

Dear Guests,

At **Dolphin Bay Family Beach Resort** we are ready, as always, to welcome and provide you with exceptional accommodation experiences and high-quality personalized services. We feel it is important to reach out to you the actions we have taken to keep our facilities safe and healthy.

We have developed an **action plan** accordingly to the regular [updates](#) and [guidance](#) from the *Hellenic Health Organization (E.O.D.Y.)* and the *National Health Ministry*, as well as additional *government* and *European organizations*. Subsequently, we have included strict standards of cleanliness and hygiene, with branded products approved by the National Pharmaceutical Organization which include:

- Regular **sanitation training** for our team members.
- **Frequent cleaning** in all indoor and outdoor facilities.
- Clearly established **time-schedule for cleaning and disinfection** in all areas and high touch locations, including the elevator.
- Conspicuous placement of **hand sanitizers**.
- **Fast response** to emergency cleaning issues.

Given the current concerns related to the new coronavirus (covid-19), we have established **accommodation rules** that guarantee the well-being during your stay with us. These rules include:

- Disposal of **hand sanitizers** at all entrances, recommending its use at the entrance and exit.
- Recommendation to avoid overcrowding and application of appropriate marking of the **distance of two (2) meters** from the person next in line in any waiting area of the hotel (reception, bar, buffet, etc.).
- Extension between stays, **check-out until 11.00** and **check-in from 15.00**. This change is mandatory and ensures that, between different customers, the rooms are thoroughly cleaned with steam.
- Daily **room cleaning** during the stay only upon request.
- We **provide a face mask** for our guests in any indoors public space of the hotel in case of coughing and/or sneezing.
- We inform of the **maximum use of our elevators** by two adults with use of a face mask.
- Our meals will remain **in buffet** and the space will meet the required distances. We carefully follow the the adequate hygiene, safety, and operational protocols according to HACCP. The buffet will be served only by the staff.
- To avoid any health issues that may be caused from goods and/or services brought from third parties and consumed in-house **we do not allow off-property food delivery** services.
- **Non-residents** are not allowed.
- Maximum number of **guests in the pool** (one swimmer per 5 m² of water surface). Frequent cleaning and disinfection of swimming pool areas and appropriate products are used for the water.
- **Outdoor mini club** supervised by professional staff

Based on the highest level of responsibility and readiness, we are confident that our facilities and services are safe and ready to serve our guests!