



# HEALTH & SAFETY PLAN



# Your health & safety our top priority

For more than 40 years, Mitsis Hotels has been a unique destination, a tourism pioneer, driven by a customer-centered philosophy and the promise of an unparalleled holiday experience.

The outbreak of COVID-19 has had an enormous impact on our lives, our societies and our economy. Greece's prompt action and remarkable efforts have led to the containment of the virus, showcasing our country as a case study on international media.

As a result, Greece is opening season 2020 with optimism and preparedness to receive again visitors from all over the world. At Mitsis Hotels, we are delighted to welcome our guests back, making the most of our unique family touch and impeccable Greek essence to bring to life enriching experiences for you.

We are looking forward to welcoming you soon with all our heart to our safe and protected hotels & resorts under the Greek sun!





An aerial photograph of a hotel swimming pool. The pool is semi-circular with a light-colored tiled deck and a dark pebble border. Four people are swimming in the pool. The pool has a set of stairs leading down to a deeper section with clear blue water. The surrounding area is sandy with many footprints.

DETAILED PREVENTION PLAN FOR EVERY HOTEL AREA



# 10 guiding principles

1. Operation at low occupancy to ensure proper distancing
2. Intensified cleaning & disinfection across all high-volume touchpoints & guestrooms
3. Disinfectant dispensers for guests in public areas
4. High standards of food safety - HACCP procedures
5. 24h operation of F&B outlets to allow ample time & space for lunch & dinner
6. Social distancing specifications in recreational areas, pools & beach
7. Simple & fast check-in / check-out procedures
8. Doctors on call 24/7 to provide special care to our guests
9. Ongoing training for our compliant staff
10. Awareness campaign at all hotels with information leaflets and special signs across high touchpoint areas





# Staff

Training for all staff on hygiene and prevention measures

Staff will be measured at the beginning of each shift as part of individual responsibility

Staff equipped with PPE and trained in its correct use to guarantee everyone's safety

Social distancing measures





# Front desk

Simple & fast electronic check-in and check-out

Upon arrival, guests will be handed Health & Safety supply pack with detailed instructions for use (mask, gloves, disinfectant, information leaflet)

Prioritization of payment by contactless credit card

Social distancing measures between guests and employees

Disinfection and sterilization of magnetic room keys, tablets, pens, money & credit cards after each use

Specific luggage management hygiene measures

Disinfection of the hotel's club and transfer cars after each transfer





# Public areas

Increased cleaning and disinfection across all high-volume touchpoints, with special attention to restrooms

Daily natural ventilation of all areas

Maximum capacity established and rearrangement of furniture in order to guarantee minimum safety distance between people

Elevators to be used by one person, families or guests of one room at a time

Health stations with disinfectant dispensers throughout the hotel





# Rooms

Complete disinfection of rooms, bathrooms and all high touchpoints

All extraneous items to be removed from the room (extra pillows, blankets) and supplied upon request

Social distancing between cleaning staff and guests

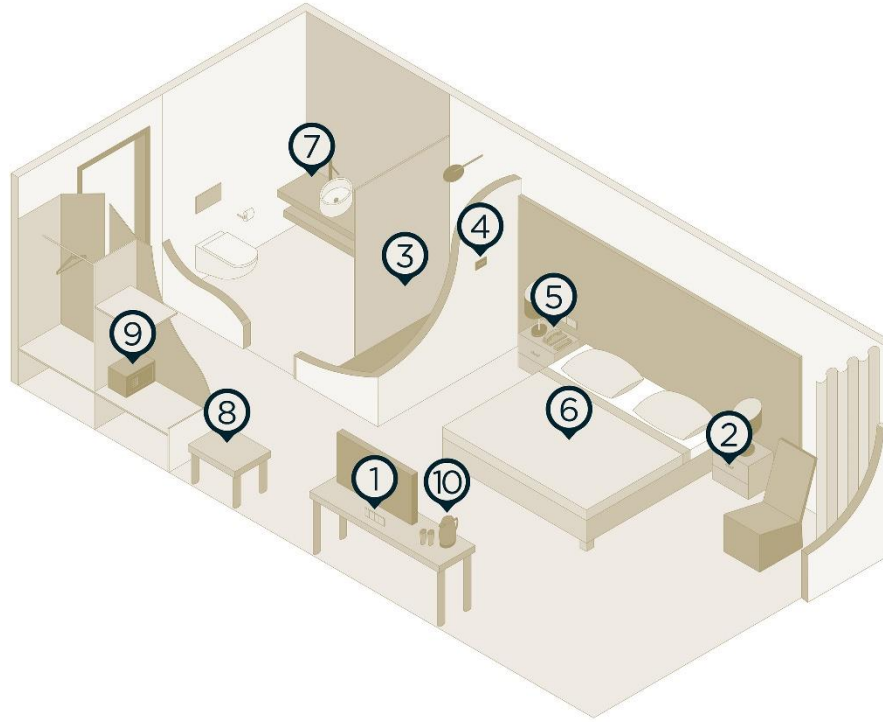
Disinfection of all furniture made out of fabric with steam cleaners and disinfectants

All cleaning and disinfectant materials used are non-toxic and safe particularly for people with allergies

Ventilation of rooms after evacuation







## 10 HIGH-TOUCH DEEP CLEAN AREAS IN THE GUEST ROOM

### 1 SWITCHES & ELECTRONIC CONTROLS

Lights, lamps, switches and remote controls

### 2 KNOBS & HANDLES

Doors, windows, closets, drawers, furniture knobs and handles

### 3 BATHROOM SURFACES

Toilet and bathroom handles, bathroom curtains, toilet seat and flush, shower control, taps, dispensers, tub controls and sink faucets

### 4 CLIMATE CONTROL PANELS

Remote controls and thermostats

### 5 TELEPHONES & REMOTE CONTROLS

Handsets, dial pads and function buttons

### 6 BED & BEDDING

All bed linens including duvet covers, pillowcases and sheets, bed scarfs and bedspreads

### 7 BATH AMENITIES

Bathroom vanities and accessories, soap dishes, amenity trays and hair dryer

### 8 HARD SURFACES

Tables, desks, chairs, food contact surfaces, nightstands, mirrors, frames and all hard surfaces

### 9 CLOSET ITEMS

Wardrobes, hangers, iron, safe handle and keypad and other amenities

### 10 IN-ROOM FOOD & BEVERAGE

Cutlery, glassware, ice buckets, mini bars, kettle and coffee maker



# Restaurants & Bars

24/7 operation of hotel restaurants to allow ample time for the sitting of guests

Hand sanitizer dispensers at all restaurant & bars

Strict personal hygiene policies for our staff

Reduction of seating capacity & arrangement of tables to allow a maximum of 4 persons for 10 sq.m.

Guests will be seated at their tables, escorted to the buffet & served by our trained staff

Disinfection of tables and chairs before & after each service

High standards of food safety and hygiene - HACCP

Individual packaged portions of bread & condiments

Menus available through contactless QR Codes or printed for single use

24/7 room service for guests that wish to dine in privacy





# Recreation areas

Avoidance of group activities and maintenance of social distancing of at least 1,5m

Prevention of sport activities with body contact

Strict personal hygiene policies for our staff

Cleaning and sanitization of all surfaces / door handles / sports material after each use

For pools, water recirculation time every 4 hrs & acceptance of 1 bather for every 5 sq.m. of water

Disinfection of lounge chairs after each sitting

Excellent hygiene practices at sauna, massage and beauty centers at the Spas

Regular disinfection of main touch points at the gyms

Operation of Mini Clubs outdoors only, with special cleaning and disinfection protocols & social distancing





# Guests advised to

Maintain social distancing at all times

Wash & disinfect your hands frequently

Maintain a good personal hygiene

Change daily into clean clothes

Avoid touching eyes, nose & mouth

Cover your mouth & nose if you sneeze or cough

Keep your hands & disinfected when you are in public areas

In case you are not feeling well, stay in your room and call the reception - doctors on call 24/7, room service 24/7





A photograph of two young children lying on a sandy beach, covered by a large, textured teal blanket. The child on the left is looking towards the right, while the child on the right is looking down. A small yellow bucket is visible in the sand in the lower-left foreground. The background shows the texture of the sand and the edge of the blanket.

SEE YOU SOON TO ONE OF OUR HOTELS & RESORTS!



A close-up photograph of two hands, one from the left and one from the right, reaching towards each other to form a heart shape with their fingers. The hands are positioned in the center of the frame against a solid, vibrant teal background. The lighting is soft, highlighting the skin texture and the delicate touch of the fingertips.

STAY SAFE WITH US!

[Click here to read the long version](#)





#### MITSIS PREMIUM COLLECTION

ALILA  
RESORT & SPA  
RHODES

BLUE DOMES  
RESORT & SPA  
KOS

LAGUNA  
RESORT & SPA  
CRETE

LINDOS MEMORIES  
RESORT & SPA  
RHODES

S O F I T E L  
HOTELS & RESORTS  
ATHENS AIRPORT

#### MITSIS HOTELS & RESORTS

FALIRAKI  
BEACH HOTEL & SPA  
RHODES

FAMILY VILLAGE  
BEACH HOTEL  
KOS

GALINI  
WELLNESS SPA & RESORT  
KAMENA VOURLIA

GRAND HOTEL  
BEACH HOTEL  
RHODES

LAVITA  
BEACH HOTEL  
RHODES

NORIDA  
BEACH HOTEL  
KOS

PETIT PALAIS  
BEACH HOTEL  
RHODES

RAMIRA  
BEACH HOTEL  
KOS

RINELA  
BEACH RESORT & SPA  
CRETE

RODOS MARIS  
RESORT & SPA  
RHODES

RODOS VILLAGE  
BEACH HOTEL & SPA  
RHODES

SUMMER PALACE  
BEACH HOTEL  
KOS



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