



THE SKIATHOS PALACE HOTEL

WE TAKE
CARE
OF YOUR
SAFETY



Health First & Covid Shield
Certification (TÜV Austria)



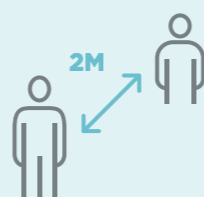
Medical center operation
within hotel premises



Mandatory use
of a mask by all
hotel staff



Hand sanitizer stations
in all public areas



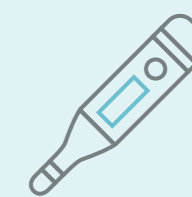
Social distancing
Appropriate signage
to ensure safe distance



Contactless
payments



Safe distances
in all dining areas
and lounges



Continuous and
updated staff training
Regular health checks
i.e. body temperature
measurements, rapid tests



RECEPTION LUGGAGE TRANSFER

- Front desk screens
- Electronic check in / check out
- Key cards disinfection
- Luggage trolleys disinfection



RESTAURANT / BARS

- E-menu service
- All meals available to be served in the rooms
- In-bag sealed cutlery
- Buffet safety screens



POOL

- In-bag sealed pool towels
- Appropriate distances between parasols and sunbeds



BEACH

- In-bag sealed sea towels
- Appropriate distances between parasols and sunbeds



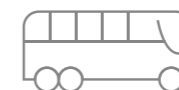
GUEST ROOMS

- Enhanced room cleaning and disinfection
- Thorough air conditioning system cleanliness & disinfection



TABERNA A LA CARTE (WHITE VIEW)

- E-menu service



BUS TRANSFER

- Thorough bus interior cleaning and disinfection
- Increased transfer routes



SHOP

- Cash desk safety screens

We are applying strict
health protocols against
Covid-19 disease





THE SKIATHOS PALACE HOTEL

The Skiathos Palace Hotel, in response to the special conditions emerged due the pandemic of the **new coronavirus COVID-19**, has been prioritizing the health and safety, both of its employees and guests and has fully harmonized its operational procedures according to the specialized hygiene protocols for tourist accommodation, which have been issued by the National Public Health Organization (NPHO) and have been approved and legislated by the Greek government.

Furthermore, Skiathos Palace Hotel voluntarily participates in the private certification scheme “CoVid-Shield” which is under supervision and the control of the widely recognized certification body TÜV AUSTRIA, wanting in such a way, to provide the highest possible hygiene level to its guests and employees against Covid-19 crisis.

The national health protocols stipulate all those special hygiene rules and all special protective measures that

must be in place to all of the hotels laid in the Greek territory during their operation, in order to protect staff's and customer's health, against COVID-19. It is underlined that the Greek hygiene protocols are in line with the respective hygiene protocols against COVID-19, which have been issued by the World Health Organization (WHO), the European Commission and the European Center for Disease Prevention and Control (ECDC).

The management of Skiathos Palace Hotel is committed to fully and strictly implementing the specialized health protocols throughout its operation, as it has developed an internal specialized action plan for preparedness, against COVID-19, targeting primarily in the protection of public health in general, but mainly in the prevention of the inflow and spread of the coronavirus disease.

PRESENTATION OF THE MAIN SPECIALIZED PROTECTIVE MEASURES AGAINST COVID-19, THAT HAVE BEEN APPLIED AT THE SKIATHOS PALACE HOTEL (Vol.2-05/21)

- ✓ Certification according to the National Hygiene Scheme “Health First”, which is under the control of the Hellenic Chamber of Hotels and confirms that the Hotel fully complies with the official hygiene protocols against COVID-19 (the hotel has received an official congratulation letter from the Ministry of Tourism of Greece, after an audit, for the successful implementation of the health protocols).
- ✓ Voluntary participation in a private health and safety certification scheme “CoVid-Shield” held by the international certification body TÜV AUSTRIA, in order to achieve the highest possible level of protection within its premises.
- ✓ Forming a special Team for the implementation and management of the COVID-19 crisis inner Action Plan.
- ✓ Cooperation based on a contract, with a Physician with special training in obtaining a nasopharyngeal sample for molecular testing from a suspected case.
- ✓ Adherence to the suspicious case management protocol that has been prepared by the National Public Health Organization.
- ✓ Appointment of a Supervisor for managing suspicious cases (Doctor within hotel premises).
- ✓ Additional cooperation with the Medical Center for the provision of secondary care located in the nearest, to Skiathos, urban center (Volos) with the possibility of conducting molecular detection tests of COVID-19.
- ✓ Conducting regular health checks in our personnel i.e., body temperature measurements, rapid tests.
- ✓ Providing free telemedicine services 24/7 to all customers, through the special application for mobile phones Dr. Button (<https://p.drbutton.gr/el/thessaly/>).
- ✓ Operation of a Clinic within the hotel premises, fully equipped with all the necessary equipment and means to offer basic health care services and prompt response in the emergence of COVID-19 suspicious cases.
- ✓ Updated training of the action plan coordinator and all hotel staff for the adherence to the health protocols through the official educational material that it has been edited by the National Public Health Organization and issued by the Hellenic Chamber of Hotels and the Hellenic Ministry of Tourism, in collaboration.
- ✓ Enhanced cleanliness of public areas and rooms by using special cleaning products and approved disinfectants.
- ✓ Enhanced cleanliness and disinfection of bedding and other cloths, by using high temperature washing cycle programs (above 70°C).
- ✓ Provision and use of appropriate PPE (Personal Protective Equipment) (masks, gloves, special clothing) to all staff of the accommodation depending on the specialty and level of safety that must be provided.
- ✓ Installation of multiple hand hygiene points throughout hotel public areas (reception desk, reception hall, restaurant, bar, WC, entertainment rooms), providing hand antiseptic liquid for use by guests.
- ✓ Provision of individual hand antiseptic in guests' rooms.
- ✓ Disinfection of key cards before use from the next customer.
- ✓ Availability to electronic payments of accommodation expenses and use of electronic means (email, viber etc.) for sending accounts, invoices and receipts.
- ✓ Installation of protective plexiglas dividers, in places like reception, restaurant buffet and mini-market.
- ✓ Installation of special floor markings, to ensure the abidance of distances and the avoidance of overcrowding in the indicated areas (reception, restaurant buffet).
- ✓ Broadening of restaurant operation hours for breakfast and dinner, in order to avoid overcrowding.
- ✓ Serving at the buffet will be made only by the restaurant staff with the use of the appropriate Personal Protective Equipment.
- ✓ Option to serve meals (breakfast or/and dinner) in the rooms to all guests, who wish for.
- ✓ Strict adherence to existing food hygiene and safety rules in the context of the HACCP system.
- ✓ Enhanced cleanliness and disinfection of the pool and the surrounding areas.
- ✓ Continuous supervision of the pool to avoid overcrowding and adherence to the maximum number of swimmers who are using the pool at a time.
- ✓ Spread of seats in the restaurant, cafe-bar and pool area to maintain the appropriate distances.
- ✓ Providing individual packages of seasonings at the restaurant and individual packages of drink accompaniments (snacks) at the bars.
- ✓ Provision of in-bag sealed pool & beach towels.
- ✓ Provision of in-bag sealed cutlery.
- ✓ Extension of check-out and check-in between stays (check-out until 11.00 am and check-in from 3.00 pm).
- ✓ Provision of printed or/and electronic information to guests about the measures taken by the hotel to avoid COVID-19 transmission as well as the obligation to comply with the rules of personal hygiene and social behavior.
- ✓ Implementation of rules for the avoidance of overcrowding during guest transfer based on the legislated special protocol that has been issued by the Hellenic Ministry of Transport.
- ✓ Enhanced cleanliness and disinfection of the entire hotel's water network, by specialized staff, followed by regular safety controls.



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CERTIFICATE

TÜV
AUSTRIA

For the Management System according to the **Covid Shield** Certification Scheme
It was documented and confirmed that the following Organization

SKIATHOS PALACE HOTEL
KOYKOYNARIES
GR-370 02, SKIATHOS, GREECE

has been evaluated and complies with the requirements of the
Covid Shield Certification Scheme for its Operation and Management

Certification Level

Principal



Certificate Registration No.: **20369210005248**

Initial certification::

2020-06-15

Issue date:

2021-06-25

Authorized by:

Haralabos Ageloudis
Deputy General Manager

Valid until: 2022-06-24

The validity of this certificate can be verified
in the Database of the Scheme.

Issued by:

TÜV AUSTRIA HELLAS
429, Mesogeion Ave.
GR-153 43 Athens, Greece
www.tuvaustriahellas.gr



This certification does not guarantee the non-occurrence of Covid-19 incident in the certified company. The objective of this certification is the implementation of a management system and procedures supporting prevention of inflow or spread of Covid-19.

CePRK533_A0



HEALTH FIRST

SAFETY PROTOCOLS
ARE IN PLACE

This hotel follows
the Government
guidelines

