



## COVID-19 Initiatives

In our 30 years of operation, **ERYTHA Hotel & Resort** has lived by a core value to “take care of our guests and associates.” This enduring value guides us as we face the difficult challenge of responding to the coronavirus (COVID-19).

Our thoughts go out to the people who have been affected by this unprecedented event and we appreciate the healthcare workers, local communities, and governments around the world who are on the front line working to contain this coronavirus.

In this climate, we know travel may not be your first thought, but we want you to know the safety of our guests and associates is our top priority.

### WHEN YOU BOOK

You should have confidence when you book at **ERYTHA Hotel & Resort** that we are doing everything we can to **have the accommodation** ready for you. We are closely monitoring the World Health Organization (WHO) for the latest developments related to COVID-19 and **following the guidance and directives of the Greek Ministry of Health.**

### BEFORE YOUR STAY

Given the impact of COVID-19 on how we work, socialize and travel, we are updating our policy to provide our customers the most flexibility we can offer during these challenging times. Generally speaking, for guests with existing individual reservations including reservations with pre-paid rates that are typically more restrictive, we will allow changes on future dates without any charge.

Furthermore we have adapted our cancellation policy to offer more flexible options in your future reservations: Now you can make your booking on our Flexible rate and cancel free of charge 7 days before your arrival.

### DURING YOUR STAY

We recognize that the COVID-19 virus has required all of us to be more mindful as we go through our regular activities. We are working to ensure that they meet the latest guidelines on hygiene and cleaning protocols

For any queries concerning your future reservation or stay please **feel free to contact us** at [erytha@erytha.gr](mailto:erytha@erytha.gr) or call us at +30 22710 32311.

We recognize that these are unsettling times and we want you to know that your safety and wellbeing are our first priority.

Whenever you travel, we are waiting with open doors and open hearts to serve you.

**Your ERYTHA Hotel & Resort Team**