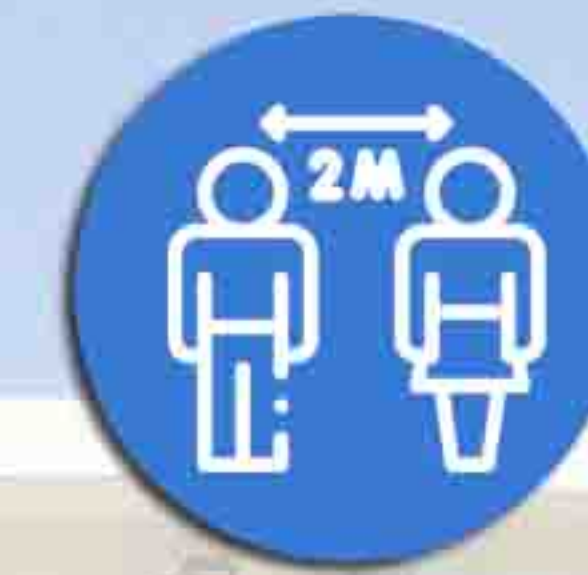
A minimum of 2 meters between each set of loungers & umbrella

Sun beds will be disinfected after every use. Beach towels available.



Pools – more intense water treatment – 1 bather for every 5 sq. m. of water

Activities will be offered while keeping social distancing.

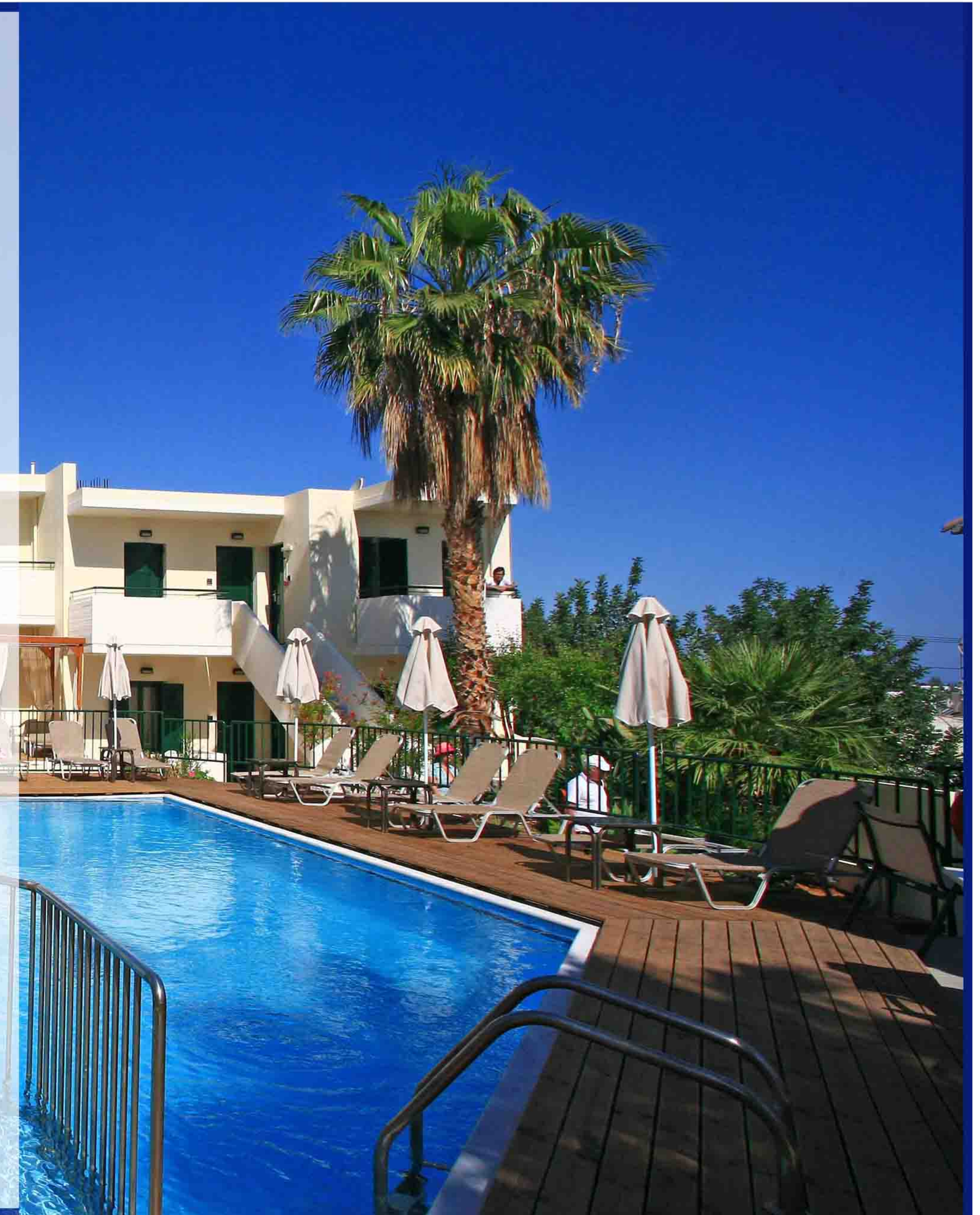


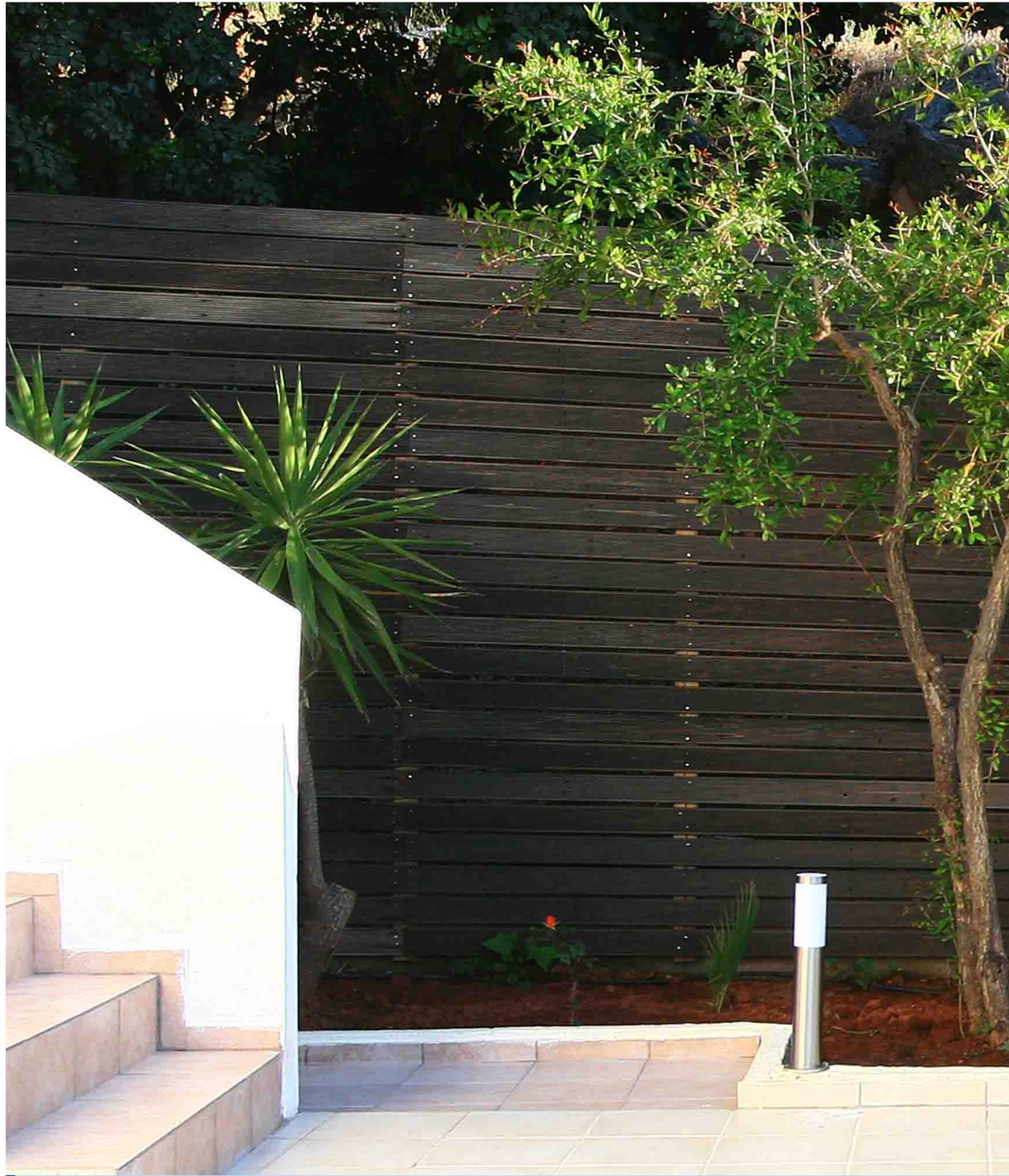
Spa treatments and Fitness Center use available with an appointment.

Sauna services will not be available due to health & safety measures.



Disinfection of all Spa and Fitness Center areas on a regular basis.





Public Areas



Maximum capacity established and rearrangement of furniture to guarantee safety distance.



Social distancing in hotel's public areas.



Disinfectant dispensers in public areas



Cleaning and sanitization of all surfaces, door handles, sports material after each use



Regular natural ventilation of all areas

Health Services



A dedicated coordinator (Health First Ambassador) is available offering necessary information.

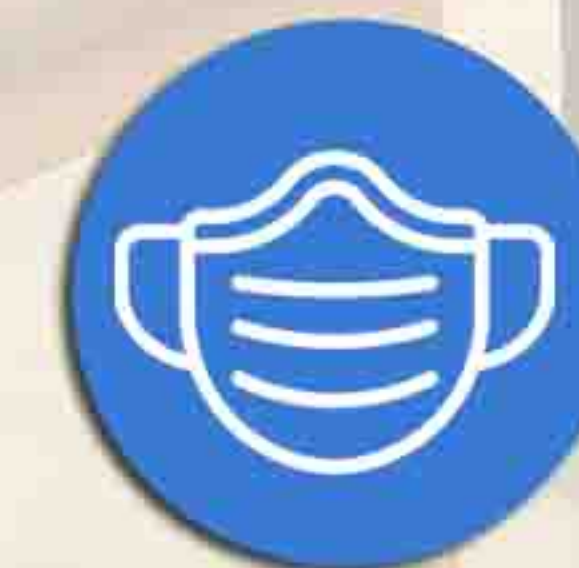


Doctors on call 24/7 to provide special care to guests

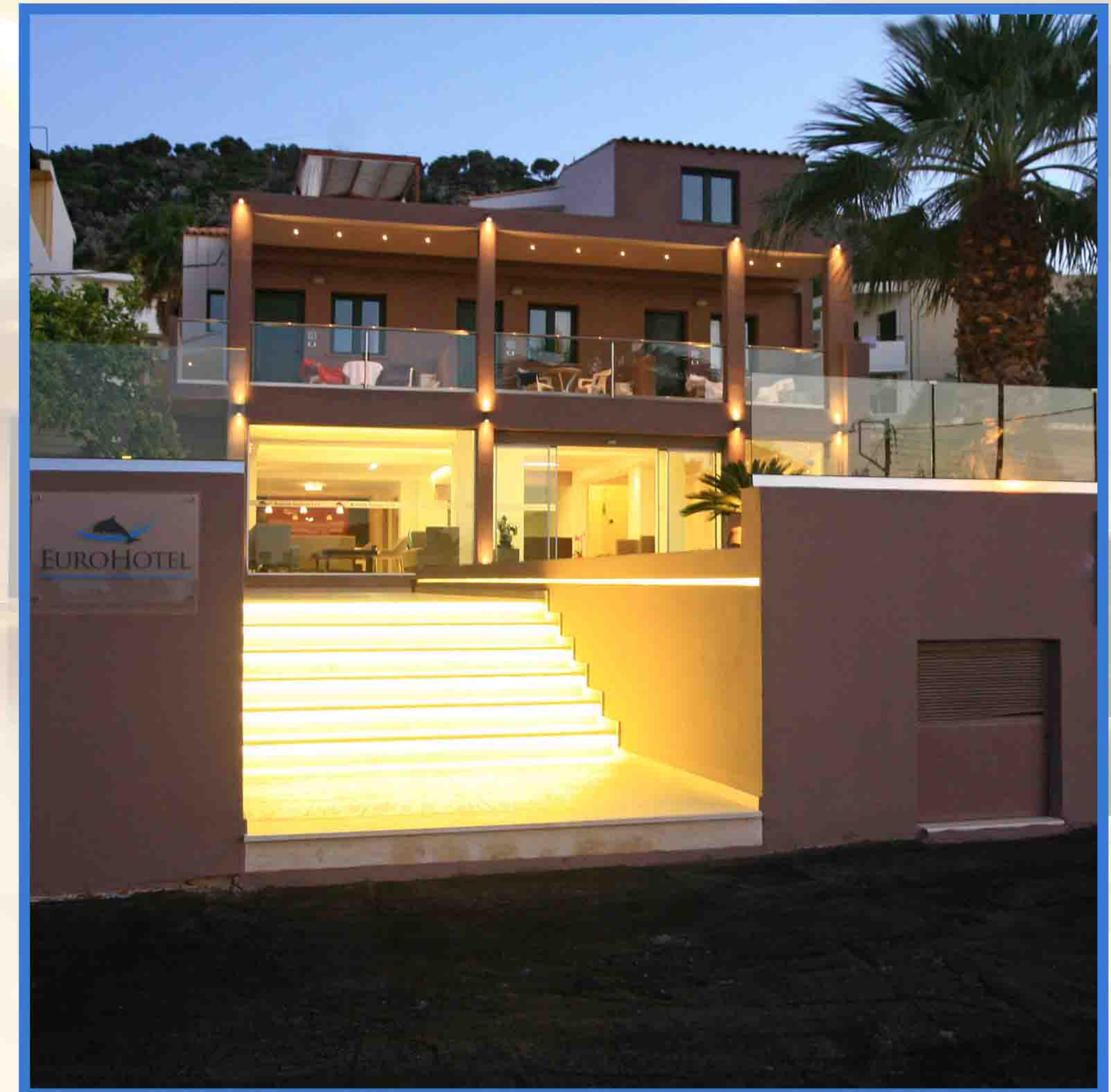
Departure

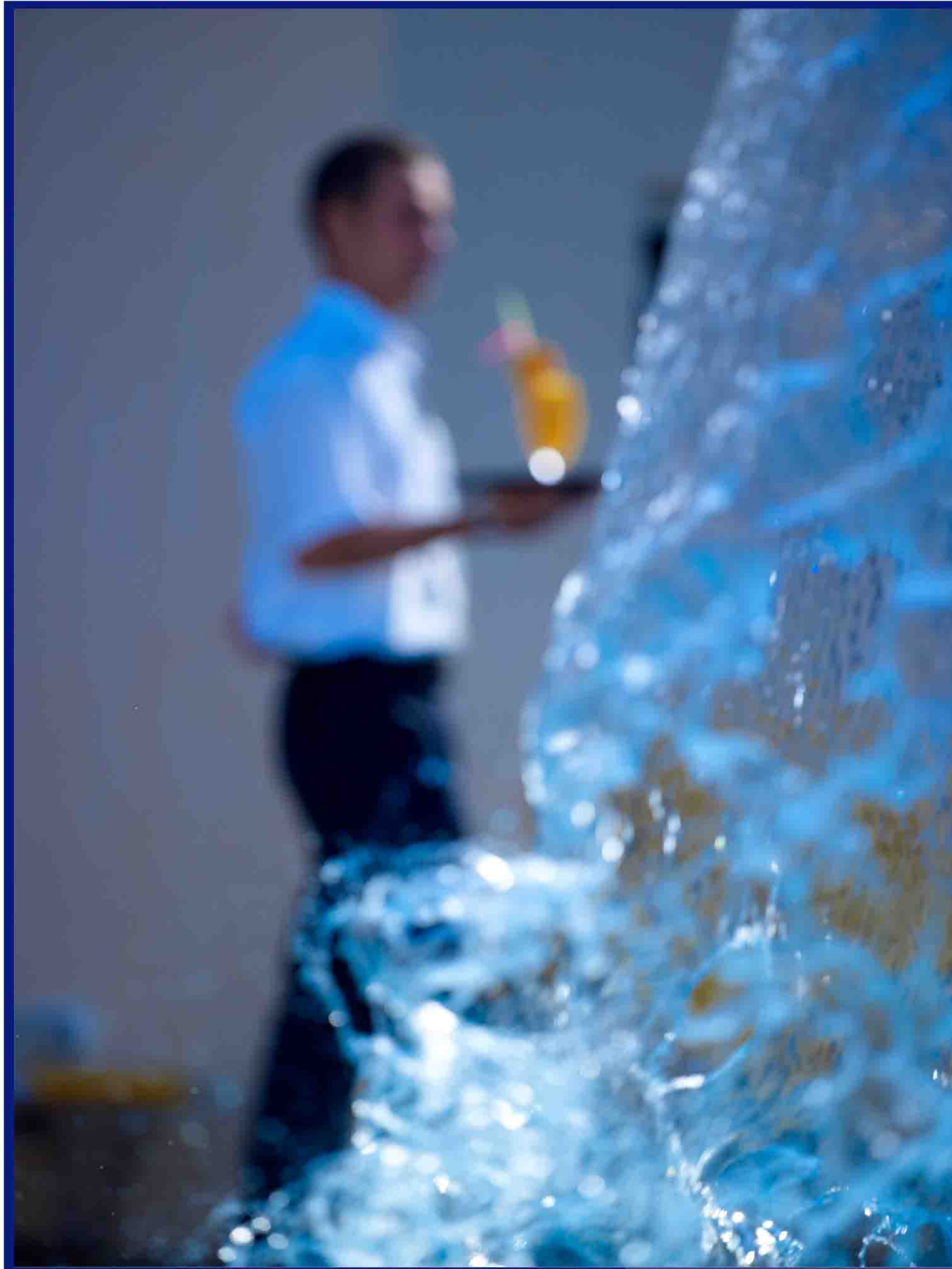


Amended checkout hours. Checkout: up to 11:00am




Check-out procedures with safe distances & staff using PPE







Staff




All staff is trained on hygiene and prevention measures by University of Crete Medical School




Staff temperature will be checked daily



Our aim is, our staff to be vaccinated against Covid-19 , providing self tests on a regular basis.



Staff equipped with PPE and trained in its correct use to guarantee everyone's safety



Social distancing measures followed

Guests



Guests are advised to follow the proposed measures in order to protect themselves.

Maintain social distancing at all times



Wash and disinfect their hands frequently



Maintain a good personal hygiene



Avoid touching their eyes, nose, and mouth



Cover their mouth and nose when sneezing or coughing



Keep their hands disinfected when in public areas



In case they do not feel well stay in their room and inform the reception by phone, available 24/7.

