



## HEALTH PROTOCOLS FOR BUSINESS OPERATION

Kardamili Villas following the instructions of the National Public Health Organization, is implementing the following operating protocol for the protection of workers and visitors by Covid-19.

### Guest reception

- To maintain distances, the hotel will incorporate the use of electronic check-in process. Visitors are required to send an electronic photocopy of their ID or passport and valid contact details such as home address, mobile phone and email. Our business will temporarily keep these records to update the Account Visitors and Events File. The storage and processing of data follows the directions of Personal Data Protection GDPR.
- Check-in is mandatory from 15:00 onwards. The check-out takes place until 11:00 in order to ensure thorough cleaning, disinfection and air out through natural ventilation of the room.
- Upon arrival, the visitor receives the keys of the house in disinfected plastic packaging. They will open it, receive the key and finally dispose the packaging.
- It is recommended that the social distance between visitors and staff be maintained in accordance with the guidelines of the National Public Health Organization.

### Accommodation cleaning

- Rooms are meticulously and thoroughly cleaned before visitors arrive. The cleaning and disinfection process is in accordance with the instructions of EODY for the Environmental Cleaning and Disinfection of Non-Health Units. A 5% solution of hypo chloride sodium is used at a dilution of at least 1:50. Wooden surfaces are cleaned with green soap. Sensitive surfaces such as door knobs, bathrooms are thoroughly disinfected with approved disinfectant by the National Organization of Medicine. Finally, the whole room is disinfected using steam cleaners with 90°C steam including fabric surfaces such as curtains, mattresses, sofas.
- The cleaning service is done every other day or if you wish at longer intervals after timely consultation. Inside the house there are cleaning items exclusively for the home in case visitors do not want a visit by the cleaning staff. In any case, bedding and towels will be replaced every two days.
- The cleaning staff wears masks, aprons and disposable gloves while cleaning the rooms.

- Air-condition filters are cleaned and disinfected before the visitor arrives. The setting of a/c is permanently set to renew the air by bringing in air from the outside environment and does not simply recycle it.
- The remote controls of electronic devices (TV, air conditioning) are disinfected and placed in plastic packaging which remains closed throughout the stay of the visitors.

