



OUR COMMITMENT TO A CLEAN AND SAFE STAY

Covid update

Given the COVID-19 outbreak, we need to assure you that your safety and comfort remain our highest priority. We are redefining our already rigorous cleaning and safety standards and provide you with a safe environment that aligns with expert protocols from the **World Health Organization**, the **Greek Government**, the **Greek Tourism Organization** and **local health authorities**.

Please read below our latest guidelines for a safe hospitality experience at Syra Bay:

WELCOME / CHECK-IN & CHECK OUT

- Our reception is frequently disinfected and regularly ventilated.
- We provide hand sanitizers and protective gloves to all guests at the reception.
- Social distance is kept at the reception and access is limited to up to 3 people.
- **Check-in** starts at 15:00 so that there is plenty of time for proper residence cleaning and sanitizing.
- **Check-out** is mandatory up to 11:00.
- Keycards are disinfected prior to check-in.
- **Contactless** payments via credit card highly recommended to all our customers.

GUEST RESIDENCES

- **No lobbies, no restaurant, no pool, no bar, no communal areas.**
- Rigorous cleaning and sanitization of residences.
- Use of high-quality disinfection products.
- Use of a steam cleaner to a wide number of indoor and outdoor surfaces.
- Adequate ventilation of the residence prior to guests' entrance.
- Regular training of our employees ensuring proper hygiene and Covid awareness.
- **Non-residents** not allowed to access Syra Bay.

OUR STAFF

- Highly trained housekeeping staff to adopt rigorous cleaning protocols and ensure proper hygiene.
- Unlimited access to disinfectants (63-70% alcohol) and protective material to all our employees.
- The housekeeping staff is trained to emphasize on disinfecting surfaces frequently touched by hands such as bedside tables, bed sheets and other furnishings, toilets, washbasins, doorknobs, etc.
- All our employees are being asked to keep distance from guests during working hours.