



COVID-19 Update

Chios, June 15, 2020

Erytha Hotel & Resort - The period after Covid-19

With a highly developed sense of responsibility, duty and professionalism, Erytha Hotel & Resort remained open throughout the lockdown and welcomed visitors to Chios throughout this critical period.

We feel happy that we have safely dealt with our guests and staff and that this "dark" period of "loneliness" has finally come to an end, as all the hotels on our island are slowly opening up. Having gained significant experience and rich knowledge, in the implementation of hotel protocols, as announced by the Greek Ministry of Tourism and Health, Erytha Hotel & Resorts is one of the first hotels in Chios, certified for following the "Health First" safety protocols

SAFETY PROTOCOLS APPLIED BY ERYTHA HOTEL & RESORT HOTEL

1. Action Plan

The hotel has developed an action plan as well as individual protocols for each section of the facility to take measures, prevent and manage possible Covid-19 cases.

The action plan complies with the recommendations of EODY.

Under the plan, the accommodation management appointed a health coordinator to oversee its implementation and a physician acting on the instructions of the EODY to control COVID-19 in a suspected case.

2. Communication

The accommodation notifies the measures and requirements of the Action Plan to all interested parties (internal and external bodies / partners, employees, contractors, suppliers, visitors and the general public).

3. Hotel staff

All staff members:

- have been informed about how the Covid-19 virus is transmitted and are able to provide information to visitors.
- are trained in cleaning and disinfecting practices, following hygiene rules to avoid transmitting the virus (frequent hand washing, avoiding handshakes, physical distance, avoiding hand-eye contact, nose, mouth and respiratory hygiene).
- Equipped with personal protective equipment (masks, gloves, face shields).
- Undergo a thermal inspection before starting their work.

4. Reception

- Antiseptic for guests, at the entrance of the hotel.
- Floor marking of distances in the waiting area, appropriate arrangement of furniture in order to reduce the waiting time.
- Installation of Plexiglass protector at the Front Desk.
- Frequent disinfection of reception offices.
- Employees keep the appropriate distance (at least 1.5 meters from visitors).



- When requested, employees have the opportunity to inform visitors about hotel rules and new measures taken.
- The hotel provides information leaflets on basic health guidelines and useful information for visitors through public display screens.
- For any emergency, a medical kit is available that includes gloves and masks, antiseptics, cleaning wipes, apron, long-sleeved robe and laser thermometer.
- Personnel are able to identify the symptoms and report them to the health care provider.
- All key cards are disinfected and placed in a different location.
- Hotel offers availability for electronic Check-in.
- Incident log and guest log is safely kept at the front office for future tracking reference.
- A change has been implied on check-in time, which is 15:00 and onwards and check-out time until 11:00, according to the new operating hotel protocols.

5. Floor services

(Cleaning, disinfection, housekeeping), rooms and common areas

- The hotel implements enhanced disinfection practices in accordance with EODY guidelines.
- In addition to regular cleaning procedures, common areas, main entrance, reception, door handles, counters, tables, handrails, elevator buttons and other high-frequency "touch points" are often disinfected every day.
- Hand sanitizers are available in all public areas.

The rooms are cleaned after departure, with special attention to the "touch points" and using a steam cleaner on the disputed rooms of the room and bathroom. Continuous ventilation is applied during the hours between stays.

- Daily cleaning and change of clothes is done every three days, or earlier only at the request of visitors.
- All extra items, such as pillows, bedding and shared items such as menus, magazines, etc., have been removed from all rooms.
- Installation of clean towels upon arrival at special cases marked "Health First"

6. Catering services

The hotel complies with the rules according to HACCP (Hazard Analysis Critical Control Points), according to the strict protocols of EFET (UNIFORM FOOD CONTROL TAX)

- According to government regulations, a customer is allowed every two square meters in our restaurant and cafes. The maximum number of customers per table is six. There is no limit in the case of a family with minors.
- We extend the operating Hours of the breakfast room by half an hour (serving time 07:30-10:30 – availability to sit & enjoy till 11:00). The breakfast buffet is served only by the catering staff.
- All members of the Staff always carry the appropriate MAP.
- We extend the opening hours of Thalassa restaurant with continuous hours from 12:00 to 22:00, for the convenience and rotational attendance of visitors.

7. Swimming pool operation

- We adhere to the rules of cleaning the swimming pools with daily cleaning and disinfection in accordance with current legislation.
- We check the chlorination and pH levels daily, every four hours, to keep them within the limits set by law.
- We have reviewed and are monitoring the maximum number of bathers within the swimming pools not to exceed 1 person per 5m² of water surface,



- The layout of the sunbeds is such that the distance between the edge points is at least 2 meters in each direction.
- After each change of visitors, the seats, the tables, the price lists and any other object that the next visitor will use are disinfected.
- We encourage our guests to bring and use their own personal beach towels for increased safety against the spread of Covid-19.

8. Air conditioning and space ventilation

Due to the continuous, uninterrupted operation of the facilities and the air-conditioned areas of the hotel, there is no risk to the health of both the pipelines and the open spaces.

Central Air Conditioning Units

- CACU has been replaced by new technology a few years ago.
- Perform regular maintenance and chemical cleaning of CACU.
- Continuous filter cleaning.

Room air conditioning

- Room fan coils have been replaced with new technology a few years ago.
- Each room has an independent ventilation network, providing fresh air.
- Continuous natural ventilation takes place in the space between the accommodations.
- Regular maintenance and chemical cleaning of filters.

9. Rooms / spaces

Meeting rooms and event venues operate in accordance with the applicable legal framework. Rules for social distance, position distribution and concentration size apply. A specific number of visitors is allowed in each space, depending on the size.

Public spaces

The rules of social distance applied in public areas include lobbies, living rooms, outdoor areas, etc.

Special markings that remind customers to keep their distance from each other.

Antiseptics in all common areas.

Lifts

- A recommendation is made to avoid using elevators.
- Installation of disinfectants at the entrances of the elevator and recommendation for use at the entrance and exit.
- Frequent cleaning of elevators especially in "high frequency touch points" such as handles and buttons.

For more information, you can contact us via email at erytha@erytha.gr & by phone at +30 22710 32311.

The Management and staff of your ERYTHA Hotel & Resort