



At Tigaki's Star Hotel safety is our utmost priority. Together, we take responsible actions to stop the spread of COVID – 19 in order to protect our people and our guests and at the same time to offer, as always, a unique and enjoyable experience.

Below you will find the safety procedures of our hotel in order to provide a safe guidance on the COVID – 19 situation.

We are looking forward to welcoming you to Tigaki' s Star Hotel.

ACTION PLAN 2022

HEALTH AND SAFETY MEASURES

We take pride in maintaining the highest standards of cleanliness and hygiene within our premises and operate in accordance with the recommendations by the World Health Organization (WHO) and the Greek Government guidelines.

OUR TEAM

A coordinator has been appointed to supervise the implementation of the plan and is responsible for each particular department.

The **staff has been trained in abiding the protocol**. Each staff member must strictly adhere to the basic protection measures against COVID-19: following hand hygiene, physical distancing by customers and other staff, in all workspaces, hotel areas and avoiding to touch the face and keeping a good personal hygiene (covering mouth while coughing and sneezing, frequent hand washing, etc.).

It is recommended that staff stay at home and seek medical attention if they experience symptoms related to the disease, notifying the health care provider of the accommodation.

We operate according to the certification from Hellenic chamber of hotels "**Health First**".



RECEPTION/LOBBY AREA

Mandatory extension of duration of check-out and check-in times between stays (**check out by 11am and check in from 3pm**) so that rooms can be thoroughly cleaned and disinfected and aired out through natural ventilation.

We advise our guests to keep **1,5 meters distance** from the person next in line while approaching any indoors help-desk (reception, bar, buffet).

Hand sanitizer is available in all common areas and we encourage frequent use for staff and guests alike. Masks are available upon request. Infrared thermometer is available at the front desk to conduct temperature checks for our guests and employees upon request.

Disinfection of key cards.

Frequent cleaning and wash down of outdoor and high touch locations, including **walkways, staircase, elevators**.

Collaboration with a Doctor 24/7 to provide special care to our guests **and** special equipment (medical kit).

The guest must follow and respect the property's health care policy, follow all personal protection measures while being in shared spaces of the hotel. The property maintains every right to cease any guests' stay, should it be discovered that the guest does not abide by the following rules.

VISITING GUESTS/FRIENDS OF OUR GUESTS, WILL BE ALLOWED WITH PRIOR NOTICE AND COMMUNICATION WITH OUR RECEPTION



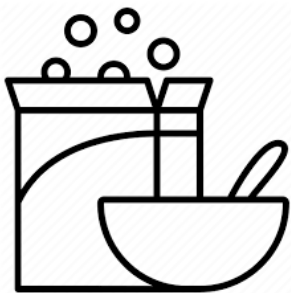
CLEANING & HOUSEKEEPING

There will be a daily deep cleaning of rooms during the stay of guests, except Sundays. There will be change of towels and bedding, taking all measures in accordance with the regulations and instructions of EODY.

All the laundering is being done by the property and our staff.

A/C cleaning and disinfection.

Disinfection of the TV and air conditioner controls.

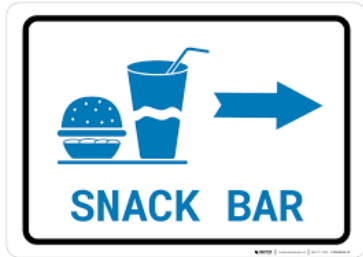


BREAKFAST

The breakfast is served in self-service buffet, by wearing face masks and using hand disinfectant as supervised by staff, from **07:00 till 10:00 a.m.**

A mask must be worn when not seated, but can be removed at the table. Hand disinfectant should be used at the buffet before serving.

We provide outdoor sitting areas. Tables and chairs are disinfected after use.



SNACK BAR

The pool bar is open from **11:00-01:00** and the kitchen is open from **11:00 till 20:30 p.m.**



POOL

Shower before and after using the pool is obligatory every time you use the pool.

Proper operation, maintenance, and disinfection of pool as decreed by law.



GUESTS

Stay safe with us. We have taken care of every small detail in order to keep you safe.

Please be with us.

Wearing a face mask and using hand disinfectant during the breakfast is obligatory for our employees and our guests.

Please respect the distance markings in the lobby and in all public areas in case there is a waiting time.

Maintain social distancing at all times.

Wash and disinfect your hands frequently. Keep your hands disinfected when you are in public areas.

Avoid touching eyes, nose & mouth.

Cover your mouth & nose of your sneeze or cough.

In case you are not feeling well, stay in your room and call the reception.

Doctor on call 24/7, Reception 24/7



USEFUL TELEPHONES ON KOS:

Emergency Telephone Numbers:

General hospital of Kos: (+30) 22420 22300, (+30) 22420 54200,
(+30) 2242360200

National public health organization (EODY): (+30) 210 5212000

Emergency Police Service: (+30) 22420 22100

Tourist Police: (+30) 22420 26666

Fire Department: (+30) 22420 22199

Airport Reservations Dept: (+30) 22420 51567

Port authority:

Kos: (+30) 22420 26594

Transportation:

Inter City Bus (KTEL): (+30) 22420 22292, (+30) 22420 20263

Taxi Station of Kos (24 hour service): (+30) 22420 22777, (+30) 22420 23333

Inner City Bus (DEAS): (+30) 22420 26276



TIGAKI KOS – GREECE TEL: 22420 69541-2, 69941 – FAX: 22420 69047

e-mail: tigakisstar@gmail.com

Illustration of a person relaxing in a lounge chair by a swimming pool, surrounded by tropical foliage and flowers. The text "health first" is prominently displayed in white on a dark blue background.

Illustrations by Gabriella Mesouraki

health first

HELLENIC REPUBLIC
Ministry of Tourism

**SAFETY PROTOCOLS
ARE IN PLACE**
WE FOLLOW GOVERNMENT GUIDELINES

CREATING A SAFE
ENVIRONMENT FOR
YOUR VISIT