




CIVITEL[®]
Akali



“Civitel SafeStay” Plan

In Civitel Hotels & Resorts, our primary goal is to ensure a safe and welcoming environment for both our guests and employees, and now, more than ever, we are determined to protect you and your beloved ones to the highest extent.

For this reason, we have immediately complied with all guidelines and directives by the World Health Organization and the Greek government, regarding the decontamination and sanitation of our property, due to COVID-19 outbreak. Moreover, we have established adequate hygiene protocols, safety methods and operation procedures that respect social distancing and guarantee a safe hospitality experience for all our guests.

Front Office & Public Areas

- Check out time: 11:00 / Check in time: 15:00
- Credit card as a payment method instead of cash will be reinforced
- Simple & fast check-in / check-out procedures
- Individual hygiene kit (upon request)
- Increased cleaning & disinfection across all high-volume touchpoints & all exposed surfaces
- Guest-accessible disinfecting dispenser at entrances & high traffic public areas
- Social distancing specifications in lobbies, elevators, public bathrooms, restaurant and pool
- Health and hygiene reminders throughout the property, including the proper way to wear & handle face masks and hand washing

Guest Rooms

- Enhanced cleaning and disinfection across top 10 high-touch areas, including light switches and door handles
- Reduced paper amenities (like pads & guest directories)
- Alcohol-based hand rub available in every room
- Linen/Laundry: All bed linen & towels will be changed upon guests' requirements and washed at a high temperature in accordance with NPHO guidelines.

Food & Beverage

- High standards of food safety - following HACCP protocols and strict personal hygiene policies for our team members
- Room service strongly suggested to guests
- À la carte breakfast

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Swimming Pool

- Operation time: 11:00 – 18:00
- Disinfection of lounge chairs and sitting areas will take place after each sitting.
- Sunbeds will be in-group of 2, respecting social distancing (2 m. away from each other).
- Maximum capacity of 5 people swimming at one time

Meeting Spaces

- Enhanced cleaning & disinfection in all meeting rooms & private halls
- Alcohol-based hand rub available inside and outside every meeting room & private hall
- GDPR compliant list of participants per meeting, kept in file up to 20 days, according to protocols & policies Δ1α/ΓΠ.οι. 40381/27/06/2020 set by the Greek Ministry of Tourism
- Operation with reduced occupancy per meeting room & private hall
- Implementing social distancing through table spacing and guest seating
- Mandatory use of mask inside every meeting room & private hall
- Coffee & lunch breaks served outside every meeting room & private hall
- Pads & pens available only upon request

Staff members

- Enhanced Team Member safety and well-being with enhanced on-going briefings, training and protocols on how to respond promptly and report all cases of Covid-19 in our property.
- Individual hygiene kit (mask, gloves & hand sanitizer) for employees
- Front line staff members are required to wear a mask while on duty
- Employees are instructed to stay home if they do not feel well.
- Activation of medical team to provide around-the-clock assistance but also act swiftly should we be alerted to a case of Covid-19 in our property

Awareness campaign

- Health & hygiene along with safety measure signs throughout the property

Civitel Akalis's rooms and public spaces are cleaned and disinfected by certified hygiene devices from “Ygeionomiki Kritis” company.

Should you need more information about safe travel and important news about Covid-19 in Greece, please visit <https://eody.gov.gr/en/>