



THE Y HOTEL

Covid-19

PROTOCOL

www.theyhotel.gr



As we all continue to adjust our behavior due to Covid-19, we inform you about the health & safety measures taken at The Y Hotel

We assure you that our highest priority is the safety, health & wellbeing of our guests, employees & associates!



THE Y HOTEL

A Covid-Safe Boutique Hotel

We introduce the
following PROCESSES

- Revision & adaptation of all hygiene & disinfection protocols
- Specific training & precautions for hotel staff
- Control & monitoring of the measures
- Doctor on call 24/7 to provide you with special care




Our COMMITMENT TO HYGIENE

HOTEL STAFF

- All staff has been retrained on **HYGIENE PROTOCOLS**
- **Temperature testing** of all staff upon arrival
- Hotel staff washes & sanitizes their **hands** upon arrival to the property & regularly throughout the day
- **Personal protective equipment (PPE)** for the cleaning crew is always available
- Hotel staff has been trained to avoid contact with guests' **bodily fluids** of any kind
- Staff receives continuous intensive Covid-safe **PPE training**
- All disinfection & cleaning services are completed with cleaning products & protocols that meet all required **guidelines**

GUEST ARRIVAL & DEPARTURE

- Possibility of **Pre-Check-in** before arrival
- **Shoe sanitizer mat** at the hotel entrance
- **Guest hand sanitization** station located at the hotel entrance
- **Doors** remain open or are opened by staff
-  **Temperature testing** of guests upon arrival
- **Glass protection** for guests & reception staff with transaction window is placed on all **reception counters**
- Disinfection of all **room keys & POS**
- Implementation of **physical distancing** by eliminating waiting rooms & crowded lobby areas
- **Guest luggage** disinfected & handled with personal protective equipment
- **Advance check-out** available to guests via pre-payment



THE Y HOTEL





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We have introduced the

CONTACTLESS BEDROOM CONCEPT

A contactless bedroom ensures that there are **no unnecessary items** in our bedrooms.

With this process, we can assure you that **longer time is spent on cleaning & disinfecting** all surfaces in guests' bedrooms.

Any items that guests will require are kept in a clean environment and are available upon request at the reception.



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CONTACTLESS BEDROOM CONCEPT

By maintaining a contactless bedroom, we have removed the following items from bedrooms & they are available at the reception desk:

- Iron & ironing board
- Tea & coffee making facilities
- Mini bars
- Newspapers & magazines
- Guest room directories
- Promotional material
- Unnecessary amenities
- Slippers & bathrobes



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GUEST COMMON AREAS

- All **public areas** are sanitized thoroughly throughout the day
- Regular sanitization of **door handles & surfaces**
- **Fresh air** circulating in lobby, restaurant & bar & common area A/C not in use across the hotel. Guests have the choice of using the independent in-room AC
- We use a clean-air handling machine **Medi Clean** at the lobby, which cleans & removes air potentially contaminated by the virus
- Ample **outdoor seating area** for guests
- Safety & sanitization measures for all **bedrooms & suites** & meticulous sanitization with **steam cleaners** after each use
- **Hands sanitization** dispensers in all common areas
- Visible **Safety Signage**



FOOD & BEVERAGE AREAS

- Regular sanitization of **door handles & surfaces**
- Frequent **disinfection** of all high-touch surfaces after each reservation
- **POS machines & equipment** sanitized between every use
- When handling **cash**, staff members sanitize their hands
- Visible **Safety Signage**
- **Hands sanitization** dispensers available
- All **food** served by staff wearing appropriate PPE
- We highly recommend to our guests to prefer our **à la carte & Room Service** options
- One family **Room Service per table** at a time
- **1,5-meter space** between tables for safe distancing
- Disposable **gloves & masks** are worn in food preparation & service areas & are changed regularly
- Appropriate cleaning of all materials & ingredients used in the **kitchen** & thorough sanitization of all **kitchen utensils**
- **Staff workstations** are spaced out to limit face-to-face interactions & secure appropriate social distancing



THE Y HOTEL

CONFERENCE ROOM

- The conference room is sanitized thoroughly throughout the meeting
- Regular sanitization of **door handles & surfaces**
- Visible **Safety Signage**
- **Hand disinfectant** available in the conference room
- **Minimum distance** allowed among delegates: 1,5 meters



HOTEL GYM

- All **public areas** are sanitized thoroughly throughout the day
- Regular sanitization of **door handles & surfaces**
- Visible **Safety Signage**
- **Gym & equipment** disinfection by housekeeping
- **Disinfectant spray** available at the gym for guest use after the use of equipment
- **Hand disinfectants** available in gym
- Maximum 2 persons at a time allowed at the **gym**



THE Y HOTEL

Enjoy your
care-free stay with us

Stay safe at THE Y HOTEL



	HEALTH FIRST	
	THIS HOTEL	
FOLLOWS THE GOVERNMENT GUIDELINES		
HEALTH AND SAFETY PROTOCOLS IN PLACE		
KEEPING YOU SAFE	CREATING A SAFE ENVIRONMENT FOR YOUR VISIT	



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