



## **OPERATIONAL CLEANING/HYGIENE PROTOCOLS UNDER COVID-19**

The safety and security of our guests and team members has always been one of our highest priorities at the Myconian Collection Resorts. Now, in light of COVID-19, we are closely following the guidelines and recommendations set forth by the Greek Government, EFET Hellenic Food Authority, World Health Organisation and other relevant local authorities in the fight against Covid-19. We have therefore elevated our cleanliness standards and protocols to develop new hygiene standards and best practice guidelines in order to protect both our guests and employees.

Below are some of the many new procedures that we have introduced in all of our departments:

## **Reception, Arrival & Concierge services**

- Daily internal training, monitoring, temperature and cleanliness checks for employees are performed upon arrival.
- The physical distancing enforcement of employees in regards to their interaction with both other co-workers and guests is applied.
- The entire team has access to ample, high-quality personal protective equipment which is used for all interactions with guests.
- For public health protection purposes, the hotel keeps a record of all persons staying at the hotel, including their name, nationality, date of arrival and departure, contact information (address, telephone, e-mail), so as to enable future contact in the event of subsequently identified COVID-19 cases.
- Check-in procedures, arrival and departure times have been modified so as to ensure social distancing protocols and avoid large crowds in the reception area. Check-in time is set at 3.00 p.m. and check out by 11:00 a.m., to ensure that rooms can be thoroughly cleaned, disinfected and naturally ventilated.
- Upon arrival, we offer an option that entails that no employees enter rooms during your stay while daily (contactless) services can be provided upon request.
- Luggage is disinfected upon arrival while there is also a contactless delivery option.
- Personal documents, keycards and possessions are sanitized prior to being returned to the owner (where possible).
- A personal tour through the Resort is offered with a detailed explanation of regulations and cleaning standards.
- Concierge services are provided both online and by phone including useful information about health providers, public and private hospitals, COVID-19 reference hospitals

and pharmacies in the area.

- Special equipment (medical kit) is available in the event of a COVID-19 case, such as gloves, disposable masks, antiseptics, cleaning wipes, a long-sleeved robe and thermometer.
- Front office areas are frequently sanitized and the lobby area has been rearranged to include sanitizing stations and signage to enable the enforcement of physical distancing.

## **Rooms & Public spaces**

- All housekeeping employees receive daily internal training, monitoring, temperature and cleanliness checks upon arrival at the workplace.
- The physical distancing enforcement of employees in regards to their interaction with both other co-workers and guests is applied.
- Ample, high-quality personal protective equipment is made available to the entire Housekeeping team, to be used for all guest interactions and at all times.
- We use a hospital-grade aerial surface disinfection machine in all accommodations and public spaces.
- Upon arrival, guests can request that no employees enter their room during their stay while contactless services can also be provided contactless upon request. We'll follow your wishes regarding the frequency of changing linen during your stay, as well as any other instructions you may have for us. We use professional-grade, skin-friendly detergent that effectively deals with any and all viruses on our bed linens and wash all linens at high temperatures for increased safety.
- There are key spots throughout our property where disinfectant hand gel, masks and hand washing stations are available for staff and guests to use.
- All common areas are frequently disinfected using high

quality products. Where appropriate, areas where guests frequent are sanitized between visits. We ensure for the full sanitation of high-contact surfaces, such as handles, fittings and switches.

- We have a strict protocol for the use of elevators: only members of the same family may use the elevator at the same time.
- According to the Greek health protocols, non-resident guests are not allowed access to the guest rooms.
- An anti-COVID kit (one per person) will be available in each room upon arrival, including a face mask and hand sanitizing gel.
- High-touch items are removed from the room and are available upon request.
- Remote controls in all guest rooms are covered with single-use wrap for proper sanitizing purposes.
- The Room directory has been removed; all information is available digitally (QR code).
- Sanitizing stations and ample signage is available to reinforce physical distancing in all public areas.
- Public areas are frequently sanitized and have been properly rearranged so as to enforce physical distancing.

## **Food & Beverage outlets**

- Internal training, monitoring, temperature and cleanliness checks of all F & B employees are performed upon arrival at the workplace on a daily basis.
- The physical distancing enforcement of employees in regards to their interaction with both other co-workers and guests is strictly applied.
- There is ample, high-quality personal protective equipment made available to the entire F&B team which is used for all guest interactions.
- A meal rotation schedule has been established in order to control the number of guests in the restaurants and

avoid crowding at entrances.

- Capacity at our bars and restaurants has been reduced according to the guidelines as set out by the health authorities, whereby a minimum distance of 2 metres between tables is strictly applied.
- Hand sanitizers and masks are available for guests to be used according to the latest health protocols.
- All restaurant facilities, POS machines & equipment are completely sanitized after each customer change.
- HACCP kitchen protocols have been further enhanced.
- All restaurant and bar menus are available digitally including wine and drink lists (QR code).
- We offer an option for in-room dining for room delivery only.

## **Spa and Wellness**

- All Spa employees receive internal training, monitoring, temperature and cleanliness checks upon arrival at the workplace daily.
- The physical distancing enforcement of employees in regards to their interaction with both other co-workers and guests is strictly applied.
- Ample, high-quality personal protective equipment is made available to the entire Spa team, to be used for all guest interactions.
- An appointment is mandatory for all provided services and treatments.
- Sessions are time managed accordingly in order to limit the Spa's capacity and allow time for sanitizing and the change of linen after each treatment.
- The use of the indoor relaxation area, the sauna and steam room has been temporarily suspended until further notice according to governmental restrictions.
- The Imperial Spa areas are frequently sanitized. There is also a sanitizing station, including face masks, and proper

signage to enforce physical distancing.

- The Imperial Spa Menu and brochure is also available digitally (QR code).

## **Fitness Room**

- The Fitness room can be used privately upon reservation.
- The physical distancing enforcement of employees in regards to their interaction with both other co-workers and guests is strictly applied.
- Ample, high-quality personal protective equipment is made available to the entire team, to be used for all guest interactions.
- Hand sanitizers and masks are available for guests to be used according to the latest health protocols.
- Opening hours are restricted to allow for proper cleaning and disinfection between guests' use.
- Exercise equipment is sanitized after each use with appropriate disinfection products.

## **Shopping**

- The service at our fantastic on-site shops and fashion boutiques has been updated in order to encompass all safety guidelines, from the number of shoppers allowed within the stores through to frequent disinfection. Contactless payments are preferred, all in line with expert recommendations.
- All boutique staff receive daily internal training, monitoring, temperature and cleanliness checks upon arrival at the workplace.
- The physical distancing enforcement of employees in regards to their interaction with both other co-workers and guests is strictly applied.

- There is ample, high-quality personal protective equipment made available to the entire team, to be used for all guest interactions.
- Both of the Imperial boutiques are frequently sanitized. There is also a sanitizing station at each entrance, including face masks, and proper signage to enforce physical distancing.

## **Transfers**

- Upon entering the vehicle, the driver provides sanitizing hand gel and protective face masks to all passengers.
- Drivers will be wearing personal protective equipment at all times.
- The vehicle is properly cleaned and disinfected after each transfer.

# **PROCEDURES FOR COVID-19 SUSPECTED CASES**

*If a guest shows symptoms relating to COVID-19, the following procedure is followed:*

- The in-house Covid-19 Coordinator will be informed and a doctor will visit the suspected case for evaluation. If necessary, a COVID-19 test will be performed.
- The guest will be asked to remain in their room with the door closed, until the lab results are returned.
- Patients who show symptoms of respiratory infection (cough, sneezing, runny nose), will receive a simple surgical mask immediately.
- If the patient has a companion who wishes to stay with them and take care of them, they will be given a simple surgical mask and be advised to wash their hands every time they come into contact with the patient.
- Members of staff are advised to avoid entering the patient's room unless absolutely necessary, in which case a member of staff will be selected to deal exclusively with the patient. All used protective equipment is discarded in a covered waste bin and is not reused.
- After discarding the protective equipment, staff are required to wash their hands thoroughly.
- If the COVID-19 test returns positive, the case will be reported to the Ministry of Health and the Greek Public Health Organization (E.O.D.Y.), who will provide further instructions regarding the necessary measures to be taken and the entire cleaning-disinfection program.

*If a staff member shows symptoms relating to COVID-19, the following procedure is followed:*

- The in-house Covid-19 Coordinator will be informed and a doctor will visit the suspected case for evaluation.

If necessary, a COVID-19 test will be performed.

- The member of staff will be asked to remain in their room with the door closed, until the lab results are returned.
- Patients who show symptoms of respiratory infection (cough, sneezing, runny nose), will receive a simple surgical mask immediately.
- All surfaces and equipment that have come into contact with a patient are thoroughly cleaned and disinfected.
- If the COVID-19 test returns positive, the case will be reported to the Ministry of Health and the Greek Public Health Organization (E.O.D.Y.), who will provide further instructions about the necessary measures to be taken and the entire cleaning-disinfection program.