



**GOUVES WATER PARK**

HOLIDAY RESORT



**2023 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.
- 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.

## 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.
- 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.
- Guest hand sanitizing stations located at all venues.
- Digital menus are available via QR codes or our App.
- Contactless payment options available.
- Our buffets is available for all the guests. Hands should be sanitized every time when entering the buffet

## 5. ANIMATION

- Frequent disinfection of all electronic games and animation equipment.
- According to current government regulations, indoor Mini Club is operate with max. capacity of 100%.
- Individual sports or sports for families are allowed.

## 6. POOLS

- Sun loungers will be sanitized every evening
- 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.



## 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

