

Covid Policy

CRETAN DREAM ROYAL is following all the instructions and protocols from the Health department and holds the certificate HEALTH FIRST from the Greek Hoteliers association.

We are announcing below the plans for Health and Safety measures in our hotel, we are ready to apply all measures in order to protect not only our guests but also employees, without degrading our hospitality.

Our aim is for your holiday at the **Cretan Dream Royal** to be unforgettable but also safe.

- We are constantly following and faithfully applying the instructions from the National Public Health Organization
- Staff training on a daily basis and systematic checks on the following of these instructions
- High standards of food and beverage production according to Hazard Analysis and Critical Control Point System (HACCP) in combination with strict hygiene rules regarding hand sanitizing for all the staff
- Systematic daily disinfection in public areas such as elevator buttons, reception desk, door knobs, WC's etc
- Hand sanitizer is available in all public areas
- Strict hygiene protocol for disinfecting rooms prior to each arrival
- It is forbidden for outside guests to enter or stay over in all the hotel rooms

Personal protection

- Personal protection equipment (PPE) for all members of staff
- Hand sanitizer available in all public areas for guests and staff
- Compulsory temperature check upon arrival for all staff

Social distancing

- Floor markings in all public spaces, the required safe distance of chairs and tables in the reception, restaurant, bar, and areas of public use
- It is prohibited for any outside guests to enter or stay in the hotel rooms

Reception

- Special training for all hotel staff in health and safety issues
- Health and safety regulation information signs throughout the hotel
- Personal guest information (Address, telephone, email) will be collected upon arrival incase contact tracing is necessary
- Check in after 15.00 and check out up to 11.00 in order to create enough time to clean and sanitize the room and to allow fresh air to circulate.
- Key cards, a/c controls and TV controls are sanitized and are delivered with a cover
- Social distancing in the check in reception area floor markings for a 2m distance and safer arrangement of furniture
- It is highly recommended that all accounts are paid contactless and electronically also receipts and invoices will be sent via e-mail
- All credit card transactions made with the permission of the card holder
- Telephone numbers of essential health workers and pharmacies in the area are available
- 24/7 local doctor available
- All hotel staff are provided with PPE

We highly recommend all guests and staff implement social distancing at all times and frequent hand sanitization. It is the easiest way of protecting oneself and others around you!

Comfort, health and safety are our top priority for both guests and staff in the fight against Covid-19.

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- Hand sanitizing points throughout the hotel for guests and staff
- All red zone surfaces are sanitized frequently with antibacterial and antiviral solution suitable for SARS/CoV-2
- Emergency medical kit for use in a suspected case

Public areas

- Increased frequency of cleaning and sanitization with special attention to red zone areas
- Steam cleaning of all material surfaces >70C
- Recommend guests to avoid using public toilet areas
- Sanitization and maintenance of a/c units according to regulations
- Furniture arrangement in order to maintain social distancing
- Multiple points for hands sanitization for guests and staff
- Elevator rules from one person or a family and number of guests allowed.
- It is recommended for guests to use the staircase Room Sanitization
- All red zone surfaces are sanitized frequently with antibacterial and antiviral solution suitable for SARS/CoV-2 in rooms, bathrooms, and balconies.
- Steam cleaning of all material surfaces >70C

Housekeeping

- Linen and towel change will be organized upon check in with the guest and housekeeping will be undertaken only without guest presence.

Restaurant/bar

- Entrance and exit hand sanitizer points for guests and staff
- Extended hours for breakfast and dinner

Breakfast 07.30 – 10.00	A la carte restaurant 12.00 – 22.30	Dinner 19.00 – 21.30	Bar 10.00 – 00.00
❖ Room Service 07.30 – 23.00			

- During breakfast and dinner the option of inside and outside dining will be available
- Room service is available
- Strict hygiene rules in place for the preparation of food and beverage using the HACCP system.
- Contactless credit card payment available at all restaurants and bars in the hotel Staff are equipped with essential PPE.
- Increased frequency of sanitization in red zone areas.

Swimming Pool

- Systematic chlorination under strict regulation by expert companies and products.
- Frequent checks of Ph levels and chlorination.
- Social distancing between sun beds and umbrellas.
- Public area hand sanitizer for guests and staff
- Sanitization of sun beds after every use
- Increased regularity of cleaning and sanitization in public areas with emphasis on the red zone areas
- It is recommended to use the showers prior to and after using the swimming pool
- Indoor swimming pool, Gymnasium and Spa will not be in use for 2020

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