

Covid- 19

Our Hotel is “Health First Certified” and follows the Ministry of Health’s Guidelines on cleaning and sanitation according to the National Legislation.



Dear Valuable Guests,

ASTERAS RESORT Hotel in Kardamena-Kos is now open and ready to welcome you again, providing you with a healthy, safe and friendly environment! Our Hotel is “Health First Certified” and follows the Ministry of Health’s Guidelines on cleaning and sanitation according to the National Legislation. The Action Plan complies with the recommendations of the National Public Health Organization and will be revised according to the developments.

Below you can find all the latest guidelines along with the high standards our Hotel already has.

HIGHLIGHTS

- Our staff has been trained on all COVID-19 safety and hygiene protocols by Medical School of the University of Crete and Region of Crete (Training Certificate).
- Our staff is equipped and is using all the required disinfectants and cleaning products to ensure the highest levels of hygiene.
- We cooperate with the local health center and there is doctor on call available 24/7.
- Digital check-in, no need for human contact.
- All common areas and equipment are cleaned /sanitized carefully several times throughout the day.

In addition, we use fully complied with the international standards cleaning products and the latest antibacterial and antiviral solutions. • Bed sheets and towels: we guarantee their cleanliness and sterilization by our certified partner.

- Hand sanitizers are available in all Hotel common areas.
- Some of our room facilities (ex. Kettles, Cups, Mini-Bar etc.) are temporarily not available following the Medical Health’s Protocol.
- Guests not residing in the Hotel are strictly prohibited from entering the hotel even if they are relatives or friends.
- A/C cleaning and operating following the official guidelines.
- Medical Kit: Special equipment is available in case of event occurrence, (disposable gloves and masks, antiseptic, cleansing napkins, apron, long sleeve robe, laser

thermometer) at the Reception Area.

- Disinfection of Key Cards.

USEFUL INSTRUCTIONS

- Please sanitize your hands as often as possible, especially after using the toilet. Please cover your mouth when coughing or sneezing, ideally using a tissue, disposing of it safely after use and washing your hands immediately.
- Please respectfully abide by social distancing. All communal furniture has been repositioned to meet social distancing requirements.
- Upon check-in and check-out please wait at the indicated point. Check in is at 3pm and Check out is at 11am.
- For long staying Guests (over three nights), any room cleaning services will be done upon Customer request only.
- For extra towels or bed sheets during your staying with us, please contact the Reception.
- In case you develop symptoms during your stay please stay in your room and contact the hotel's certified Health Officer who will contact the medical doctor and follow the protocol for the provision of immediate medical care.

Yours Sincerely

The Management and the staff
of **ASTERAS RESORT Hotel**