

HEALTH PROTOCOLS	
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 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
Dining:	
	YES / NO /DESCRIPTION
1	How will be meals organized at the restaurants? Buffet/ lunch box in the room / a la carte... Buffet
2	Which anti-virus precautions will be taken at the entrance of the restaurants?
3	Will the hotel's stuff take clients' temperature at each visit to the restaurant? yes
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 3 days
6	Will rooms be disinfected every day? No 3 days

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Public Areas		YES / NO
1	Have you adapted your common areas according the local regulation?	Yes
	1. Gardens	
	2. Lobby	
	3. Mini club (kids area)	
	4. Gym	
	5. Beach	
	6. spa	
Air Conditioners		YES / NO / DESCRIPTION
1	Operation of public and in-rooms air-conditioners: specific of work and cleaning. – what precautions will be taken?	Yes
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
3	How many people will be able to swim at once?	8
4	How often will the pools be cleaned/disinfected?	Every day
Beach:		YES / NO
1	In which way will the sunbeds be located on the beach?	We don't have
2	Shall the guests book the sunbeds in advance? How can they do it?	
3	How often will the disinfection of the sunbeds take place?	
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?	No
3	Do you allow guests to carry their luggage to the rooms?	Yes

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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 :	Yes
	Check in	
	Check Out	
8	Check in / Check out time	
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?	Yes
	1. Masks	
	2. Gloves	
	3. Hand sanitizers	
2	Will you control the temperature of guest upon arrival?	Yes
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?	
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?	