



GOUVES WATER PARK

HOLIDAY RESORT



2022 PROTOCOLS

AGAINST COVID-19

1. CHECK IN & OUT

- Check-in time at 15:00 and check-out time at 11:00 in order to secure proper room cleaning and disinfection
- Check-in procedures with safe distances, Plexiglas placement at the reception and staff is wearing Personal Protective Equipment (PPE).
- You are strongly encouraged to avoid using cash-please prefer our contactless POS.
- Disinfection of all equipment such as room keys, towel cards & POS
- Sanitizing stations available throughout the resort. Visible safety signage
- The use of the protective face mask is mandatory, when entering enclosed or partially enclosed public spaces
- Social distancing is expected at all times

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. GUEST 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 Ecolab®.
- Room cleaning will be provided only when guests are not in the room
- All A/C units receive an enhanced maintenance and their filters are disinfected before every arrival.
- Guests are encouraged to avoid using the lift and taking the stairs instead.
- Our guests are encouraged to use only their room's WC and not the public WC's.

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 Personal Protective Equipment.
- Guest hand sanitizing stations located at all venues. Visible safety signage.
- Digital menus are available via QR codes or our App.
- 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. Hands should be sanitized every time when entering the buffet
- Cutlery and tableware are replaced upon every service

5. ANIMATION

- Animation Staff is wearing PPE.
- Frequent disinfection of all electronic games and animation equipment.
- According to current government regulations, indoor Mini Club is operate with max. capacity of 50%.
- Individual sports or sports for families are allowed.

6 . POOLS

- Sun loungers will be sanitized every evening
- According to current government regulations, one person per 2,5 sq. meters ratio should be enforced at all times at the pools.
- Towel use is mandatory.
- PH and chlorine levels will be monitored frequently in order to guarantee at all time pool sanitization.

7. STAFF

- All our employees have attended Covid-19 training lessons and have been provided with training certifications by reputable Health & Safety Organization, a strategic partner of our Hotel.
- Our Head Departments have been trained and received accreditation certificate by the Medical University of Crete. Clear instructions on how to respond promptly and report all cases of Covid-19 on property area in place.
- Employees are instructed to stay home if they do not feel well.
- Our Staff will be examined by an occupational health doctor at all times.
- Staff is wearing Personal Protective Equipment (PPE) at all times

8. GUEST HEALTH CARE

- If you or anyone of your family members don't feel well or experience virus related symptoms, please stay in your room and call the Front Office desk the soonest possible.
- Our private medical Covid-19 certified expert are available to aid our guests
- An emergency contingency plan is in place



HEALTH FIRST

SAFETY PROTOCOLS
ARE IN PLACE

This hotel follows
the Government
guidelines

