

HEALTH PROTOCOLS ELYSIAN SUITES	
A/A)	ANSWERS
Staff - Testing and training	
1 Has all your staff received specific Covid-19 training to follow rules and regulations allowed by local government institutions?	YES
2 Is all your staff submitted to temperature testing before starting service?	YES
3 Is all your staff provided with self-protecting gear?	YES
3.1 Masks	YES
3.2 Gloves	YES
3.3 Screens	YES
4 Do you have available hand sanitizer in:	YES
4.1 Staff Locker Rooms	YES
4.2 Kitchen	YES
4.3 Restaurant Back offices	YES
4.4 Bar Back Offices	YES
4.5 Food service area	YES
5 Does your hotel has a Staff replacement policy in case one of the staff members gets infected?	YES
6 Do you have a designated person in charge for hygiene in your hotel?	YES
7 Do you control compliance of your staff to protocols, rules & regulations related to COVID-19 daily	YES
Dining:	
YES / NO / DESCRIPTION	
1 How will be meals organized at the restaurants? Buffet/ lunch box in the room / a la carte.	We serve only breakfast in the room, certified airtight packaged
2 Which anti-virus precautions will be taken at the entrance of the restaurants?	We do not have external pool bar area. We provide sanitizers to all guests.
3 Will the hotel's staff take clients' temperature at each visit to the restaurant?	We do not have restaurants.
Housekeeping	
YES/NO	
1 Have you adapted your cleaning protocol according to local legislation?	YES
2 Have you adapted your laundry protocol according to local legislation?	YES
3 Are all the amenities prepared for the current scenario (individually wrapped and for one client only)?	YES
4 Will guest towels be individually wrapped?	YES
5 Will guest towels be changed every day?	NO
6 Will rooms be disinfected every day?	NO
Public Areas	
YES / NO	
1 Have you adapted your common areas according to the local regulation?	YES
1. Gardens	YES
2. Lobby	YES
3. Mini club (kids area)	We do not have mini club
4. Gym	YES
5. Beach	We do not have beach
6. spa	YES
Air Conditioners	
YES / NO / DESCRIPTION	
1 Operation of public and in-rooms air-conditioners: specific of work and cleaning - what precautions will be taken?	Individual air-conditioning/ heating system in every suite. Elysian Suites follows the protocols, rules and regulation according to local legislation.
Swimming pools	
YES / NO	
1 Will the swimming pools be open?	YES
2 Will there be any sunbeds around the swimming pool? At what distance?	YES - each set, 2m distance.
3 How many people will be able to swim at once?	maximum 11 persons
4 How often will the pools be cleaned/disinfected?	Every day. Chlorination and PH pool's measurements once per 4 hours, daily.
Beach:	
YES / NO	
1 In which way will the sunbeds be located on the beach?	We do not have beach
2 Shall the guests book the sunbeds in advance? How can they do it?	We do not have beach.
3 How often will the disinfection of the sunbeds take place?	We do not have beach
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?	Health Declaration (please find it attached) & Temperature testing during the check-in procedure
2 Is the luggage disinfected before going to the rooms?	NO
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	YES
8 Check in / Check out time	Check-in: from 15:00pm and Check-out: until 11:00 am
Room service	
YES / NO	
1 Will there be any room service? Is it going to be free of charge?	Free of charge all the room services. Breakfast is room-serviced and if guests wish to have any snack or spirit into the room, we will serve it, free of charge.
Property and in-house information	
YES / NO	
Guest Hygiene	
1 Are all the guests provided with self-protecting gear?	YES
1. Masks	YES
2. Gloves	YES
3. Hand sanitizers	YES
2 Will you control the temperature of guest upon arrival?	YES
3 Will you perform 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?	Elysian Suites follows the legislation. We are in partnership with the "Cretan Medicare" and with a specific doctor for COVID-19, so in each case we will follow the procedures that the doctor & legislation provide to us.
2 Will they be quarantined on the spot, or will they be able to return to the country they have come from?	
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?	