

At **Horizon Beach Resort**, we offer the highest quality of service, in a pleasant and safe environment for you and your loved ones. To protect both our visitors and staff, we implement world-class hygiene and protection measures, use the latest technologies and adopt stringent management protocols. Our administration is constantly monitoring the ongoing developments and ensures our compliance with the current national legislation and the National Public Health Service guidelines.

In this context, we have appointed a health officer and a coordinator to oversee the implementation of the required procedures, while all our staff have been trained and are regularly monitored for the proper implementation of health protocols and correct use of PPE. In addition to our existing application of ISO quality management and HACCP food safety systems, we adopt the following measures for the safe operation of our hotel:

## Arrival / Departure

- ✓ Guests must wear face masks indoors.
- ✓ Hygiene stations with disinfectant dispensers are available at the hotel entrance.
- ✓ Customers may check-in using their personal mobile phone devices (via a provided QR Code), or using our newly acquired tablets that feature an antibacterial membrane and are regularly disinfected.
- ✓ New check-in and check-out times have been set at 15:00 and 11:00, respectively.
- ✓ All room keys are properly disinfected before they are given to our guests.
- ✓ The hotel records the contact details of all guests for health and safety purposes.

## Reception

- ✓ Hygiene stations with disinfectant dispensers are available, while protective plexiglass dividers and special floor markings have been installed to serve our guests while maintaining the appropriate distances.

## Water quality

- ✓ Systematic testing is carried out in accordance with the current legislation and relevant guidelines.

## Case management

- ✓ The hotel has developed a detailed action plan to manage any case of suspicious symptoms, in accordance with the national legislation and Public Health Service guidelines. Our collaborating doctors will also be available.

## Housekeeping

- ✓ Room-cleaning service is provided on a daily basis.
- ✓ Our cleaning staff takes all necessary measures for proper and effective disinfection.
- ✓ Clothing is transported in sanitised bags, while stringent waste management procedures are adopted.
- ✓ After every departure and prior to welcoming a new guest, all rooms are meticulously cleaned and disinfected.
- ✓ Cleaning and sanitisation of all public areas has been significantly intensified.
- ✓ Steam cleaners are regularly used to sterilize all furniture made out of fabric.

## Restaurants / Bars

- ✓ All areas of our hotel are spacious and provide substantial natural ventilation, allowing our guests to be served safely, while ensuring the applicability of appropriate social distancing.
- ✓ Health stations with disinfectant dispensers are available in all restaurants and bars, while the staff informs our guests about the procedures to be observed.
- ✓ All tables and chairs have been arranged in accordance with current legislation and guidelines, both indoors and outdoors.
- ✓ Every table is prepared in the guest's presence. All tables and chairs are cleaned and sanitised after each use.
- ✓ Menus are provided in disposable print-outs, in printed forms that are disinfected after each use, or electronically.
- ✓ In our à-la-carte restaurants, table service is provided by our staff, adopting all the appropriate protection measures.
- ✓ In the buffet area, a one-way system has been introduced and special floor-markings have been placed. Customers may get self-served as long as they are wearing face masks and disposable hand gloves.
- ✓ All our hotel bars have been arranged so that guests can be served safely.

## Beach / Swimming Pools

- ✓ Our beach and swimming pools are available to enjoy.
- ✓ Benefitting from the spacious areas of the hotel, we have placed the umbrellas and sunbeds at sufficient distances, in accordance with the current guidelines, while extra care is taken for their regular disinfection.
- ✓ Limits have been set for the maximum numbers of users in our swimming pools and the applicable rules of operation are clearly signposted.
- ✓ Guests are strongly advised to use the shower before entering the swimming pool.

## Recreation / Entertainment / Sports / Spa

- ✓ Recreation and entertainment activities are only carried out outdoors, adopting social distancing practices.
- ✓ Kids' engagement activities are only carried out outdoors, observing all the necessary protection and hygiene measures.
- ✓ Water-sports, gym and other sports facilities operate with stringent health and safety measures, such as placement of disinfecting stations and appropriate signage, limitations on the number of visitors, arrangement of sports equipment at appropriate distances, as well as regular cleaning and disinfection.
- ✓ The spa facility offers its services by appointment only. Our properly trained staff strictly adheres to the latest health protocols and informs our customers about the procedures being followed.
- ✓ All areas are naturally ventilated.

Providing discreet and friendly service while maintaining social distancing, we are delighted to welcome you to **Horizon Beach Resort** for an unforgettable summer vacation in a environment of Greek hospitality with safety and trust.

Stay safe with us!