



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!





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



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



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



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

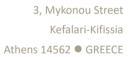
- All **public areas** are sanitized thoroughly throughout the day
- Regular sanitization of **door handles** & **surfaces**
- Visible Safety Signage
- **Gym** & equipment disinfection by housekeeping
- **Disinfectant spray** available at the gym for guest use after the use of equipment
- Hand disinfectants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



Enjoy your care-free stay with us

Stay safe at THE Y HOTEL





THE Y HOTEL

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