



HERONISSOS GROUP
Hotels & Resorts



2021 PROTOCOLS MISSION STATEMENT AGAINST COVID-19

IMPORTANT NOTICE:

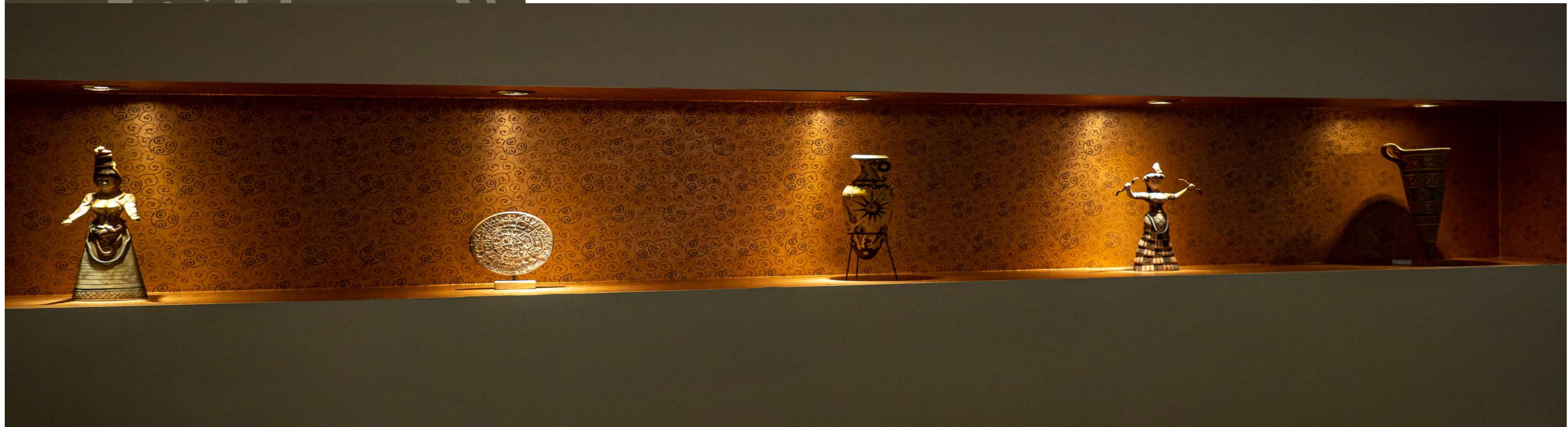
THE RULES AND MANDATES BELOW, ARE SUBJECT TO SUDDEN CHANGE SO WE'RE UPDATING THIS PAGE WITH RELEVANT INFORMATION SOURCED FROM THE GOVERNMENT AND TOURIST BOARDS. AIRLINES MAY HAVE ADDITIONAL REQUIREMENTS. WE RECOMMEND YOU ALSO CHECK DETAILS ON YOUR DESTINATION'S IMMIGRATION WEBSITE AND PURCHASE TRAVEL INSURANCE COVERING FLIGHT CHANGES/CANCELLATIONS, UNPLANNED QUARANTINE, CORONAVIRUS TREATMENT, ETC.

1

CHECK IN & OUT

New check in time at 3pm and check out time at 11am.

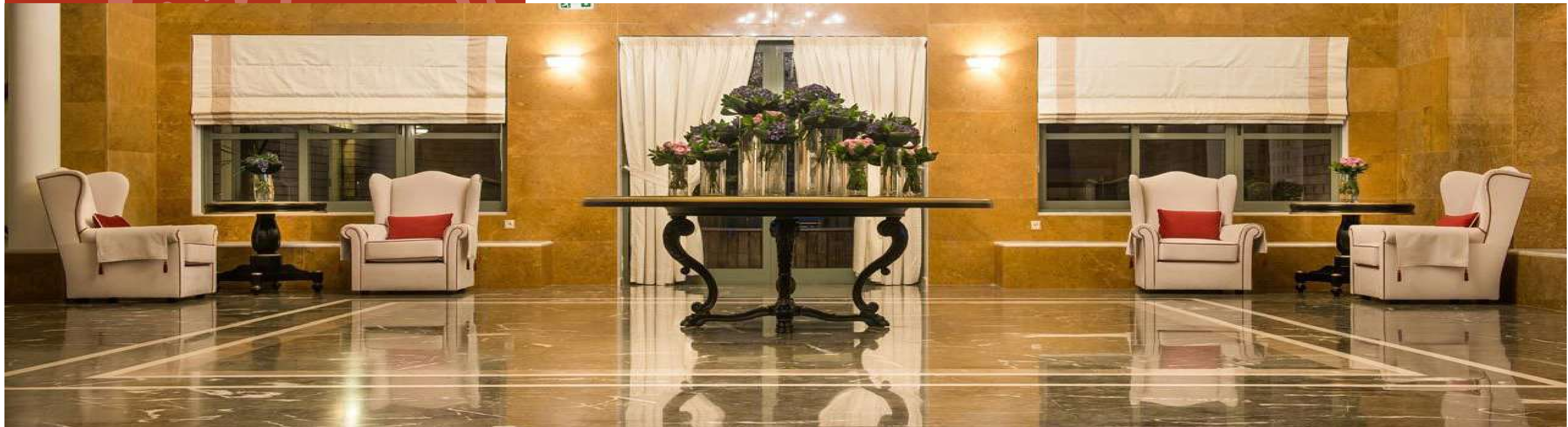
- Comfortable check-in procedures with safe distances, plexiglass placement at the reception & staff PPE.
- Contactless payments available.
- Disinfection of all equipment such as room keys and POS.
- Sanitizing stations available throughout the resort Visible safety signage.
- Intensive staff training on PPE use, frequent deep sanitation and change of equipment, such as worn masks.
- The use of the protective face mask is mandatory, when entering enclosed or partially enclosed public spaces.



2

PUBLIC AREAS

- We have intensified the frequency of deep-cleaning and added a disinfection procedure of all common areas, public spaces, guests rooms and back of house areas, with an emphasis on high-contact, hard surfaces areas such as front desk check-in counters, door handles, restrooms and dining surfaces.
- Additionally, we have rearranged our furniture throughout all common areas and back-of-house to allow for increase spacing.
- An enhanced number of sanitizing stations are available throughout our public areas.
- Airy spaces, with fresh air circulating in all indoor spaces and common areas.
- All A/C units are supplied with 100% fresh air and receive an enhanced maintenance and their filters are regularly disinfected.
- Exhaust ventilation systems -24/7 - of restrooms. All rooms can also be accessed via staircases.



3

GUESTS ROOMS

- An enhanced cleaning protocol is implemented by our Housekeeping (who wear the required protective equipment).
- We use the approved cleaning products from global hygiene expert Diversey®.
- Hand sanitizers are available in all guests rooms.
- All A/C units receive an enhanced maintenance and their filters are disinfected before every arrival.
- The frequency of our room housekeeping service is at our guests' discretion, every second day is recommended by the National Public Health Organization.
- Our bungalows and rooms are eliminated of all reusable print material.
- All in-room information, have been removed and will be handed in upon arrival.
- Laundry service is available. Guests will be required to contact the reception to place their request.



4

RESTAURANTS & BARS

- A rearranged seating layout has been implemented at all our F&B outlets.
- Frequent disinfection of all high-touch surfaces after each reservation.
- Staff is wearing PPE.
- Guest hand sanitizing stations located at all venues. Visible safety signage.
- Digital menus, available via QR codes or our tablets.
- Contactless payment options available.
- Our buffets is available for all the guests. Before entering the buffet area PPE wearing will be needed by our guests.
- Cutlery and tableware are replaced upon every service.



HERSOTELS GROUP F&B MAP 2021

BARS & RESTAURANTS ACROSS OUR HOTELS & RESORTS IN ALPHABETIC ORDER



5

WATER AREAS

- Our outdoor pools will be operating, following strict safety & hygiene protocols.
- Water quality controls in place.
- Safe distance of 2 meters between each set of sunbeds.
- Visible safety signage.
- Sunbeds are sanitized after every use by our Hygiene and Sanitation staff.



6

STAFF HEALTH-CARE MEASURES

- All employees will have their temperature checked before commencing their shift, as well as suppliers before entering our premises.
- Our guests will have their temperature checked upon arrival.
- Moreover, a designated hotel supervisors team, who receive an on-going training, supervise the procedures constantly.
- Our employees have been trained and received accreditation certificate by the medical school of the University of Crete. Clear instructions on how to respond promptly and report all cases of COVID-19 on property are in place. Employees are instructed to stay home if they do not feel well.



- We are working closely with industry and health authorities on implementing our thorough hygiene and safety plan in accordance with World Health Organization measures, the Greek State directive.



7

GUEST HEALTH CARE

What happens if I begin to feel unwell during my stay?

- If you or anyone of your family members feel unwell or experience virus related symptoms, please stay in your room and call the Front Office the soonest possible.
- Our private medical Covid-19 certified expert are available 24-hours to aid our guests.
- An emergency contingency plan is in place.



8

FITNESS

- In our fitness areas, we continue to offer a comforting and enjoyable experience to our guests and a safe workplace for our employees.
- Social distancing measures embedded in all fitness services for guest protection, including surface areas. Surfaces are thoroughly treated with hospital -grade disinfectants and cleanings are conducted with increased frequency.
- Shared tools and equipment is sanitized before, during and after each shift or anytime the equipment is transferred to a new service professional.
- Shuttle services to the city of Hersonissos & beach have been cancelled due to limitations that apply on recommended social distancing and safety standards.



9

BEACHES

With Crete's wonderful warm summer temperatures, no holiday would be complete without a dip in the sea. In order to ensure your safety as you enjoy our facilities, we have introduced stringent health and hygiene measures:

- Clean sunbeds - sunbeds will be disinfected after each use and you will have the possibility to reserve your own sun-lounger for your unique personal use, for the duration of your stay. Sunbeds in beach and pool areas will be set out with regulated distances between individual beds and parasols, in order to respect strict social distancing standards.

- Unlimited towels – there will be an unlimited number of fresh, clean towels available to our guests at all times.

* All the above statements do not apply to Hotels that don't provide a private beach in their premises.



10

SHOPS & MINI MARKETS

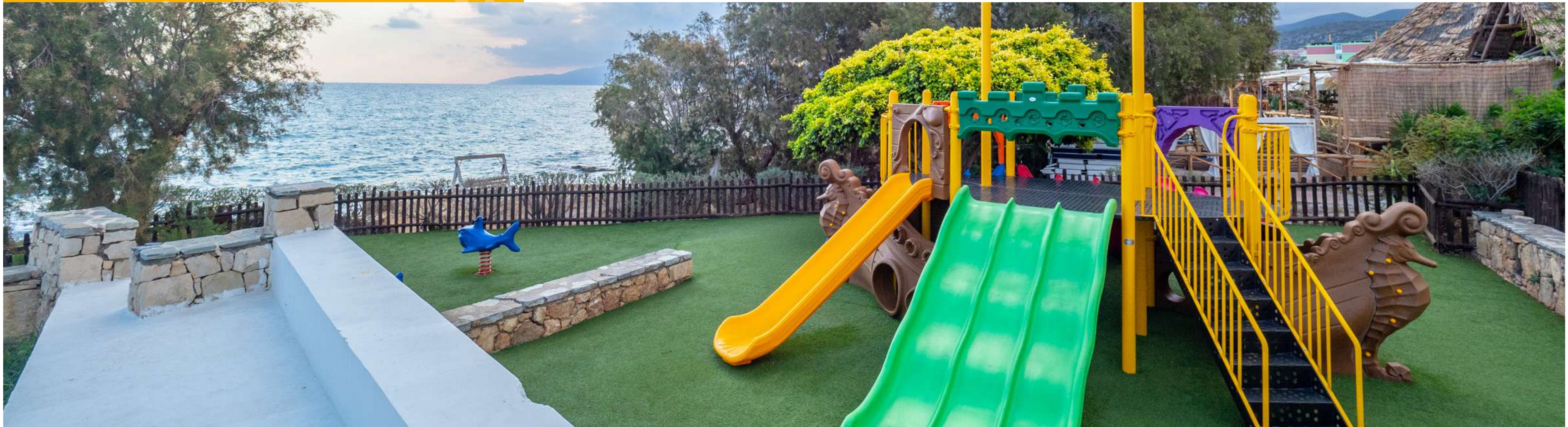
- Please do bring that extra suitcase - a cluster of stylish boutiques will definitely be open for business. To further enforce that sense of exclusivity, we will only allow one guest inside a store at any one time.
- You can also use our online boutiques eshop.abaton.gr



1 KIDS

Due to Covid-19 restrictions we will be unable to open our kids playroom or run our usual range of family activities.

Fortunately, the whole family can enjoy public and private pool areas, or have fun swimming in the sheltered sea or sun-bathing on the beach.





HERONISSOS GROUP
Hotels & Resorts

For questions please contact us at : info@hersotels.gr

GR 70014 • P.O.BOX 64 • Hersonissos • Crete • Greece
www.hersotels.gr