

Villa Hacienda COVID- READY POLICY

MAY 01st 2021

Below information is based on current official instructions published by Greek Government and are subject to change.

OUR CLEANING PROTOCOLS

In-house cleaning

Enhanced in-room cleaning using covid-free certified products and cleaning in high temperatures of all bedding using steam cleaners and sanitizers.

Based on hygiene protocols and legislation, cleaning and disinfection is provided once before check in. Daily housekeeping is prohibited to avoid contact between cleaning staff and guests and thus no longer available.

Litter & dirty laundry collection will be done under certain instructions to be given upon arrival.

Public spaces

Daily disinfection of all public areas and high touch spaces during the day.

Back of the house

Thorough cleaning on high touch areas like warehouse, staff office and laundry room.

TRAINING OF OUR STAFF

Staff Training

Online and in person training of our staff members on hygiene protocols and management of potential incidents

Staff Hygiene

Every staff member complies to hygiene and safety protocols (hand cleaning, keeping distance, etc)

Every staff member, has been vaccinated against COVID-19, thermometed every morning and a coronavirus test taking twice a week as prescribed by the Greek government.

RECEPTION SERVICES

CHECK IN / OUT PROCEDURES

CONCIERGE

Reception Safety

Arriving guests will be provided with sanitizers and all necessary information about COVID-19 and local medical facilities

Check in time: 16.00 pm

Check out time: 11.00 am

Accommodation File and Event Book

- For purposes of public health protection, we keep a record of staff members and all guests staying at the resort (name, nationality, date of arrival and departure, contact details such as address, telephone, e-mail), so that it is possible to track all the people who came in close contact with an identified COVID-19 case.
- All General Data Protection Regulation (GDPR) are adhered to and all guests and staff are informed that records are kept for the protection of public health.
- The resort records and updates a Service and Events log.

MEDICAL SUPPORT FOR OUR GUESTS

According to official Government notice, we establish:

- Appointed doctor near our premises
- Official Representative for Covid-19 related incidents and health & safety procedures
- Direct communication with local/nearby medical center

FOOD SAFETY STANDARDS

Breakfast

No buffet available; a la carte breakfast option only.
Orders to be placed from the previous evening.

Food delivery

In-house breakfast, lunch and dinner delivery also available. Delivery option at specific times of your choice, non instant.

Looking forward to seeing you at
Villa Hacienda