

Dear valued Guest,

We would like to express our cordial thanks for your continuous loyalty and support throughout our course, and particularly during these uncertain times. We have always strived to ensure a safe and welcoming environment for both our guests and us, and now, more than ever, we are determined to protect you and your loved ones to the highest extent.

For this reason, we have immediately complied with all government directives regarding the decontamination and sanitation of our guesthouse. We shall remain vigilant, monitoring and immediately responding to this situation as needed, whilst making every preparation to welcome you back to Tigaki's Star on **01.07.2020**.

Our beautiful island will be here well after these challenging times are over, and we are looking forward to welcoming you soon to Kos, for an amazing hospitality experience, just as we always have. Please stay safe, we are sure that happier times are coming.

Warm Regards,

Tigaki's Star Hotel

NEW 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.

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 **two (2) 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

The daily cleaning of rooms during the stay of guests will be avoided (this is for housekeeping staff to avoid coming in contact with possible cases and to prevent further transmission). Upon your arrival, you will have to declare whether you would like to have your room cleaned and how often.

Upon request the change of towels or 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.

Removal of the immaterial objects (pillows, bedding) from all rooms and multi-purpose items such as menus, magazines, etc. Extras are supplied upon request.

A/C cleaning and disinfection.

Installation of a disposable cover on the TV and air conditioner controls.

BREAKFAST-SNACK BAR

The breakfast will be served at the buffet from our staff behind sneezed guards from **07:00 till 11:00**.

The pool bar will be opened from **11:00-24:00** and the kitchen will be opened from **12:00 till 20:30**.

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.

Number of swimmers as decreed by law, 50 guests.

Disinfection of lounge chairs after each sitting.

Arrangement of sun beds and furniture in order to maintain social distancing.

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 shield is obligatory for our employees.

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



