



Albergo Gelsomino

A HISTORIC ICON

An ornate silver lamp with a spherical, textured globe-like shade sits on a polished, reflective table. The lamp has a decorative, fluted stem and a matching base. To the left, another similar lamp is partially visible. In the background, there are large green plants and a window with a dark frame. An open book lies on the table to the right of the lamp.

COVID 19 INFORMATION



During these uncertain times, our values –**responsibility, care, and passion**– have never been more important. In order to secure the wellbeing of our guests, colleagues and partners, we have set up procedures, plans and routines related to COVID-19.

To date, the spread of COVID-19 in Greece, compared to other European countries, is characterized as low. This is due to the preventing measures implemented by the Greek Government at an early stage, which we are closely following.

Following the instructions of the Ministry of Tourism, Albergo Gelsomino is implementing a new health protocol. The Protocol includes the development of an Action Plan and the development of a Suspected Case Management Plan.

The aim of the Action Plan is to prevent the occurrence and effective management of suspicious cases in order to limit the exposure of staff and guests, always in accordance with the current guidelines of the National Public Health Organization. The Action Plan complies with the recommendations of the National Public Health Organization and will be revised according to the developments.

The measures described in the Action Plan and the Suspected Case Management Plan are meant to protect our guests and staff and to outline the necessary measures to prevent and protect against COVID-19 disease.

We have appointed a Hygiene Officer who is focused on implementing enhancements to already stringent procedures.

We are collaborating with Kos Medicare and there is always a medical doctor available who acts according to the guidelines given by the National Public Health Organization (NPHO).

In addition, our hotel has acquired the Health First certification by the National Public Health Organization.

In the next pages you will find in more detail the Health and Safety Guidelines we follow in order to ensure your wellbeing when you stay with us.



Individual Hygiene Measures & Personal Protective Equipment

Albergo Gelsomino has taken measures to implement good personal hygiene practices in the workplace and oversees their continued implementation. Specifically:

- Staff and third parties are informed and encouraged to comply with good personal and respiratory hygiene practices (hand washing – cleaning, nose and mouth covering during coughing or sneezing, etc.).
- Appropriate facilities and required materials have been provided to employees and appropriate mechanisms for hand sanitization have been installed at the entrances / exits and in the common areas of the hotel.
- Staff have been supplied with the appropriate Personal Protective Equipment (PPE), in accordance with the special instructions of the National Public Health Protection Committee.
- Staff have been trained how to safely use their Personal Protective Equipment and their proper use is being supervised.
- Third parties entering the hotel being supervised and informed to exercise social distancing.
- Staff have been informed and trained on the COVID-19 suspected case management plan.
- Staff have been informed and trained on specific cleaning instructions in the event of a suspected COVID-19 case. Specifically:
 - The person is asked to remain in their room with the door closed.
 - Is immediately given a simple surgical mask and tissues.
 - If a companion wishes to stay close, a surgical mask is provided to them and a recommendation is made to wash hands meticulously after each contact and not to touch their face.
 - It is forbidden for staff members to enter the room and only one member of the staff deals with the guest's requests.
 - Used personal protective equipment is discarded in a closed rubbish bin.
 - After the disposal of the protective equipment, hands are meticulously washed.
- Employees and guests are urged to use stairs and avoid using the elevator, where possible.



Accommodation File and Event Book

- For purposes of public health protection, we keep a record of all guests staying at the hotel (name, nationality, date of arrival and departure, contact details such as address, telephone, e-mail), so that it is possible to track all the people who came in close contact with an identified COVID-19 case.
- All General Data Protection Regulation (GDPR) are adhered to and all guests and staff are informed that records are kept for the protection of public health.
- The hotel records and updates an Event log book COVID-19.



Staff

Each member of the hotel staff strictly adheres to the basic protection measures against COVID-19. In particular, employees practice the following personal and respiratory hygiene practices:

- Frequent hand washing with soap and water for at least 40 seconds, before and after contact with money or guests' items, before eating, before and after work breaks, after a visit to the toilet and careful hand drying with disposable paper towels and disposal in bins.
- Covering nose and mouth during coughing or sneezing with a tissue or the inner part of the elbow.
- Disposal of paper towels or other personal hygiene items used to disinfect work surfaces in a closed bin.
- Avoiding shaking hands and close physical contact, keeping a distance of at least two meters from colleagues, guests or third parties in all workplaces, hotel rooms and rest areas.
- Avoiding touching the front of the mask or face shield.
- Avoiding touching of face with hands.
- Informing the health officer in case of:
 - illness or symptoms relating to COVID-19 infection or
 - contact with a possible or confirmed case.
- Staying at home in case of illness and informing the health officer.
- Returning to the workplace only if the laboratory test is negative and after 14 days after close contact with a confirmed COVID-19 case.



Reception

Albergo Gelsomino staff takes the necessary hygiene measures, keeps a distance of at least 2 meters from the customers and adheres to the following hygiene rules:

- When requested, Albergo Gelsomino:
 - informs visitors about the accommodation policy and the measures taken to deal with any incidents,
 - provides useful information about health providers, public hospital, private clinics and pharmacies in the area
 - provides Personal Protective Equipment
- Provision of special equipment (medical kit) in the event of a COVID-19 case, such as gloves and disposable masks, antiseptics, cleaning wipes, apron, long-sleeved robe, laser thermometer.
- Training of staff to recognize guest symptoms and report them directly to the Health Officer.
- Provision of hand sanitiser.
- Regular disinfection of the reception surfaces.
- Appropriate configuration of the reception, installation of floor markings at a distance of two meters indicating where guests should stand.
- Accommodation expenses can be paid electronically and bills, invoices and receipts can be sent by email.
- Disinfection of key cards and POS devices.
- Extension of check-in and check-out period between stays to avoid crowding. Check-out until 11:00a.m. and check-in from 15:00pm. During the time between each check-in and check-out between different guests the room is cleaned, thoroughly disinfected and adequate natural ventilation of the space follows.
- Non-residents are forbidden from entering the rooms.
- Valet service is not available and guests are requested to park their vehicles at a nearby parking.



Housekeeping

- The housekeeping staff uses face masks, gloves and disposable waterproof robes.
- Once the Personal Protective Equipment has been removed and disposed of in a closed bin, hands are thoroughly washed with soap and water.
- All hard surfaces are cleaned and disinfected with disposable cloths/fabrics or cleaning paper and sponges with detachable heads.
- Discarded equipment is treated as a contagious contaminant and discarded in special bags.
- Housekeeping services are being strengthened in all public areas, especially in "high risk" facilities.
- Thorough cleaning and good room ventilation is applied during the period between stays.
- The proper operation of dishwashers and washing machines in terms of the temperature used and the dosage of detergents is regularly monitored.
- When using disinfectants, the space is well ventilated. Splashing and spraying during cleaning and disinfection is avoided. In the event of a confirmed COVID-19 case:
 - All surfaces and objects that may have been contaminated are washed and disinfected according to the above instructions.
 - Housekeeping staff uses a surgical mask, gloves and a disposable waterproof robe.
 - Touching of the face with bare hands is avoided.
 - After the protective equipment has been removed, it is properly disposed of and hands are thoroughly washed with soap and water.
- Discreet monitoring of guest symptoms.
- Housekeeping services will be provided every two days during a guest's stay unless otherwise indicated by the guest during the pre-registration process or check in.
- Bed sheets and towels will be changed every three days during a guest's stay. For short term stays the frequency might change upon request.



Housekeeping

- Turn down service is provided only under special circumstances and after a formal request at the reception.
- Guests are informed about when and how the room was cleaned with special signs.
- For departures, the following protocol will apply:
 - Meticulous cleaning - disinfection of the rooms and bathrooms for same day use.
- Most decorative objects have been removed.
- Commonly used multi-purpose items such as menus, magazines etc. have been removed.
- Fabric surfaces are cleaned with a steam device (temperature >70°C).
- Doors and windows are opened daily for natural ventilation of spaces.



Kitchen

- All kitchen staff are required to strictly adhere to HACCP rules.
- Goods are received by a specific member of staff who is always required to wear the appropriate Personal Protective Equipment.
- Implementation FIFO procedure (first in - first out).
- Kitchen staff is required to keep distances according to the guidelines set by the health authorities.
- Unauthorized personnel is prohibited from entering the kitchen.



Bar - Restaurant

- Restaurant staff is taking all the necessary hygiene and social distancing measures.
- Room service is available and delivery is with minimum contact.
- The maximum number of customers allowed in the restaurant is defined by the ratio of 1 customer per 2 sq.m. of total usable operating space.
- The minimum distances between the tables have been applied depending on the layout of the seats.
- After use the tables are being thoroughly cleaned.



Common Areas

- All surfaces are regularly cleaned and disinfected.
- Common areas are well ventilated.
- Hand sanitisers have been installed in all common areas of the hotel.
- Special signs have been placed to deter guests from using the lift. The lift is frequently cleaned.
- Overcrowding in public toilets is prohibited.
- All kinds of entertainment are being performed outdoors.



We conduct regular meetings with our employees to review any relevant situation. The Management of Albergo Gelsomino is in constant communication with the relevant health and travel authorities to keep our guests and employees updated and to advise them on appropriate measures to observe.

Our thoughts are with everyone affected around the world and with everyone working tirelessly to help those in need.

We remain positive and we are working towards making your visit an unforgettable experience.

See the latest news and updates:

on the *World Health Organization* website



on the *Greek National Public Health Organization* website





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