

COMMITMENT TO SAFETY

AVRA CITY PROTOCOL

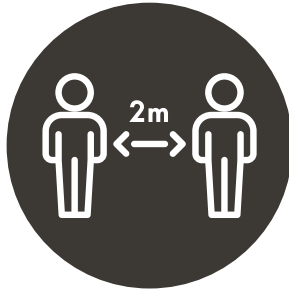


YOUR OWN SAFE AVRA EXPERIENCE

Taking into account the health & safety measures required by the new epidemiological reality that has been formed, we have adapted the operation of our Hotel with the main goals of health and safety of the people who choose to stay with us.

Our priority in this different reality will be to welcome you into a familiar and completely safe environment. That is why we have drawn up a complete operational plan within the framework of the guidelines required at national level (National Public Health Organization - EODY) and internationally (World Health Organization - WHO). Our brand as "Health First" Hotel shows exactly what its words signify: our absolute commitment to the safety of all of us.

CORE SAFETY PRINCIPLES



Safe spacing
& privacy



Touchless, secure & seamless
guest stay experience



All tested
environment



24hr
medical service



Enhanced hygiene
& experienced team
for COVID-19 issues



Personal protective
equipment & sanitation
measures

OUR PEOPLE



All employees undergo rapid antigen testing in weekly basis



Daily temperature measuring at all hotel departments



Team members trained & certified by the Medical School of the University of Crete



All employees use personal protective equipment & take sanitation measures



Working spaces adapted to ensure secure service




AVRA
CITY HOTEL

GUEST ARRIVAL

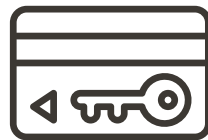
Airport transfers arranged by Avra City Hotel (only guests of the same room permitted per car or minibus, which are thoroughly sanitized)



Authentic Cretan welcome by our people



Disinfected hotel room card, delivered sealed



Reduced points of access & automatic doors ensure intact entrance



Sanitizing station & personal protective equipment available

AT YOUR GUESTROOM

Deep cleaning & thorough disinfection pre-arrival (in partnership with Ecolab and their products & equipment)



Welcome offer travel kit upon arrival (mask, sanitizing gel & wipes)



Daily cleaning & disinfection of all rooms & suites (high contact areas are fully sanitized with the use of a steam cleaner)



Steam cleaner used on fabric surfaces for sterilization



AT YOUR GUESTROOM

A/C cleaning & disinfection



Fresh air circulation
daily

Rigorous A/C
filter cleaning
upon every room change

Check in/out times modified



For the most effective
disinfection & cleaning
of the rooms,
the arrival & departure
times have been modified

Check-in: 15.00 pm
Check-out: 11.00 am

Housekeeping staff protection

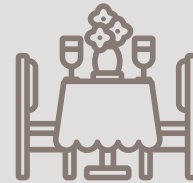


Cleaning staff protected
by single use personal
equipment, replaced
between room cleanings
(face mask,
disposable gloves,
full body apron)

RESTAURANT & BAR



Seating & dining areas are sanitized after every use



Required space distance between tables

Sanitation of all food & beverage facilities

Personal protective equipment & sanitizing stations available for guests



Guests may serve themselves at the buffet using face mask & disposable gloves

PPE is provided to all F&B staff members

PUBLIC AREAS & DEPARTURE



Continous ventilation
in all indoor areas
& lounges



Hand sanitizers
are available
in all common areas



Special floor markings
inform about safe distancing
where & as required



2 people maximum safety capacity
in elevators, excluding families
& people staying in the same room
(elevators are constantly disinfected)



Check-out in advance
(transfer details can be sent
to your email)



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