



**CIVITEL®**  
Creta Beach





# **“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
- All key cards will be sanitized & placed within the key card folder
- Social distancing specifications in lobbies, public bathrooms, restaurants, bars 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
- Civitel SafeStay Room Seal to indicate that guest rooms haven't been accessed since they were cleaned
- 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.

## Swimming Pool

- Operation time: 10:00 – 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 40 people swimming

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## Food & Beverage

- High standards of food safety – following HACCP protocols and strict personal hygiene policies for our team members
- Intensified cleaning & other changes to buffets & bars
- All surfaces and furniture will be cleaned & disinfected after each service & sitting
- Seating capacity will be reduced, and tables will be arranged to allow a maximum of 6 persons, respecting social distancing
- Buffet & A la carte restaurants will be re-organized and managed by our staff. Self-service is not permitted
- Room service is available 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 Creta Beach's rooms and public spaces are cleaned and disinfected by certified hygiene devices from “Exygiantiki” company.

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