

# Nikos & Panagiota Apartments

INFORMATION ABOUT HEALTH PROTOCOLS FOR SEASON  
2020 DUE TO COVID-19. UPDATED 07/06/2020

## CERTIFICATION

We will have the certification "HEALTH FIRST" from the Ministry of Tourism



## TRAINING

Each one of us within our family business has been informed of the health and safety management protocols for COVID-19. We have been trained on the following:

- The ways of which the virus can be transmitted.
- Behavior and actions that need to be taken in case of illness by the staff members.
- Methods and practices of cleaning and disinfecting frequently touched surfaces leading to the possibility of transmitting the virus.
- Communication approaches to visitors/customers.
- Maintaining the basic protocols to avoid transmitting the virus by thorough and regular hand washing, avoiding handshakes, keeping distances, avoiding contact of hands on the eyes, nose and mouth, and covering coughs and sneezes appropriately.

## ACTION PLAN

An Action plan will be in place for any suspected cases as per the National Organization of Public Health.

The accommodation is obliged to share contact details with the services of the Ministry of Health (National Organization for Public Health).

The owner of 'Nikos & Panagiota Apartments' will be in charge of implementing the action plan in case of any suspected cases, if necessary.

## ACCOMMODATION FILE AND EVENT BOOK

For the purposes of public health protection, the accommodation must keep a full contact record of all guests staying at the 'Nikos & Panagiota' Apartments/Studios with the following: - name, nationality, date of arrival and departure, contact details (address, telephone, e-mail) - , so that it is possible to communicate with these people in the case of any COVID-19 incident.

## GUEST ARRIVAL

- For this season, the Reception Desk will be closed.
- Our clients MUST check-in prior to their arrival using an express check-in electronic form which will be provided on the next update as soon as possible.
- Check-in: 15:00
- Check-out: 9.00 - 11.00

## GUEST ROOMS

- All rooms (prior to check-in of next customer/guest) will be thoroughly cleaned and well ventilated according to the current instructions from National Organization for Public Health.
- The time duration between stays of different customers for the same apartment will be kept for a minimum of 1-day to allow sufficient time for appropriate cleaning and natural ventilation.
- Disinfection with steam cleaner on room surfaces and bathroom will be used as necessary.
- There will be non-regular room cleaning during the stay (to avoid unnecessary contact of cleaning staff with possible case and further transmission).
- For guests staying longer than 5 days, room cleaning will be provided upon request and agreement with the guest making sure that all people are absent from the room during the cleaning process and personal belongings are kept in order/ stored properly.
- Change of linen and towels will take place every 5 days (unless there is a special request from the guest). Instructions how to handle the dirty and clean linen/towels will be provided to the guest as necessary.
- Opening doors and windows for natural ventilation of the rooms daily is required from our guests.
- Antiseptic liquids will be provided in each apartment.
- Special instructions for cleaning in case of a confirmed case (according to the current instructions of National Organization for Public Health) will be provided if necessary.
- Non-residents (any friends that are not staying with you at the apartment) are NOT allowed/ not permitted to enter or visit you during your stay.

## AIR CONDITIONING

- A/C will not be operated due to the prohibition of non-recirculation of air and natural ventilation in rooms with split unit air conditioner.
- Guests will be notified for any further updates on this matter as soon as we receive additional information.

## BBQ FACILITY

BBQ for guests is located next to the main entrance gate. It will be used upon request and advanced reservation, without charge, for peoples living ONLY in the same apartment or studio.

## PLAYGROUND

The small playground within the garden is recommended to be used ONLY from kids living in the same apartment or studio.