

HEALTH PROTOCOLS CHC MARILENA HOTEL	
A/A	ANSWERS
<b>Staff - Testing and training</b>	
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? NO
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	Pools 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
<b>Dining:</b>	
<b>YES / NO /DESCRIPTION</b>	
1	How will be meals organized at the restaurants? Buffet/ lunch box in the room / a la carte... Buffet staff service
2	Which anti-virus precautions will be taken at the entrance of the restaurants? Hand Sanitiser
3	Will the hotel's staff take clients' temperature at each visit to the restaurant? NO
<b>Housekeeping</b>	
<b>YES/NO</b>	
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? NO
5	Will guest towels be changed every day? UPON REQUEST
6	Will rooms be disinfected every day? UPON DEPARTURE
<b>Public Areas</b>	
<b>YES / NO</b>	
1	Have you adapted your common areas according the local regulation? YES
1.	Gardens YES
2.	Lobby YES
3.	Mini club (kids area) N/A
4.	Gym N/A
5.	Beach N/A
6.	spa N/A
<b>Air Conditioners</b>	
<b>YES / NO / DESCRIPTION</b>	
1	Operation of public and in-rooms air-conditioners: specific of work and cleaning. – what precautions will be taken? According to updated protocols and legal requirements
<b>Swimming pools</b>	
<b>YES / NO</b>	
1	Will the swimming pools be open? YES
2	Will there be any sunbeds around the swimming pool? At what distance? YES/2meters
3	How many people will be able to swim at once? 365 40m2 /5m2=73 people
4	How often will the pools be cleaned/disinfected? According to updated protocols and legal requirements
<b>Beach:</b>	
<b>YES / NO</b>	
1	In which way will the sunbeds be located on the beach? n/a
2	Shall the guests book the sunbeds in advance? How can they do it? n/a
3	How often will the disinfection of the sunbeds take place? n/a
<b>Animation/ kids programs:</b>	
<b>YES / NO</b>	
1	Will there be any animation programs, kids animations, etc. organized? Or will animation be cancelled? n/a
<b>Check-in procedure:</b>	
<b>YES / NO</b>	
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?	YES
6	Are capacities and flows in common areas adapted to ensure social distancing?	YES
7	Do you have contactless solutions for : Check in Check Out	YES
8	Check in / Check out time	11:00/15:00
<b>Room service</b>		<b>YES / NO</b>
1	Will there be any room service? Is it going to be free of charge/	NO
<b>Property and in-house information</b>		<b>YES / NO</b>
<b>Guest Hygiene</b>		
1	Are all the guests provided with self-protecting gear?	Only if doctor advise
	1. Masks	
	2. Gloves	
	3. Hand sanitizers	
2	Will you control the temperature of guest upon arrival?	NO
3	Will you perform quick Covid-19 tests to all guests?	NO
4	Do you have a Quarantine room(s)?	
	1. If yes do these rooms have self-catering facilities ?	
	2. If yes do you provide room service to these rooms	
<b>Quarantine procedure:</b>		<b>DESCRIPTION</b>
1	What measures will be taken if someone gets sick (from the virus or something else) in the hotel?	According to updated protocols and legal requirements
2	Will they be quarantined on the spot, or will they be able to return to the country they have come from ?	According to updated protocols and legal requirements
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?	According to updated protocols and legal requirements