

althea village

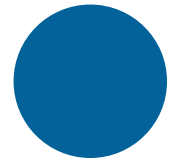


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# WELCOME

## the BLE PROTOCOL



As health & safety of our guests and employees is our top priority, our operation has been adjusted accordingly to fully adapt to all the new Safety & Hygiene Standards.

The **BLE Protocol** focusing on measures and appropriate procedures to prevent exposure &- the spread of COVID-19 through reliable science.

**STAY  
SAFE**

**BLE**  
COLLECTION  
HOTEL & VILLAS MANAGEMENT

# RECE PTION



**Temperature measuring** with touchless devices upon guest arrival



**Contactless & fast** check-in and check-out procedures via mobile phone or tablet



Guests' contact details requested (for medical use only, if necessary)



Extended duration of check-in (15:00) and check-out (11:00) time to allow for sufficient time



Floor markers placed to ensure physical distancing, staff with PPE



Frequent **deep sanitization** of front desk surface

**Disinfection** of room key cards

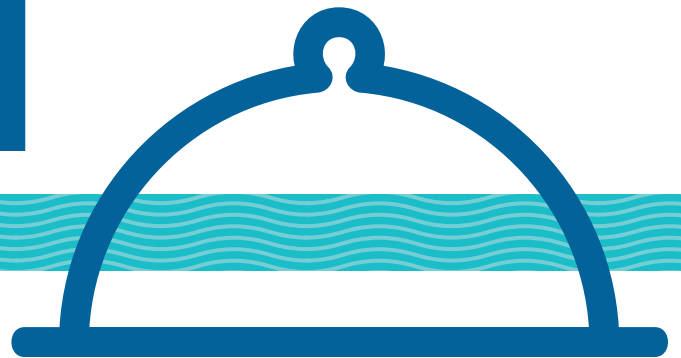


PPE masks & gloves (upon charge) at reception for guest use



Hand **sanitizers** at reception area

# RESTAURANT



**Safe food** preparation and service practice according to **HACCP principles**



Hand **sanitizers** at all restaurant entrances



Seating arrangement by hostess



Seating capacity reduced to provide adequate space between tables for **safe distancing**



A couple or a **family per table** at a time



Disposable napkins & placemats and table **disinfection** after each sitting



**Serviced buffet** by our trained staff



**Digital menus** via the hotel app & single use printed menus available on request

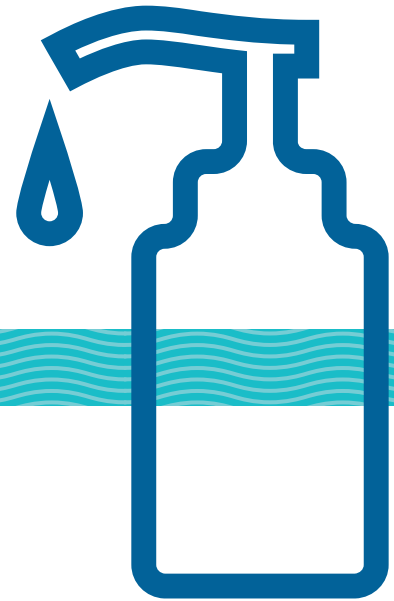


All staff is **wearing mask** at restaurant & bar



**Room service** available at extra charge, all plates appropriately covered

# PUBLIC AREAS



**On-screen information** at lobby area regarding the hotel's sanitization & health program



**QR code phone app** providing information / registration on hotel facilities & services, the spa treatments, fitness programs, online menus



**Disinfectant** dispensers at all hotel areas

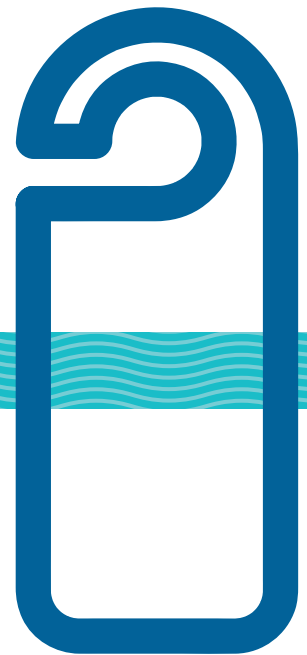


**Disinfection** of high-volume touch points with special attention to public restrooms



**Fresh air** circulation throughout public indoor areas

# ROOMS



Rooms will be **sanitized & sealed** before every arrival



**Enhanced cleaning** & disinfection protocols for guest rooms with attention to high touched surfaces such as remote controls, light switches, door & furniture handles

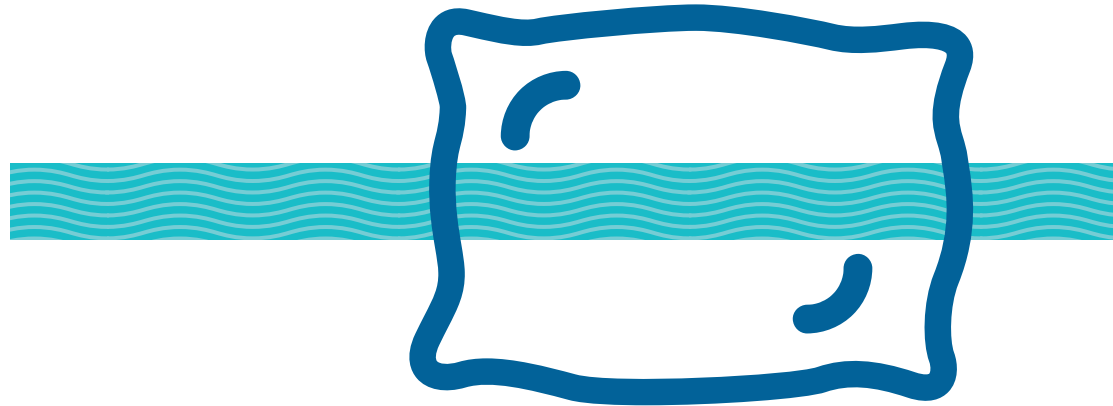


Use of **steam cleaners** for the disinfection of fabric surfaces such as sofas & chairs



Room cleaning, bed linen & towel change are performed **every 3 days** for minimal contact between guests & staff. A turn-down service is available every other day

# ROOMS



All bed linen & towels will be **washed at a high temperature & sanitized**



All decorative & extraneous items (extra pillows, blankets, bedcovers) **are removed** from guest rooms



All in-room print collaterals & stationary items are replaced by **digital documents & services**



Air conditioning filters & grilles **disinfected** upon every room change

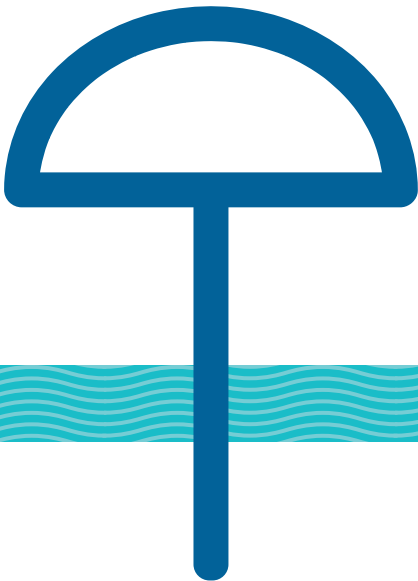


The usage of A/C within rooms at guests' discretion



Guests are recommended to **vacate the room during housekeeping**

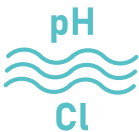
# POOL GYM



Hotel's pool area provides **ample space** for safe distancing between sunbeds & umbrellas



Pool sunbeds **sanitized after each use**. Sanitized beach towels provided by staff on a daily basis



Increased **water quality** controls, regular monitoring of pH & chlorine levels



Massage sessions by appointment only. **min 30' gaps** between sessions to allow for thorough cleaning & sanitisation



**Pre-booking** required for gym use to ensure physical distancing



# STAFF



All staff members efficiently trained on hygiene & **safety protocols**



Provision of **PPE to all employees**



Staff is **screened for symptoms** prior to starting work & if temperature is detected over 37C, they will be asked to stay at home until they are symptom-free



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Living... in BLē



**STAY SAFE**



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