



OPENING ANNOUNCEMENT – JUNE 2020

Dear guests,

We are happy to announce that *Hotel Du Lac & Casa Mia Apts* start all operations again, following a very specific hygiene/cleaning protocol, in accordance with the National Public Health Organization (NPHO) guidance, and World Health Organization (WHO) guidance, in order to ensure a safe stay.

We will continue to monitor the situation closely to ensure the safety of all partners and guests, and will update this communication according to the latest guidance.

Below you will find useful information about the good practices we follow, as well as information and recommendations during your stay.

1. Safety comes first

The safety and security of our guests, partners, and team members, remains our highest priority. We are doing our best to prevent the spread of the novel coronavirus SARS-CoV-2, and ensure a cleaner and safer stay during the current situation. For this reason, we have adopted appropriate health and hygiene standards following closely the current regulations of the local public health authorities:

- In order to ensure all appropriate cleaning and disinfection procedures, as well as the adequate natural ventilation of our guest rooms, check-out is strictly up to 11h00, and check-in is set after 15h00.
- Disposable hand sanitizers, gloves and face protection masks can be found at key areas, such as at the front desk, lobby and elevator entrances.
- Our staff is best trained on all the required safety and hygiene standards and follows the appropriate regulations by the local authorities making use of all required safety measures (keeping physical distances, wearing face masks whenever needed, washing hands regularly etc.)
- Our staff will inform you about all the measures taken in order to ensure a safer stay, and will provide you with all additional information regarding the local health-care providers, pharmacies etc.

- For more protection electronic/contactless payments, as well as the usage electronic receipts are highly recommended.
- Avoiding using the elevator whenever possible is also highly recommended.
- We have adopted rigorous cleaning and hygiene protocols for our guest rooms and all public areas with increased cleaning frequency, and extra disinfection of high touched areas, such as door handles, light switches etc.
- Bed linens and towels are taken care of by our certified external laundry partner with a special hygiene treatment.
- For public health reasons, we are obliged to keep a logbook of all our guests, taking into consideration the General Data Protection Regulation (GDPR).
- According to the regulations the entrance of non guests in our rooms is strictly prohibited.
- *Hotel Du Lac & Casa Mia Apts* are prepared to follow a special hygiene protocol, in case suspicious illness associated with COVID-19 occurs among guests. Guests experiencing COVID-19 symptoms are requested to stay isolated at their room until further actions are taken. In order to handle a potential infection, we are in contact with special health-care providers and local authorities.

2. General information regarding cleaning services of guest rooms

For your protection we have adopted special hygiene protocols for our cleaning services according to the local public health authority's regulations:

- Our trained staff follows, and applies all required safety and hygiene standards, making use of all required safety measures (keeping physical distances, wearing face masks whenever needed, washing hands regularly etc.)
- After check-out, the room is sufficiently naturally ventilated, while the filters of the air conditioning system are disinfected.
- Highly touched surfaces and spots, such as door handles, light switches etc. as well as the room keys after check-out are thoroughly disinfected. For remote controls, in particular, disposable clean films are applied for more protection.
- Fabric surfaces, as well as specific bathroom surfaces are disinfected making use of high temperature steam disinfectors.
- Surfaces, where this is not applicable, are disinfected with suitable alcohol/ chlorine-based solutions.
- Changing of used bed linens and towels takes place every three days during your stay, in accordance with NPHO guidance.
- Our external certified laundry partner follows all appropriate hygiene measures.
- To mitigate physical contact, paper amenities such as flyers etc. have been removed from inside the rooms.
- In case of a suspected or confirmed case of COVID-19, special hygiene protocols are followed according to the regulations for the cleaning of the room.

3. Guest recommendations

We thank you for your understanding regarding the required adaptations in our services, and we kindly ask you to support the undertaken measures, and contribute yourself to ensure public health. Please follow the recommendations below:

- Please respect physical distancing in the communal areas of the whole establishment, following the signage and floor markers.
- Please follow closely the recommendations regarding respiratory and hand hygiene. We encourage the usage of sanitizers and other provided protection means.
- Frequent natural ventilation of your room is highly recommended.
- We strongly encourage you to use the stairs whenever possible. The elevator should be used only if needed and sharing among users who do not share the same room, should happen under no circumstances.
- Gathering of more than 7 people in our lobby is prohibited according to the current regulations.
- For more protection electronic / contactless payments as well as the usage of electronic receipts are highly encouraged.
- According to the regulations, the entrance of non guests in our rooms is strictly prohibited.
- Check-out must strictly take place up to 11 a.m. If you wish to make daily use of the room, the reception should be notified well in advance to ensure room availability, as long as of course this is possible.
- In case during your stay you are feeling ill and/or develop symptoms associated with COVID-19, or you have recently been in contact with an infected person, you are explicitly requested to notify us as soon as possible. You should remain isolated in your room, until further actions are undertaken. In case you must leave the room for important reason, you must follow the regulations and take every precaution possible, in order to ensure the public health safety. You have to strictly keep physical distance of 2 m from everyone and wear a face protection mask and disposable gloves as well as to comply with all hygiene standards.
- Upon departure, if you develop symptoms associated with COVID-19, or obtain a positive test result for COVID-19, you are explicitly requested to immediately notify us, within 14 days following departure.