



# MAYOR SAFE HOTELS PROTOCOL

*Feel Free to Feel Safe*

## Your Safety Comes First

Welcoming, safeguarding and taking care you has always been our top priority.

In collaboration with an internationally recognized partner, we have created an even safer environment for our guests, employees & associates, by applying all the necessary prevention, safety and hygiene protocols.

Our staff receive ongoing Health & Safety compliance training.

## Guest Experience

Check-in time: 15.00 Check-out time: 11.00 to ensure there is sufficient time to prepare rooms for new guests.

Safe Spacing requires guests to keep a physical distance of 2m from other when standing in all public areas of the hotel. Appropriate signage will remind you to maintain social distancing.

Sanitizer dispensers in all main contact points, at all hotel entrances, the reception, F&B outlets and all public areas.

A full equipped medical kit will be available at the hotel's Front Office, as per Greek Government guidelines.

We have increased the cleaning & disinfecting frequency throughout the hotel, focusing greatly on high-touch items & surfaces. All public areas are adequately ventilated & all air conditioning systems are regularly maintained.

Indoor areas such as receptions, restaurants, spa and fitness centers will remain with open doors in order to maintain fresh air circulation.

## Food & Beverage

In all our seating outlets, including restaurant and lounge areas, tables will be arranged so as to ensure the required physical distance between individuals.

HACCP procedures applied to all Food & Beverage Departments.

All room service orders will be presented at the door.

## Housekeeping

We pay special attention to high-touch items & surfaces such as telephones, tv-a/c controls, handles and switches.

In-room directories, magazines, notebooks etc have been removed. We provide them electronically if required.

Guests can, upon arrival, opt out of maid service in their rooms during their stay. In-room cleaning requests must be informed at reception desk 24 hours prior.

Room cleaning will take place only when guests are not in their room and with all the appropriate protective measures & equipment.

## Public areas

We strongly recommend that all guests use their in-room WC.

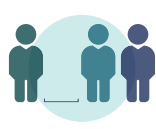
Swimming pool standards follow the new COVID-19 protocol. Sunbeds and tables will be arranged to ensure that physical distance is maintained and will be sanitized after each use.

All public areas are adequately ventilated & air conditioning systems are regularly maintained.

Fitness Center, Spa and Kids Club will operate according to Greek Laws and Regulation for Covid-19.

## Prevention of Covid-19

WASH HANDS | HAND SANITIZER | WEAR MASK | SOCIAL DISTANCE | AVOID HANDSHAKE



For more information about the Coronavirus symptoms and prevention measures please visit Centers for Disease Control and Prevention (CDC) to learn more about what you can do to travel more safely. <https://www.cdc.gov/coronavirus/2019-ncov/index.html>