

HEALTH PROTOCOLS CHC ATHINA PALACE RESORT & SPA

A/A	ANSWERS
Staff - Testing and training	
1	YES / NO
Has all your staff received specific Covid-19 training to follow rules and regulations allowed by local government institutions?	YES
2	YES
Is all your staff submitted to temperature testing before starting service?	YES
3	YES
Is all your staff provided with self-protecting gear?	YES
3.1	YES
Masks	YES
3.2	YES
Gloves	YES
3.3	YES
Screens	
4	
Do you have available hand sanitizer in:	
4.1	YES
Staff Locker Rooms	YES
4.2	YES
Kitchen	YES
4.3	YES
Restaurant Back offices	YES
4.4	YES
Bar Back Offices	YES
4.5	YES
Pools service area	
5	YES
Does your hotel has a Staff replacement policy in case one of the staff members gets infected?	YES
6	YES
Do you have a designated person in charge for hygiene in your hotel?	YES
7	YES
Do you control compliance of your staff to protocols, rules & regulations related to COVID-19 daily	
Dining:	
	YES / NO /DESCRIPTION
1	
How will be meals organized at the restaurants? Buffet/ lunch box in the room / a la carte...	BUFFET/ A LA CARTE
2	disinfection dispenser
Which anti-virus precautions will be taken at the entrance of the restaurants?	
3	NO
Will the hotel's stuff take clients' temperature at each visit to the restaurant?	
Housekeeping	
	YES/NO
1	YES
Have you adapted your cleaning protocol according to local legislation?	YES
2	YES
Have you adapted your laundry protocol according to local legislation?	YES
3	YES
Are all the amenities prepared for the current scenario (individually wrapped and for one client only)?	NO
4	NO
Will guest towels be individually wrapped?	NO
5	NO
Will guest towels be changed every day?	NO
6	NO
Will rooms be disinfected every day?	
Public Areas	
	YES / NO
1	YES
Have you adapted your common areas according the local regulation?	YES
1.	YES
Gardens	YES
2.	YES
Lobby	YES
3.	YES
Mini club (kids area)	YES
4.	YES
Gym	YES
5.	YES
Beach	YES
6.	YES
spa	
Air Conditioners	
	YES / NO / DESCRIPTION
1	DISINFECTED
Operation of public and in-rooms air-conditioners: specific of work and cleaning. – what precautions will be taken?	
Swimming pools	
	YES / NO
1	YES
Will the swimming pools be open?	

2	Will there be any sunbeds around the swimming pool? At what distance?	YES - 2m
3	How many people will be able to swim at once?	1 person / 5 m2
4	How often will the pools be cleaned/disinfected?	everyday
Beach:		YES / NO
1	In which way will the sunbeds be located on the beach?	YES - 2m
2	Shall the guests book the sunbeds in advance? How can they do it?	NO
3	How often will the disinfection of the sunbeds take place?	AFTER EVER GUEST CHANGE
Animation/ kids programs:		YES / NO
1	Will there be any animation programs, kids animations, etc. organized? Or will animation be cancelled?	NO
Check-in procedure:		YES / NO
1	Are there any requirements for health documents (medical examinations / certificates) to be submitted at the hotel check-in?	NO
2	Is the luggage disinfected before going to the rooms?	YES
3	Do you allow guests to carry their luggage to the rooms?	YES
4	Do you have suitable reception area to ensure social distancing while check in/ check out?	YES
5	Are protective screens installed at the reception and concierge desks?	NO
6	Are capacities and flows in common areas adapted to ensure social distancing?	YES
7	Do you have contactless solutions for :	
	Check in	YES
	Check Out	NO
8	Check in 15:00 p.m.	YES
9	Check out time 11:00 a.m.	YES
Room service		YES / NO
1	Will there be any room service? Is it going to be free of charge/	NO
Property and in-house information		YES / NO
Guest Hygiene		
1	Are all the guests provided with self-protecting gear?	NO
	1. Masks	NO
	2. Gloves	NO
	3. Hand sanitizers	NO
2	Will you control the temperature of guest upon arrival?	NO
3	Will you preform quick Covid-19 tests to all guests?	NO
4	Do you have a Quarantine room(s)?	NO
	1. If yes do these rooms have self-catering facilities ?	
	2 If yes do you provide room service to these rooms	
Quarantine procedure:		DESCRIPTION
1	What measures will be taken if someone gets sick (from the virus or something else) in the hotel?	DOCTOR EXAMINATION UPON REQUEST. CHARGE BY THE GUESTS
2	Will they be quarantined on the spot, or will they be able to return to the country they have come from ?	IT DEPENDS ON DOCTOR'S RECOMMENDATION
3	If quarantined on site, will the other members of the family be under quarantine for 2 weeks together with a sick member in the hotel?	IF DOCTOR SAY SO