| | HEALTH PROTOCOLS CHC MARILENA HOTEL | |
|-----|--|-----------------------|
| A/A | | ANSWERS |
| | Staff - Testing and training | YES / NO |
| 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 |
| | 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 |
| | | YES |
| | 4.5 Pools service area | YES |
| i | Does your hotel has a Staff replacement policy in case one of the staff members | i i Eo |
| | 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 |
| ļ | | i |
| | 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 stuff take clients' temperature at each visit to the restaurant? | NO |
| | Housekeeping | YES/NO |
| | Houseveching | I L3/ INO |

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|---|------------------------|--|
| A/A | ANSWERS | |
| Staff - Testing and training | 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? | NO | |
| 5 Will guest towels be changed every day? | UPPON REQUEST | |
| 6 Will rooms be disinfected every day? | UPPON DEPARTURE | |
| | | |
| Public Areas | YES / NO | |
| 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 | |
| | | |
| Air Conditioners | YES / NO / DESCRIPTION | |
| 1 | According to updated | |
| Operation of public and in-rooms air-conditioners: specific of work and cleaning. – | protocols and legal | |
| what precautions will be taken? | requirements | |
| | | |
| Swimming pools | YES / NO | |
| 1 Will the swimming pools be open? | YES | |

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|---|-------------------------|--|
| A/A | ANSWERS | |
| Staff - Testing and training | YES / NO | |
| 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 | According to updated | |
| | protocols and legal | |
| How often will the pools be cleaned/disinfected? | requirements | |
| | | |
| Beach: | YES / NO | |
| 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 | |
| | | |
| Animation/ kids programs: | YES / NO | |
| 1 Will there be any animation programs, kids animations, etc. organized? Or will | į | |
| animation be cancelled? | n/a | |
| | | |
| Check-in procedure: | YES / NO | |
| 1 Are there any requirements for health documents (medical examinations / | į | |
| 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/ | YES | |
| check out? | | |
| 5 Are protective screens installed at the reception and concierge desks? | YES | |
| 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 | | |
| 8 Check in / Check out time | 11:00/15:00 | |
| | | |

| | ANSWERS |
|---|-----------------------|
| Staff - Testing and training | YES / NO |
| Room service | YES / NO |
| Will there be any room service? Is it going to be free of charge/ | NO |
| Property and in-house information | YES / NO |
| Guest Hygiene | |
| Are all the guests provided with self-protecting gear? | Only if doctor advise |
| 1. Masks | |
| 2. Gloves | |
| 3. Hand sanitizers | |
| Will you control the temperature of guest upon arrival? | NO |
| Will you preform quick Covid-19 tests to all guests? | NO |
| 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 | |
| Quarantine procedure: | DESCRIPTION |
| | According to updated |
| What measures will be taken if someone gets sick (from the virus or something | protocols and legal |
| else) in the hotel? | requirements |
| | According to updated |
| Will they be quarantined on the spot, or will they be able to return to the country | protocols and legal |
| they have come from ? | requirements |
| | According to updated |
| If quarantined on site, will the other members of the family be under quarantine | protocols and legal |
| for 2 weeks together with a sick member in the hotel? | requirements |