

# IMPORTANT UPDATE ABOUT COVID-19

*ANAVASI MOUNTAIN RESORT IS ADAPTING ITS SERVICE ACCORDING TO THE NEW SAFETY MEASURES AND HEALTH PROTOCOLS.*

## **CHECK IN - CHECK OUT TIMES**

According to the operating protocols of hotels the check ins - check outs are formed as such:

Check out: 11.00 a.m.

Check in: 15.00 p.m.

## **SHARED AREAS - ROOMS**

### ***-THE USE OF FACE MASKS IS MANDATORY IN ALL INTERIOR SHARED AREAS-***

1. Only residents are allowed inside the hotel.
2. Temperature check on everyone who enters the hotel area.
3. Possibility of check-in online or outdoors.
4. Hand sanitizer on all shared areas
5. Extra decontamination of the shared areas and rooms with UVC germicidal lamps.
6. Information towards our customers for the use of a facemask when in shared areas
7. Provision of protective masks and disposable gloves upon request.
8. The staff must be supplied with the necessary protective equipment.
9. During the customer's stay, the housekeeping can be done with the following options:
  - a. Full cleaning of the room once a day.
  - b. Short access: The staff will receive and deliver the linen and care products.
  - c. No daily cleaning.
10. Use of steam cleaner for the disinfection of the rooms - restaurant - lobby - kitchen.
11. UVC ultraviolet light technology for the disinfection of the keys.
12. Removal of all non-essential multiple use basic items such as menu, flyers, kettles etc. so the chances of germ transfers are minimized.
13. Regular disinfection of high-risk objects such as doorknobs, stair handrail etc.

## **CATERING COMPLIANCE HACCP**

1. The hotel staff uses all of the provided means of self-protection.
2. The designated distances between the tables are kept.
3. Disposable placemats are used and the cutlery is on the table.
4. The disinfection of hands and use of disposable gloves is mandatory when entering the restaurant.
5. Breakfast is served on a buffet adapted to the health protocols.
6. Day care package is available: coffee, snacks, fruit, water, sandwiches or a light meal.
7. There are 2 - 3 options for dinner

8. The hotel areas allow the service to be outdoors.
9. The use of the (indoors) pool is **strictly** prohibited.