



Welcome Back



Dear Guests,

words like health and safety have again gained great attention and importance in our lives. We at Kalypso Hotel do our part - for your HOLIDAY and our common safety. Our hearts and thoughts are with all those affected by the pandemic. The safety of our guests and staff has always been and will continue to be our highest priority.

We take great pride in maintaining the highest standards of cleanliness and hygiene. We are guided by government directives and have received "Health First" certification. We constantly keep up to date with WHO updates and Greek Health Organization recommendations to ensure the highest level of safety in our hotel. In order to protect the well-being of all our guests and our employees, we also ask you to follow the safety instructions. Your HOLIDAY with us at KALYPSO HOTEL should be restful & relaxing.

With our commitment to safety and your understanding of the safety-related adjustments in everyday hotel operations - we wish you a fantastic Summer Vacation 2021!
For more information, contact us at: info@hotel-kalypso.com.

At Kalypso Hotel, we will actively monitor and develop our safety solutions to ensure a continued focus on the health and safety of our guests and employees. We look forward to welcoming you to our hotel.

With kind regards,
Your hotel management

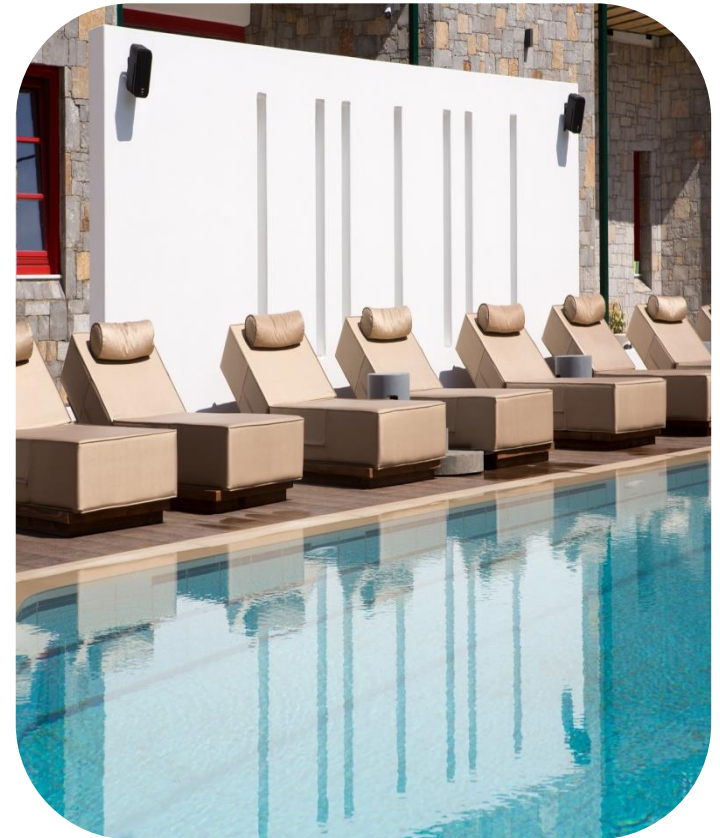
Check in and out

- Contactless check-in from 15.00, plexiglass window.
It is strongly recommended to use the electronic registration www.hotel-kalypso.com to avoid waiting at the reception.
- Contactless payment
- All key cards/keys will be disinfected.
- Check-out time at 11:00 am, plexiglass window.
Extension of check-out and check-in times between stays to allow rooms to be thoroughly cleaned and disinfected and ventilated by natural ventilation.
- Intensive staff training on the use of PPE, frequent deep cleaning and changing of equipment.
- Visible safety signage and markings are used to remind customers to keep their distance.
- Disinfection stations available throughout the hotel.



Public zones

- Signage and markings will be used to keep distance.
- Installation of antiseptic solutions are placed in all public areas.
- All air conditioning units receive extended maintenance and their filters are regularly disinfected.



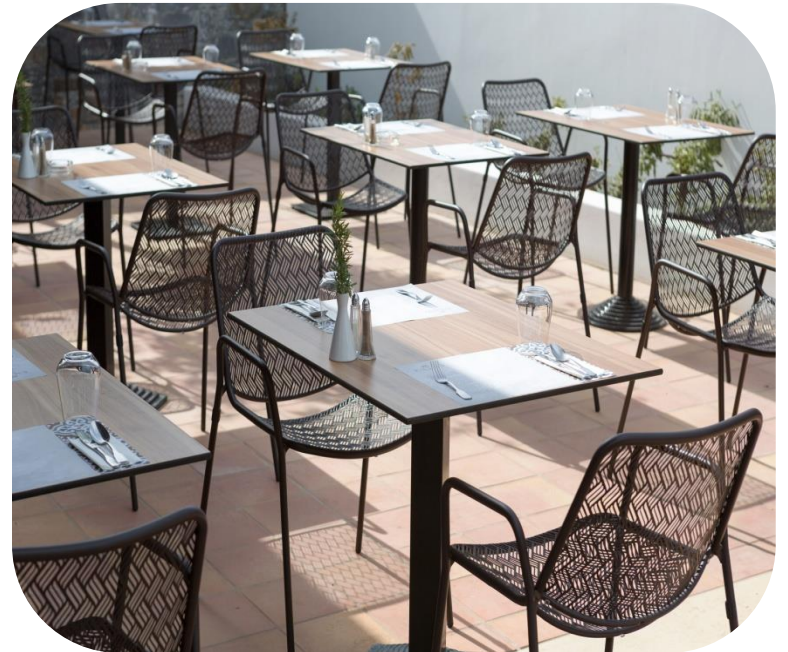
Guests Rooms

- A COVID cleaning protocol is implemented by our housekeeping who wear PPE, appropriate uniforms.
- The frequency of our room cleaning is at the discretion of our guests.
- All information in the rooms, hotel facilities, as well as the menu of our restaurant are provided digitally to our guests to avoid paper consumption and contact.
- We use the proven cleaning products of the hygiene expert ECOLAB.
- Between the stays of our guests there is a careful cleaning and very good ventilation of the rooms.
- We also pay special attention to the cleaning of "high frequency touch points" such as door handles, light switches, TV and A/C controls.



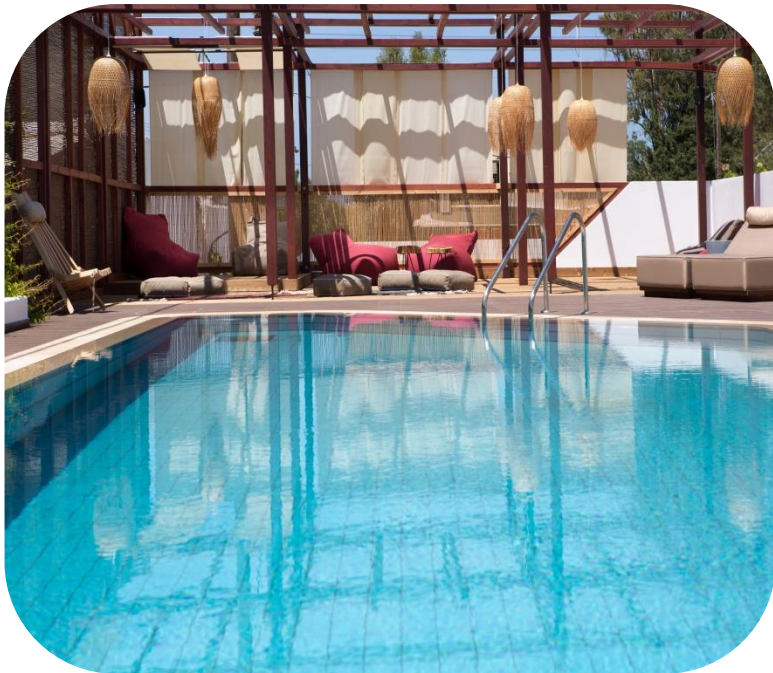
Restaurant & Bar

- The restaurant and bar manager will implement distance compliance through table spacing and seating.
- One guest per two square feet is allowed in the indoor and outdoor areas of the restaurant, café and bar.
- The maximum number of customers per table is six. In the case of a family with minors, there is no limit.
- Disinfection of tables, chairs, counters, surfaces, etc. after each use and regular airing of exits.
- The buffet will be available with increased hygiene measures.
- Hand sanitizers will be available next to the buffet.
- Signage and markings will be used to remind customers to keep their distance.



Swimming Pool

- Our freshwater pool is operated according to strict safety and hygiene protocols
- The maximum number of bathers will not exceed one person per 5 square meters of water surface.
- The arrangement of seating on the pool decks (loungers, sunbeds, etc.) will be 2 meters.
- All seats, tables, price lists and other items will be disinfected after a guest leaves and before they are used by another guest.
- Regularly a laboratory analysis plan for legionella takes place. Daily measures on water quality are checked.



- We have partnered with local private practice Covid-19 certified expert Cretan Medicare Center for any guests or staff who may be feeling unwell or have virus related symptoms.
- Our hygiene and safety plan is certified by Be Safer.
- Extensive training for our staff has been conducted and also certified.
- We work closely with the industry and health authorities to implement or reinforce hygiene and safety with the measures of the World Health Organization and the directive of the Greek State.



ΕΘΝΙΚΟΣ ΟΡΓΑΝΙΣΜΟΣ
ΔΗΜΟΣΙΑΣ ΥΓΕΙΑΣ



World Health
Organization



UNIVERSITY
OF CRETE

Action plan in the event of a Covid-19 incident

- **If a guest experiences symptoms suggestive of COVID-19 infection, the following procedure will be followed:**

The physician with whom the hotel is working will be called to evaluate the incident.

- **-If the patient requires urgent inpatient treatment and presents with a severe clinical picture, he/she will be taken to the appropriate medical department as a suspected case of COVID-19.**
- **-The patient with a mild clinical picture will remain in his room until the results of the laboratory test are reported.**
- **During this waiting period, staff will avoid entering the patient's room unless there is an important reason. If a need arises, a lodging staff member will be instructed to deal exclusively with the possible case.**
- **If the guest is confirmed as a COVID case, he or she is transferred to a special quarantine hotel and later to a health care facility that admits patients with COVID-19 if they require hospitalization.**
- **If the guest is not confirmed as a COVID-19 case, he or she will be treated on site according to the instructions of the attending physician.**
- **The patient will be transported by special private transportation.**



Please contact us for any further enquiries at:

E-Mail: info@hotel-kalypso.com

Phone: +30 28970 31012

Website: www.hotel-kalypso.com