

Kernos Beach Safe Stay Program

Guest Experience

The Hotel has implemented all measures recommended by the National Public Health Organization and the World Health Organization, for the protection against the COVID-19 outbreak, and its high standards of hygiene procedures throughout its property, in order to ensure the health and safety of all guests.

All Guests should use the hand sanitizer upon arrival.

Sanitizer contactless dispensers, will be placed at the reception and all public areas, Spa & gym room.

Safe Spacing, guests should physically distance by at least 2m from other guests when standing at reception or public areas around the hotel. Furniture is arranged to ensure physical distance is maintained.

Check-in time: 15h00 **Check-out time:** 11h00

Key cards, will be sanitized using a UV light device and collected by guests on arrival.

Credit cards, we strongly recommend that guests pay by credit card.

The doorman, will not open the doors of cars and cannot shake guests' hands. The doorman will sanitize the luggage trolley and buggy before using them again.

Rooms, bungalows and suites will be sanitized before a new guest arrives. The hotel will do its best to keep the rooms, bungalows and suites empty for 24 hours.

Our Doctor is available on call for our guests for consultation and to provide thermal checks or medical services (optional).

Medical Kit, a complete medical kit has been collated according to Greek Government Guidelines, is available at the hotel's Reception and Manager's office. The kit contains disinfectant wipes, face/eye masks, face shield, gloves, protective apron, full-length long-sleeved gown, and biohazard waste bag.

Public areas

Public spaces indoors & outdoors, all areas and surfaces will be regularly sanitized. We recommend that all guests use their in-room WC.

Pool operation, swimming pool standards follow the new COVID-19 protocol. Sunbeds are sanitized after each use.

A set of sunbeds will be positioned every 2.5m, in all directions.

Individual beach/pool towels are provided in the rooms.

A maximum of 40 guests can use the main outdoor swimming pool at the same time.

Sandy beach, the same protocol for pool operation is adopted for the sandy beach.

Beach and outdoor areas, sanitization will be increased throughout the day.

Housekeeping

Guest Rooms, the highest standards of cleaning and sanitization will be carried out in each room by protocols recommended by the National Public Health Organization (NHPO), before the arrival of every guest. We pay special attention to the areas such as bathrooms, and to high-touch items and surfaces such as telephones, remote controls, handles and switches.

There will be no in-room directories, magazines, notebooks or pens.

Linen/Laundry, It is recommended by the NPHO a non daily service: all guests will be asked at check-in for the frequency of this service. Guests should vacate their room during this service.

Electronic devices, such as remote controls will be wrapped with a one-use cover and sanitized.

Hotel Equipment, such as telephones and any other equipment used in the hotel, will be sanitized regularly.

Air Conditioning systems are checked by our engineers, sanitized and cleaned according to NPHO protocols.

Food & Beverage

Safe distancing, Restaurant manager will ensure that guests maintain a safe physical distance when they arrive and dine in the restaurant. Families travelling together will be kept 2m apart as advised by the NHPO.

Indoor areas, all indoor lobby and restaurant areas will always be open to maintain fresh air circulation.

Food & Beverage Outlets, sanitization will be increased throughout the day.
Restaurant furniture will be sanitized daily.

Restaurant tables will be set up at a minimum distance of 2 meters apart.

Buffets will be reduced to a minimum and as in the previous years, main course is served. Show cooking for starters and/or desserts will be served to guests by our staff, wearing disposable gloves and face masks and/or face shields.

Printed menus will be available on request only.

In-room dining service is not available.

Cleaning Products and Protocols, the hotel follows cleaning protocols which meet NPHO guidelines. All products are approved for use and effective against viruses, bacteria and other germs.

Trays and carts will be sanitized after each shift.

Spa and Gym areas

Spa and massage sessions, Spa appointments must be booked in advance, with a maximum of one person per cabin.

Gym area, will be open by appointment only with a maximum of two people for each 1-hour time slot, and will be sanitized after each appointment.

Staff Safe Stay Program

Training, all employees are trained on COVID-19 safety and sanitization protocols.

Health and safety standard reminders will be placed in critical zones of the hotel to help communicate the 'stay safe' message.

All employees have been given clear instructions about responding promptly and reporting all cases of COVID-19 and will be instructed to stay at home if they do not feel well.

Staff Thermal check, all employees will have daily thermal checks, and if any employee has a temperature of over 37C, they will be asked to stay at home until they are symptom-free.

Employees will be reminded not to touch their faces, keep a physical distance of at least 1.5 m away from guests and other employees whenever feasible.

Protection, all employees, according to their duties and department, will be provided with face masks or face shields and/or disposable gloves.

Suppliers Hygiene Protocol

Contractors and suppliers, of goods and services are approved and will follow similarly strict health & safety measures as the hotel.

Access to the hotel by suppliers and contractors is through a separate entrance, to ensure they maintain a safe distance from hotel premises.

All goods, will be received by our store staff under strict procedures and health guidelines. All goods are sanitized before delivery to all outlets.