



HEALTH & SAFETY PROTOCOLS

TRANSFER SERVICE

- Only guests of the same room or family permitted per car or minibus. The car is thoroughly disinfected after each use

ARRIVAL & DEPARTURE

- Special signage informing guests about the health & safety measures.
- Modified check-in and checkout hours. Check-in: from 15:00 pm and checkout: up to 11:00am
- Check-in and checkout procedure with safe distances & staff using PPE
- Sanitization of door handles and surfaces on a regular basis.
- Disinfection and sterilization of all equipment such as room keys, pens, money & credit cards after each use through a UV special equipment
- Hands sanitization stations
- Social distancing measures between guests and employees
- Available COVID-19 medical kit in case of emergency

GUEST ROOMS

- Housekeeping staff using PPE and proper uniforms for the cleaning procedure.
- Social distancing between cleaning staff and guests
- Housekeeping service every three days (further service upon guest request)
- Intensified cleaning of all guest rooms upon checkout with steam cleaners and disinfectant materials
- A/C cleaning and disinfection before every room arrival

FOOD & BEVERAGE

- Seating capacity and tables arrangement to allow safe distance
- Breakfast Room Service available
- Hand sanitizer dispensers
- Disinfection of tables and chairs before and after each service
- Social distancing between staff and guests
- All staff serving food wearing appropriate PPE

POOL

- A minimum of 2 meters between each set of loungers & umbrella
- Loungers will be disinfected after every use. Beach towels offered to be placed on the loungers
- Ph and chlorine measurement every 4 hours (during pool operating hours)
- 1 bather for every 5 sq. m. of water

GENERAL HEALTH & SAFETY MEASURES

STAFF

- All Staff have been trained and following all measures that will ensure the general health and safety.
- All staff is trained on hygiene and prevention measures by University of Crete Medical School
- Staff temperature will be checked daily
- 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 as well to protect themselves and the people around them.
- Always maintain social distancing
- 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 Villa Archanes supervisor by phone, available 24/7.

Enjoy your stay with us.

