

Sissi Bay

H O T E L & S P A

Calm & Safe Holidays for
Summer season 2021



As health & safety of our Guests and employees is our top priority, our operation has been adjusted accordingly to fully adapt to all the new Safety & Hygiene Standards. Sissi Bay Hotel & Spa has developed an action plan and individual protocols for each department of the hotel. Our action plan is in compliance with International and Greek Health Organization guidelines and we continuously update our information and actions according to the latest regulations and recommendations concerning the fight against COVID-19

Our Key Measures include:

- Our Management team has developed a detailed action plan for hotel operation according to the principles set by the Greek Ministry of Tourism.
- Our staff has received certified training on all required hygiene measures & sanitation protocols, in addition to training on identifying any virus-like symptoms and following a firm procedure on reporting to the coordination team.
- Our associates have also been trained on COVID 19 health and safety protocols.
- All preventive measures against Covid -19 that our company takes are communicated to our guests through our staff, special signs & banners etc.
- Personal Protective Equipment is provided to our employees so they can perform their work with safety.
- Sanitization Stations have been placed in public areas such as reception, restaurant, bars etc.
- Enhanced documented cleaning and sanitizing procedures are applied for public areas & high-touched surfaces as door handles,
- A documented “Suspected Case Management Plan” has been developed to be implemented in case of COVID-19 suspected cases of guests or staff which complies with Greece’s Hotel protocols and legislation.



Reception

- Hand sanitizing stations at hotel entrances.
- Option for contactless and fast check-in and check-out procedures via email. Alternatively option for quick & safe outdoor check-in. Guests' contact details are requested for medical use only.
- Extended duration of check-in time (15h00) and check-out time (11h00) to allow for sufficient time for cleaning.
- Floor markers placed to ensure physical distancing among guests
- Trained staff with PPE.
- Frequent deep sanitization of front desk surface & disinfection of room keys.
- Option for POS use for payments.
- Our cleaning policies, restaurant, bars and hotel operation are displayed.
- Entrance to the rooms is not allowed to people who are not staying at the hotel.
- Maximum number of guests inside lobby area is 48 persons according to protocol.
- Upon request information about health providers, public and private hospitals, COVID-19 reference hospitals and pharmacies in area is provided.
- Special medical kit available including all necessary equipment (disposable gloves and masks, antiseptics, cleaning wipes, aprons, long-sleeved robe, laser thermometer).



Meeting room

- Maximum number of guests inside meeting room is 14 persons according to protocol.



Pool table area

- Maximum number of guests is 11 persons according to protocol.



Public Areas

- Disinfectant dispensers throughout the hotel.
- Continuous fresh air circulation through open doors.
- Frequent Disinfection of high-volume touch points.
- Enhanced Cleaning surfaces with increased frequency.
- Specific capacity number in every area.
- Social distances of at least 2 m must be maintained by clients and employees.



Rooms

- Rooms are sanitized and sealed before every arrival.
- Housekeeping program is adjusted upon guests' request for minimal contact.
- Enhanced cleaning and disinfection protocols for guests' rooms with attention to high touched surfaces such as remote controls, door and furniture handles & light switches with certified cleaning products.
- Opening doors and windows for natural ventilation of the rooms.
- Guests are recommended to vacate the room during housekeeping.
- Use of steam cleaners for the disinfection of fabric surfaces such as sofas, arm-chairs etc.
- Disposable covers are placed on TV and air conditioner remote controls.
- All linens are washed at high temperature levels for optimal disinfection.
- Trolleys carrying closed bags containing used linen are disinfected after each use.



Restaurant

- All our guests should wear face masks when entering the restaurant.
- Hands' disinfection upon entry is mandatory at hand sanitizer stations at all restaurant/bars entrances.
- Gloves are provided to guests for serving themselves from buffet. When finishing, gloves should be disposed off in special pedestal bins.
- Safe food preparation and service practice according to HACCP principles
- Seating capacity reduced to provide adequate space between tables for safe distancing
- Social distances of at least 2m. must be maintained by clients and employees.
- Disposable napkins and table disinfection after each sitting.
- Staff wears PPE at restaurants and bars.
- Entry and exit at the restaurant according to the Flow Chat!

Bars

- Sanitizing dispensers available at bar entrances.
- Tables have been set according to the necessary safety distance.
- Social distances of at least 2 m must be maintained by clients and employees.
- Tables are sanitized after guests leave.
- Hand washing with Antibacterial soap is available for guests at the public toilets.



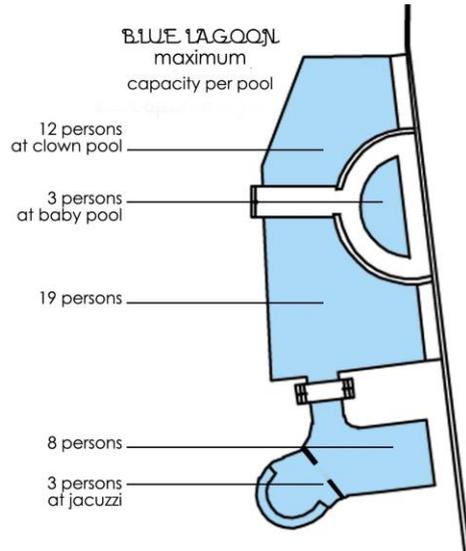
Pools

- Hotel's extensive pool areas provide ample space for safe distancing between sunbeds. Sunbeds are placed so that two people sitting under two different umbrellas maintain a distance of at least 2 meters in every direction.
- Pool sunbeds are sanitized on regular basis.
- Placing a towel on top of sun loungers is mandatory and it is considered as responsibility of the user. Guests are encouraged to use their beach towels on the sunbeds. Guests who may not have their own towels may contact reception for hiring beach towels.
- At swimming pools, it is recommended the guests to be showered before entering and after exiting the water.
- Increased water quality controls, regular monitoring of chlorine levels.
- Indoor pool will not operate this season in compliance with Greek health authorities' directives.
- Pool opening hours: 10:00 - 18:00.



Pools maximum capacity

- Blue pool maximum capacity: 23 persons
- Relax pool maximum capacity: 11 persons
- Blue lagoon maximum capacity:
according to the chart below



Mini Club & Playgrounds

- According to our policy and as children's safety is our top priority, mini club's indoors space which is available for kids 4-10 years old will not operate.
- Our spacious outdoors playgrounds on the other hand are available for kids. Enhanced cleaning and disinfection protocols are applied with attention to high touched surfaces.



Our team

- All staff members are efficiently trained on hygiene and safety protocols
- Our people respect the directives and recommendations of the public authorities in force in the fight against Covid.
- Our employees wash their hands with soap regularly.
- PPE are provided to all employees
- All members of our staff are tested for Covid on regular basis.
- Our people smile behind their masks and are here for your safe & memorable stay.



Sissi Bay
HOTEL & SPA

Our partners

- Cretan Medicare S.A. (Medical Care of Crete)
- Dialinas S.A. Environmental Technology
- DML Hygiene Solutions ,
- Technohimiki Kritis S.A. (pool construction & maintenance)
- Tzorbatzakis Ioannis & Sia O.E. (laundry services)
- Zoumakis Ioannis & Sia O.E. (hotel equipment)
- Neratzoulis Giorgos&Zaharias O.E. (security systems)
- Diversey Hellas S.A. (hygiene solutions)

