

*"One's destination is never a place, but a new way of seeing things"*

*#GrandBayBeachResort*



*The safety and well-being of our guests,  
and employees alike is our top priority*

*Therefore we have altered our daily  
operations in order to comply with the  
new Health and Hygiene protocols  
issued by the Greek state in an attempt  
to reduce the spread of COVID-19*

# Welcome!



## Reception



*Upon arrival, temperature is measured by a touch-less device*



*Contactless check-in and check-out via a mobile application is available*



*Guests' analytical contact-details are required (exclusively for medical use)*



*Extended check-out, and check-in hours (11:00, and 15:00), so as to allow sufficient cleaning time*



*Floor markers have been placed to ensure physical distancing*



*Frequent sanitization of Front-Desk, shared equipment, and POS devices*



*PPE kits, and a medical kit are available at the Front Desk for the guests' use*



*All keycards are disinfected before handed to the guests.*



*Payment by credit cards is preferred. Invoices to be sent through e-mail*



*Entry to non residents is not permitted in the hotels' rooms*



# Public Areas



*Information on the hotels' Health Protocol is available to all guests (signage, QR-codes)*



*Dispensers for disinfection are available throught the Hotel*



*Constant disinfection of high-touch surfaces, public restrooms, elevators etc*



*The use of elevators is not reccomended, and should be limited to one room per ride*



*Fresh air circulation throughout all indoor public areas*



*Guests are discouraged to use public restrooms. The use of the en-suite WCs is recommended*



*Steam-cleaners are used for the disinfection of fabric surfaces*

# Guest Rooms



*Prior to arrival, all rooms are sanitized and sealed*



*We have adopted enhanced disinfection, and cleaning protocols for all guest rooms. Housekeeping trolleys are disinfected after each shift*



*For fabric surfaces, such as sofas and chairs, steam-cleaners are used for disinfection*



*Room cleaning-service, and turn-down service is offered on a daily basis, unless notified differently by the guests themselves.*



*All linens and towels are washed at high temperatures, and sanitized*



*All unnecessary decorative and extraneous items (blankets, extra pillows etc) have been removed from guest-rooms*



*All printable forms of information have been digitized, and are available via a QR code or our app!*



*A/C units, and filters are disinfected at every departure. It is highly recommended not to use the A/C, or to use it with the balcony doors slightly open*



*Guests are recommended to vacate their room while it is being cleaned. Linen and towel changes will take place between 09:30 Hrs -12:00 Hrs in the absence of the guests*



*Mini bars are to be filled upon request.*

# Food & Beverage



*HACCP Protocols are enforced (ISO 22000:2005). All of our suppliers abide by similar protocols*



*Hand sanitizers available at all restaurants' entrances*



*Restaurants' set-up has been re-arranged to allow safe distancing. Seating arrangements are made by a host/hostess*



*The final setup of the table is completed upon guests' arrival. Tables are disinfected after each use.*



*Guests visiting the buffet need to wear PPE, and sanitize hands before*



*Menus are now available through our app or via QR codes*

*#staysafe*

# *Beach & Pools*



*Umbrellas and sun-beds have been appropriately spaced to allow safe distancing*



*Sunbeds are sanitized after each use*



*Increased water quality controls are taking place.  
Special attention is paid to chlorine and Ph levels*



*Maximum capacity in swimming pools is limited to 1 person per 5 sq.m.*



*Clean pool towels are available in guests' rooms*

# *Fitness Room & Wellness*



*Facilities are available on 45' sessions, exclusively upon appointment*



*Pre-booking is required in order to avoid crowding issues.  
Appointments are limited to one room per session.*



*All equipment is disinfected after each use*



*Hand sanitizers available at the entrance*

# *Mini Market & Music Events*



*Music events will take place while maintaining social distancing. Dancing is not allowed*



*Mini market operation is suspended*

*#staysafe*



# Staff



*All staff is provided with a PPE kit. Sanitizing stations are available in all staff areas. Informative posters can be found throughout staff areas*



*All our staff are trained and certified in Health and Hygiene Protocols*



*Daily monitoring of vitals to ensure that our team is symptom free  
Staff tested against Covid19 twice per week*



**GIANNOULIS**  
**Grand Bay**

*Beach Resort*

*Exclusive Adults*



**HEALTH  
FIRST**

**SAFETY PROTOCOLS  
ARE IN PLACE**

This hotel follows  
the Government  
guidelines

