

## FACILITIES & SERVICES UPDATE

Following EU & Greek authorities' instructions regarding physical distancing and the different locations and services of our hotel, we have prepared the below table in order for you to be fully aware of certain restrictions that apply in our facilities and services and aim to ensure your health & safety.

Facilities and Services	Latest Arrangements
Reception Desk / Lounge	<ul style="list-style-type: none"> <li>• On line/ Outdoors Check-in (15:00 p.m.) &amp; Check-out (11:00 a.m.)</li> <li>• Staff members and guests are obliged to follow the necessary hygiene measures and maintain a distance of two meters from one another</li> <li>• All team members are fully trained and capable to inform guests on the hotel's rules and the new measures taken.</li> <li>• Frequent disinfection of reception desks</li> <li>• Disinfection of all key cards</li> <li>• The Hotel provides information leaflets on basic health instructions and useful coronavirus-information.</li> <li>• Credit or debit cards are recommended for payment.</li> <li>• Bills, invoices and receipts can be sent by email.</li> </ul>
Health & Safety Coordinator	<ul style="list-style-type: none"> <li>• The Health &amp; Safety Coordinator of the hotel will supervise and ensure that the protocol is being followed and a doctor will be cooperating with the hotel, who will act on the instructions of Health Authorities.</li> </ul>
Cleaning, disinfection, housekeeping (rooms and communal areas)	<ul style="list-style-type: none"> <li>• Improved disinfection and deep cleaning practices have been implemented in accordance to Health Organization's instructions.</li> <li>• Meticulous cleaning and very good room ventilation between stays of guests.</li> <li>• Steam appliance used to clean all fabric surfaces.</li> <li>• The frequent cleaning of rooms during the stay of guests should be avoided (this is for housekeeping staff to avoid coming in contact with possible cases and to prevent further transmission).</li> <li>• The daily change of sheets, pillowcases and towels should be avoided and only</li> </ul>

	<p>carried out only upon the request of guests.</p> <ul style="list-style-type: none"> <li>• TV and air conditioner controls with disposable covers.</li> <li>• Sanitation services in all communal areas with special attention to cleaning high-frequency touch points.</li> <li>• Social distancing rules apply</li> </ul>
Hotel staff	<ul style="list-style-type: none"> <li>• Trained and certified on Covid-19 prevention and control (IPC) measures.</li> <li>• Aware of how the Covid-19 virus is transmitted and able to provide information to guests.</li> <li>• Provided with personal protective equipment.</li> <li>• Undergo thermal screening before every shift.</li> </ul>
<b><u>Restaurant</u></b>	<p>Operating hours: <b>10:30 a.m. - 22:00 p.m.</b></p> <ul style="list-style-type: none"> <li>• A la carte Restaurant certified with HACCP (Hazard Analysis Critical Control Points), an internationally recognized method of identifying and managing food safety related risk.</li> <li>• Outdoor seating that ensures social distancing through table spacing</li> </ul>
Breakfast	<p>Operating hours: <b>07:30 a.m. - 10:30 a.m.</b></p> <ul style="list-style-type: none"> <li>• Breakfast service shifted from self-service buffet to a la carte with an option of three different menus ( Healthy-Greek-Casual )</li> <li>• On line menus and orders</li> <li>• Reservation required</li> </ul>
Brunch/Lunch/ Dinner	<ul style="list-style-type: none"> <li>• Brunch/Lunch/ Dinner service a la carte with an option of two different menus ( Day Menu-Dinner Menu )</li> <li>• On line menus and orders</li> <li>• Reservation required</li> </ul>

Bars	<p>Lounge Bar (08:30 a.m. - 00:00 a.m.)</p> <p>Pool Bar (10:30 a.m. - 20:00 p.m.)</p> <ul style="list-style-type: none"> <li>• Implementation of all protective measures</li> <li>• Social distancing rules apply</li> <li>• Individually packaged accompaniments</li> </ul>
In-room Dining Service	<ul style="list-style-type: none"> <li>• In-room Dining Service on request at an extra charge</li> </ul>
Travel Service (from Airport) upon request	<ul style="list-style-type: none"> <li>• From 8th May, 3 people are allowed in the car ( driver &amp; 2 passengers) unless it is a vehicle with 8 or 9 seats where 4 people are allowed.</li> <li>• Passenger limits may be exceeded, only if the guests are parents with minors.</li> <li>• Mandatory use of masks by passengers and drivers.</li> </ul>

For any question or request you may contact us by email at [info@iridahotelcrete.gr](mailto:info@iridahotelcrete.gr) or phone on +30 2810 811223