

**WHITE OLIVE ELITE HOTEL
HEALTH AND SAFETY PROTOCOL**

Dear Guests,

Complying as a tourism business with the prescribed health protocols and consider the standards and the specifications of our accommodation, we inform you that the protocol of the **White Olive Elite Hotel** is as follows:

1st: Action development plan and a suspected case management plan.

Definition of coordinator to oversee its implementation and controller for each subsection. Definition collaborating physician Doctor who will visit the Hotel and monitor the control and prevention procedures. He will provide instructions to both staff and Hotel Guests when requested, will examine, and communicate with NATIONAL PUBLIC HEALTH ORGANIZATION (NPHO). He will oversee the Covid-19 tests. He will supervise the observance of the quarantine where it is established and will cooperate with the secondary health care provider of Zakynthos (General Prefectural Hospital of Zakynthos - Agios Dionysios which also has an intensive care unit) as well as with the reference hospital for Covid-19 University Hospital of Rio-Patras.

Ability to perform in collaboration with the hospital of Zakynthos and the NPHO molecular COVID - 19 tests (PCR) after taking a nasopharyngeal sample by our trained doctor. The medical expenses are covered by the client and with the legal documents will be transferred to the expense of their insurance company.

They will be available in public places announcement on a stand, of the contact number of the Doctor 24/7.

Note: If a Guest is considered by the Hotel coordinator to be a suspect in a covid-19 case, he or she must temporarily be placed in solitary confinement in his room and examined by the competent doctor, following his instructions faithfully.

2nd: Training of staff in the observance of all protocols both with e-learning and training with physical presence. Additional staff training in the proper use of PPM personal protective measures (face protection, masks, protective glasses, gloves, uniforms, aprons, disinfectants and soaps). Training of staff in the process of daily temperature monitoring of the visitors and evaluating suspicious symptoms of a possible case. There is also certification for the above staff training.

3rd: Marking and mandatory observance of the basic measures to avoid transmission of the virus:

Careful and regular hand washing, avoidance of handshakes, keeping distance, avoid contact of hands with eyes, nose and mouth. Providing individual protection measures for staff and Hotel Guests from the accommodation.

An accommodation file will be made with a mandatory customer report of all persons staying at the Hotel with the details specified in the form which will be preferably completed electronically complying with the Covid-19 rules. According to the general regulation on personal data protection, we inform all our customers that the observance of this file is for reasons of protection of public health. Additionally, event books will be composed.

4th: The Hotel website will be updated with a special section on Covid-19 , and the information will be available within the accommodation:- in public TVs areas, room TVs, information signs at the entrance of all public areas and printed information at reception .

Reception Protocol

Checks will be made of all people entering the Hotel as the entry of non-residents of the Hotel is not allowed by law. It is strictly forbidden for Hotel Guests to carry anything (food, drinks, etc.) except for their personal belongings. Floor signs for the social distancing (2 meters). Antiseptic solution will be installed at entrance of the Hotel and reception. Reception furniture will be arranged with position marking. Information board (BANNER) with basic health instructions in Greek, English, French, German and Polish. Our policy is to properly manage the queue in order to reduce the waiting time and avoid overcrowding. Based on the health protocols for Coronavirus, check out and departure from the Hotel is 11:00 am and arrival at the Hotel after 15:00 pm. The employee who will welcome the customers, will take their temperature upon arrival and selectively during their stay. The receptionists will not be in contact with the Hotel's customers and will keep their distance from each other, observing the PPM personal protection measures (mask and gloves). Placing a polycarbonate divider in the reception. Disinfecting of room magnetic keys. The necessary PPM equipment will be available to Guests. Guests must carry their luggage on their own, in order to avoid a possible outbreak or spread of infection to the Hotel staff. The use of the luggage storage room will be closed to the public to avoid any possible spread of infection to personnel or occupants. Use of elevators only for luggage transportation and in special cases (disabled). Disinfection of the reception area with steam cleaners at regular intervals. The reception will be equipped with a special medical kit for the Covid-19 and laser thermometers.

Strong recommendation to Hotel Guests to use the TV in their room or their room phones to communicate with the reception. In the case that this service is not possible in the above way and their physical presence is required, in order to avoid the overcrowding in the reception area, a telephone appointment should be made.

Cleaning program and disinfection of all common areas and rooms with full compliance with the relevant instructions of NPHO. Special cleaning instructions in case of suspected Covid-19 case. Reinforcement of sanitary services in all public areas and especially in high risk areas (eg door handles).

It is forbidden for customers to switch between seats and sofas in public areas before the necessary disinfection is performed by our certified staff. Disinfected furniture will have a special sign.
The Hotel library as well as the Business Center will be out of order, applying the health protocol.
Opening of doors and windows for natural ventilation of common areas on a 24-hour basis.

Lobby Bar Protocol

Proper arrangement of Lobby Bar furniture with the corresponding signs. Floor marking for social distancing. Polycarbonate separator in the bar. Disposable utensils that must be disposed of in special bags with special markings.

Customer service will be provided by the staff and self-service will be abolished. The staff will be provided with PPM. Station with antiseptic solution for hands.

Cleaning and disinfection program of all common areas and rooms with full compliance to NPHO instructions. Special cleaning instructions in case of suspected Covid-19 case. Reinforcement of sanitary services in all public areas and especially in high risk areas (eg door handles). It is forbidden for customers to switch between seats and sofas in public areas before the necessary disinfection is performed by our certified staff. Disinfected furniture will have a special sign.

It is forbidden to move any personal items and to leave them in public places.

Public spaces

Strong recommendation to our customers to use the toilets in their rooms. For the protection of the Hotel staff and residents, the toilets of the reception and the swimming pool will remain open. It is mandatory to flush the toilet with the lid closed

Children Corner

The Children Corner will remain closed for the safety of the Hotel staff and Guests based on the health protocols of NPHO

Gym

The gym will be used by appointment per room or per family.

It is forbidden for Guests to enter the gym, before disinfecting the area and placing disinfection signs.

For the use of the gym, the Guests are required to use PPM (gloves, masks, disposable shoe covers).

The use of the gym will take place under the responsibility of the Guest.

SPA

You are not allowed to use the jacuzzi or sauna.

Massages will be made by appointment. PPM will be used by staff. Antiseptic solution will be providing at the entrance of the spa. Mandatory cleaning with shampoo and shower gel before and after each treatment. Use of special disposable coverings for massage beds.

The use of Guest's towels is prohibited, only towels provided by the Hotel will be used. Guests clothing will be placed in special clothing cabinets. It is forbidden for Guests to enter in the spa before disinfecting the area and placing disinfection signs.

Kitchen - Storage space

Observance of HACCP. PPM compliance. Keeping Distances.

Restaurant

The restaurant has natural ventilation and lighting. The spacing of the restaurant is designed based on the instructions of NPHO on distances between table seats. The Hotel will not use fabric tablecloths, placemats and towels, but will use disposable. Restaurant staff will use PPM. Strong recommendation to Hotel Guests to comply with information by the restaurant's authorized employee about the availability for the time they wish to have breakfast, lunch and dinner. Disinfectant hand solutions at the entrance of the restaurant. The Guests must enter the marked safety distances at the entrance of the restaurant where the waiter will receive them and lead them to the pre-arranged table seats per room or family (maximum number per table 6 people). Mandatory compliance with the pre-determined service plan of the Guests in the restaurant as made by the company. Your order of service will be given to you upon entering the restaurant. Depending on the order of service, the waiter will accompany you to the buffet area. The service of drinks/soft drinks will be done by our certified staff. Salads, fruits, sweets will be offered in individual disposable packages on the table of each Guest. At the buffet the Guests, will be led by the waiter based on the order of priority of their table. At the entrance of the buffet they will have to disinfect their hands. The dishes will be served at the buffet by the waiter depending on the choices that the Guest will show him. At the end, the dishes with the Guest's choices will be placed on their table by the waiter. For Guests who want to go back to the buffet, it is forbidden to use the plate that has already been used. The Guest will come to a specially marked place, where his order will be executed by the authorized waiter.

Pool bar - Pool

The layout of umbrellas, sunbeds, tables and chairs in the pool and pool bar is in line with the NPHO health protocol and their movement is prohibited. The food and beverages will be served by the waiters upon order of the Guests in a disposable package.

It is mandatory to bathe the body with a shower gel and shampoo in the pool showers every time you enter and leave the pool. Before entering the shower there will be a disinfectant solution with mandatory use. After each change of occupant on the sunbed / table, disinfection will take place. It will not be allowed to use a sunbed / table without the appropriate indication that it has been disinfected. Towels for the pool will be provided by the pool staff and the occupant cannot use it elsewhere. Continuous control of chlorine levels and PH with continuous measuring and recording as needed. Observance of a protocol for legionella with the extension of the protocol for covid-19 (E.S.G.L.I.).

A la Carte Restaurant

The restaurant has natural ventilation and lighting. The space of the restaurant is designed based on the instructions of NPHO on distances between table seats. The Hotel will not use fabric tablecloths, placemats, and towels, but will use disposable. Restaurant staff will use PPM. Strong recommendation to Hotel Guests to be informed by the restaurant's authorized employee about the availability for the time they wish to have their dinner. Disinfectant hand solutions at the entrance of the restaurant. Residents have to keep a safe distance at the entrance of the restaurant where the waiter will greet them and lead them to the pre-set tables - seats per room or family (maximum number per table 6 people). Mandatory compliance with the pre-determined service plan of the Guests in the restaurant as made by the company.

Housekeeping

Meticulous cleaning and very good ventilation of the room during the hours they mediate between accommodations according to NPHO instructions. Abolition of daily change of sheets and towels as well as evening preparation. There will be a sign for the Guests information about when and how your room was cleaned. Your presence and contact with staff during cleaning of your room is prohibited. The cleaning staff will bring the appropriate PPM. The air conditioning of the room also works with open balcony doors for the adequate ventilation of the room. It is forbidden to remove the protective cover of the room's remote controls. It is not allowed to move from room to room of Guests who are not members of the same family. Supply of kettle-coffee machine at the request of the Guest.

We wish you a good stay at the Hotel and on our beautiful island. By fully complying with the Hotel's prescribed protocols we ensure a safe and comfortable stay for everybody.

WHITE OLIVE HOTELS MANAGMENT