



ACTION PLAN - HOTEL OPERATION PROTOCOL

The Blue Collection Resorts group, following the health protocols based on the instructions of the health authorities, introduces additional measures for the safety of both our guests and our staff.

Development of an action plan and a suspected case management plan

To appoint a co-ordinator to oversee the implementation of the project and to be responsible for each subsection. To appoint a collaborating physician who will visit the hotel, and will monitor the control and prevention procedures. He/she will provide instructions to both staff and guests when requested, examine and communicate with the NATIONAL PUBLIC HEALTH ORGANIZATION (NPHO). He/she will oversee the COVID-19 testing. He/she will supervise the observance of quarantine where it is recommended and will cooperate with the secondary health care provider of Zakynthos (General Prefectural Hospital of Zakynthos - Agios Dionysios) as well as with the reference hospital COVID-19 (University Hospital of Rio-Patras).

The performance of molecular COVID-19 (PCR) and rapid antigen or antibodies test from taking a nasal or nasopharyngeal sample will be carried by our trained doctor. The medical expenses are covered by the client and with the legal documents will be transferred at the expense of the insurance company.

Throughout the public areas of the hotel guests will be able to find the contact details of the doctor who will be available 24/7. As a COVID doctor and as a hotel occupational physician he/she has the complete management of all COVID and other incidents within the framework of a strict protocol regarding the prevention of disease transmission on the hotel premises (diseases, gastrointestinal infections or other viral diseases)

NOTE: If the hotel co-ordinator considers any guest as a suspected COVID-19 case, he/she or she should be temporarily isolated until examined by our doctor, following his/her instructions faithfully.

Staff training

Our staff have received the necessary training on the health protocols that the hotel follows, as well as the ways in which coronavirus is transmitted. In addition, staff have been trained on the correct use of personal protective measures (masks, gloves, masks, uniforms, aprons, disinfectants and soaps), the thermometry process and are able to assess suspicious symptoms of a possible case. The above training has been conducted through e-learning and physical presence and the relevant certification is available.

Signage

All public areas of the hotel are marked with basic rules to prevent the transmission of the virus (regular hand washing, avoidance of handshakes, keeping distance). The health protocol has been posted on our website and is available for both customers and partners.

Reception Protocol

The creation of an accommodation file and a mandatory customer report of the people staying at the hotel (guests, staff), which will be completed upon arrival. Respecting the general regulation on data protection, we inform our guests that the record keeping is for public health protection reasons and if this is deemed necessary that the contact detail will be notified to the Greek authorities.

Control of the entrances to the hotel premises for the passage of people who do not stay in the hotel which is prohibited.

An antiseptic device is available at the entrance of the reception. The arrangement of the furniture has been designed so that the distances are observed e.g., floor markings for keeping distances.

From now on the check in is set for 3 pm and the check out at 11 am. Our policy is to properly manage the peak hours in the hotel lobby. During the check in, guests will enter the reception area one room at a time. The employee who welcomes the customers will measure each guest's temperature and will make sure that the distances are observed. Customers will have to carry their own luggage to their rooms to prevent the virus from spreading to our staff. Magnetic cards are sterilized before each use.

Hotel staff will observe distances and personal protective measures (PPE). It is recommended that the use of lifts be avoided when possible or used with a maximum of 2 people at a time. Reception is equipped with a special medical kit for COVID-19 and laser thermometers.

We recommend that guests use their room phones to communicate with the reception to avoid overcrowding in the reception area.

The windows and doors in the reception area will be open 24 hours a day for natural ventilation. Regular cleaning will be done in high-risk areas. The library and the meeting room of the hotel will remain out of operation following the health protocol.

Housekeeping protocol

Thorough cleaning and very good ventilation of the room during the hours between the stays, based on the relevant instructions of NPHO. The daily cleaning and change of sheets and towels will only occur every 2 days. Guests should be absent during the cleaning of the room and should have left the balcony door open for the purpose of natural ventilation.

It is recommended that the air conditioners operate with the balcony doors open for adequate ventilation of the room. Decorative items have been removed from the rooms to reduce the spread of coronavirus. Moving from room to room between customers is not allowed unless they belong to the same family.

Restaurant Protocol

The hotel restaurant and kitchen comply with HACCP regulations. The staff makes use of PPE and follows the hotel's protocol.

Meal times have been extended to avoid overcrowding in the restaurant area. At the entrance of the restaurant all customers must use the disinfectant device and keep their distance. The restaurant host/hostess will temperature check each customer upon entering the restaurant.

When it comes to customer service, guests will be led by the hostess to the buffet area. By keeping distances and using disposable gloves, customers will be able to serve themselves. Drinks will be served by the staff at the end of the buffet. For customers who wish to return to the buffet area will have to use new cutlery. Sweets and some fruits will be offered in individual disposable mess kits.

The restaurant area has natural ventilation and is designed based on the instructions of the NPHO on distances between table seats. From now on, the tablecloths and napkins will be replaced with disposable placemats and the cutlery will be packed and placed on the table. The maximum number of people allowed per table is set at 6 people. Customers are allowed to sit at a table mentioned by our hostess.



A la carte Restaurant

The hotel restaurant and kitchen comply with HACCP regulations. The staff uses PPE and follows the hotel protocol.

At the entrance of the restaurant all customers must use the disinfectant device and keep distances. Restaurant menus are available online. Food and beverage in the a la carte restaurant are served by staff.

The restaurant area has natural ventilation and is designed based on the instructions of NPHO on distances between table seats. From now on, the tablecloths and napkins will be replaced with disposable placemats and the cutlery will be packed and placed on the table. The maximum number of people allowed per table is set at 4 people. Customers are allowed to sit at a table bearing the relevant disinfection mark.

Pool Bar

The staff uses PPE and follows the hotel protocol. Special floor markings are placed and customers must observe the distances. A disinfectant device is available at the bar. Disposable single use packaging will be used which should be discarded in the bins with the appropriate marking.

Main Bar

The staff uses PPE and follows the hotel protocol. Special floor markings are placed and customers must observe the distances. A disinfectant device is available at the bar. Disposable single use packaging is used which must be discarded in the bins with the appropriate marking. During peak hours customers in addition to bar service can be served by the waiter.

Pool

The arrangement of the furniture in the pool area has been configured according to the health protocol by NPHO and their movement is prohibited. After each change of occupant on the sunbed disinfection will take place. It will not be allowed to use a sunbed without the appropriate indication that it has been disinfected.

Pool towels will be offered by the pool staff and may not be used off-site. It is forbidden to place towels on the sunbeds.

Continuous control of chlorine and PH levels with continuous measuring and recording as needed. Observance of legionella protocol and extension of the protocol for COVID-19 (E.S.G.L.I).



Public areas & Activities

Cleaning and disinfection program of all common areas with full compliance with the relevant NPHO instructions. Enhancing cleanliness in all public areas and especially in high-risk areas (elevators, toilets, etc.)

Strong recommendation to guests to use the toilets of their rooms. When it is not possible, in order to empty the basin in the shared toilets, the lid should be closed. It is recommended that the use of lifts be avoided whenever possible or used with a maximum of 2 people at a time.

For the safety for both our staff and guests the kids club and the playground will remain closed based on the protocol of NPHO.

The gym and football field will be available by appointment at the reception and after disinfection.