

HEALTH PROTOCOLS OKEANIDES VILLAS	
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	NO
4 Do you have available hand sanitizer in:	
4.1 Staff Locker Rooms	
4.2 Kitchen	
4.3 Restaurant Back offices	
4.4 Bar Back Offices	
4.5 Pools service area	
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
	NO RESTURANT
1 How will be meals organized at the restaurants? Buffet/ lunch box in the room / a la carte...	
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?	
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?	NO
5 Will guest towels be changed every day?	NO- ONLY AFTER GUEST DEMAND
6 Will rooms be disinfected every day?	NO- ONLY AFTER GUEST DEMAND
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?	WE DON T HAVE PUBLIC
Swimming pools	
	YES / NO
1 Will the swimming pools be open?	YES - PRIVATE FOR EACH VILLA
2 Will there be any sunbeds around the swimming pool? At what distance?	YES - PRIVATE POOL
3 How many people will be able to swim at once?	GUESTS OF THE PRIVATE VILLA
4 How often will the pools be cleaned/disinfected?	2 DAY

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Beach:	YES / NO
1 In which way will the sunbeds be located on the beach?	NO BEACH SUNBEDS - ONLY UMBRELLAS
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?	YES
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?	OPEN SPACE AREA
5 Are protective screens installed at the reception and concierge desks?	NO - OPEN SPACE RECEPTION AREA
6 Are capacities and flows in common areas adapted to ensure social distancing?	YES
7 Do you have contactless solutions for :	
Check in	WE CLEAN THE KEY IN FRONT OF GUEST
Check Out	THEY LEAVE THE KEY IN THE VILLA
8 Check in / Check out time	15.00 / 11.00
Room service	YES / NO
1 Will there be any room service? Is it going to be free of charge/	NO THERE IS NOT
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?	NO
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?	We have attached you our plan for this
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?	