

For your safe stay

Bearing in mind the Covid-19 virus, our priority, as always, is the safety and well-being of our guests and team members. As we welcome you back to our Hotel we would like to inform you that all the required measures for Covid-19 prevention have been established in accordance with the protocols and guidelines issued by the World Health Organization and Cyprus Ministry of Health.

To help us encompass Covid-19 we have revised operation manuals such as the Action Plan and the Prevention of Spread of Infection (POSI) plan. We would like to assure you that all the aforementioned protocols are in place to keep our guests, business partners and team members safe and healthy. To achieve this with certainty we consider it our duty to inform you on the measures undertaken and ask for your contribution to follow the instructions you will find in this safety manual.

Your wellbeing and safety is at the forefront of everything we do and have been working hard to ensure you do not miss out on comfort and luxury.

Team members

We are happy to announce that all team members have undergone a Health & Safety Covid-19 training. An Emergency and crisis Team has been formed by trained staff who will follow, monitor and evaluate Health and safety procedures. A well documented Action Plan has been devised if the need arises. Covid-19 testing will take place prior to opening of the hotel and daily temperature checks will be carried out daily for all employees before they come on duty.

Public areas

The cleaning frequency has been enhanced and extra disinfection will be carried in all public areas. Special attention will be given to commonly touched items. Doors and windows will be left open for better circulation of fresh air. Touch-free hand sanitizing stations have been installed in the public areas of the hotel. We ask all guests to practice social distancing and also refrain from crowding in the elevator. Please enter and leave the elevator only with people from the same room group.

Arrival - Check in

We have implemented an online pre-check in (registration) available via our website in order to avoid possible queuing at the Front Office desk. The facility is also available upon arrival with the assistance of our staff. Medical screening will be carried out using a laser thermometer and a hygiene fog machine will be available for luggage disinfection. Guests will receive newly sanitized key cards upon arrival. All payments are encouraged to be done contactless and the room charge option is recommended.

Guest Rooms

Prior to every guest's arrival, guest rooms are thoroughly deep cleaned and disinfected with the use of anti-bacterial products. Furthermore, innovative cleaning technology, particularly a Hygiene Fog Machine is used to disinfect the room and surfaces. Basic cleaning of the room will be done twice per week and towels and linen will be changed twice per week. Refuse will be collected daily. We have removed any non-essential and decorative items and all printed materials have been replaced with digital documents now available on our Hotel's home TV Channel. Kitchen items, and linen can be found in the guest room cupboards.

Restaurant and Bars

Our floor plans have been modified to limit restaurant capacity and to ensure a minimum 2 meters distance between tables. Signs indicate the maximum number of persons in our restaurant and bar. Sanitizing stations are available outside our restaurant and bar. All menus are now available through a QR code provided at the table. One use menus are also available if required. We ask for your understanding as we had to replace our full range menus to a more limited version. All Buffet meals will be assisted by a buffet runner for an orderly and safe service. All members of staff follow directions as per the Department of Health.

Pool

Our pool area has been modified to maintain social distancing and sunbeds will be disinfected after each use. Increased water quality controls are in place. Guests should respect social distancing measures and are obliged to follow the rules of personal hygiene.

Wellness

The gym will be available by appointment only to avoid overcrowding. Equipment will be sanitized after each use.

Departure - Check out

Guests will be encouraged to settle their bills the night before their departure to avoid queues at reception on departure day and reduce the time spent at the front desk. All payments are encouraged to be contactless.