

elkysti crete

Deluxe Apartments

INFORMATION ABOUT COVID-19

Dear guests,

We warmly welcome you to our small hotel and wish you a safe and pleasant stay.

As we continue to come together to navigate through what is still an unprecedented scenario, we understand that health and safety are of the utmost concern for our guests; rest assured that our commitment to your health and well-being remains our number one priority.

We would like to inform you that whilst you are at the Hotel you should always keep in mind the following:

- Keep safety distances at the pool area
- Avoid handshakes and embraces, following the rules of personal hygiene (hand washing)
- It is recommended that you regularly disinfect your hands with the appropriate antiseptics that exist at the pool area and in your apartment
- It is not allowed for non-residents to enter the apartments
- According to the health protocols, we clean the apartments with special professional cleaning products; we disinfect beds and couches by steam. Further, we have drawn up a plan for the additional disinfection of those areas and equipment that are most frequently touched by the Guests, e.g. Switches, door handles, remote controls and more
- The cleaning service only enters your apartment on request. Please inform us at least one day in advance. If you want to change bed linen or towels, the cleaning service will take all necessary precautions. However, you must be absent during cleaning
- Update the management immediately in case of illness and flu symptoms
- Always have personal protective equipment (gloves, mask) with you and use them when instructed by Hotel staff
- Ask the health care officer to provide useful information about health care providers, public and private hospitals, local pharmacies, etc.
- We are always at your disposal to give you the necessary information you need to feel safe and relaxed
- We use all the necessary action plans and protocols and the appointed health officer is at your side to help you protect your health and enjoy your vacation.
- We apply all the necessary action plans and protocols in every possible case. The health officer is at your side helping you to protect your health and enjoy your vacation.

Yours sincerely
The Hotel Management of Elkysti Crete