

SAFETY AND COMFORT

ALL IN ONE AT **CHC KOUNALI RESORT**



OUR TOP PRIORITY IS YOUR SAFETY

- ✓ *Compliance to the National Health & Safety Protocol*
- ✓ *Staff was trained for Health & Safety measurements and received Authorized Health First Certification*
- ✓ *24h a Day Doctor Available*
- ✓ *Personal Protective Equipment to be worn by all Staff Members.*
- ✓ *Staff follow all safety protocols as directed by local authorities*
- ✓ *Shared stationery such as printed menus, magazines, pens, and paper removed*
- ✓ *Hand sanitizer in guest accommodation and key areas*
- ✓ *Process in place to check health of guests*
- ✓ *First aid kit available*
- ✓ *Access to health care professionals*
- ✓ *Thermometers for guests provided by property*
- ✓ *Face masks for guests available*



Dear Valuable Guest,

Despite the many difficulties we all face due to Covid - 19 we would like to assure you that during your stay in CHC Kounali Resort you will enjoy the feeling of Greek hospitality.

Things are different this year and we will have to follow the protocol as our Top Priority is your Safety.

Our Services have been affected from the protocol and we kindly request for your cooperation during your stay.



We will be at your disposal 24h day for any assistance that you may require for your safety and comfort.

Reception / Front Desk

Check in at 15:00

- ❖ *Disinfection of luggage.*
- ❖ *Temperature measuring with touchless devices.*
- ❖ *All your personal data is required upon arrival.*
- ❖ *Cashless payment available*
- ❖ *Disinfection of room keys and key cards*
- ❖ *Minimize printed material to hand-out*

Check Out at 11:00

- ❖ *Proforma Invoice will be sent to your e-mail.*

Please contact reception if possible, by e-mail 24 h a day or by telephone to avoid the crowd.

E-mail:

luxuryhomesgreece@gmail.com

Rooms

- ❖ Rooms are thoroughly Sanitized
- ❖ Reinforced Room Cleaning Protocols include disinfection of High Touch Room and Bathroom Areas
- ❖ Room decoration, such as cushions and blankets, will be removed from all rooms.
- ❖ Printed material in the rooms will be minimized.



Housekeeping

- ❖ Use of cleaning chemicals that are effective against Coronavirus
- ❖ Linens, towels and laundry washed in accordance with local authority guidelines
- ❖ Guest accommodation is disinfected between stays
- ❖ Guest accommodation sealed after cleaning
- ❖ Property is cleaned by professional cleaning companies
- ❖ Guests have the option to cancel any cleaning services for their accommodation during their stay
- ❖ Regular disinfection of door handles, light switches, handrails, air condition switches, telephones etc.



The Fitness Room

Will be available only upon appointment

Public areas

Will not be airconditioned

- ❖ *Hand sanitizer dispensers will be available in all public areas*
- ❖ *Physical distancing rules followed - Distance signs (minimum of 1.5m)*
- ❖ *Regular disinfection of contact surfaces (door handles, lift call buttons, counters at reception etc.)*
- ❖ *Regular airing of public areas*
- ❖ *Lift capacity limited to two persons at any one time*
- ❖ *Umbrellas and sunbeds (pool) distancing according regulations*
- ❖ *Cashless payment available*



Bar

- ❖ *Disinfection of tables, counters, surfaces etc. after each use and regular airing of the outlets.*
- ❖ *Food can be delivered to guest accommodation*
- ❖ *Enhanced staff safety and well-being with personal protective equipment according regulations*
- ❖ *Hand sanitizers available*
- ❖ *Breakfast takeaway containers*
- ❖ *Delivered food is securely covered*

We are all ready to Welcome you!!!!

