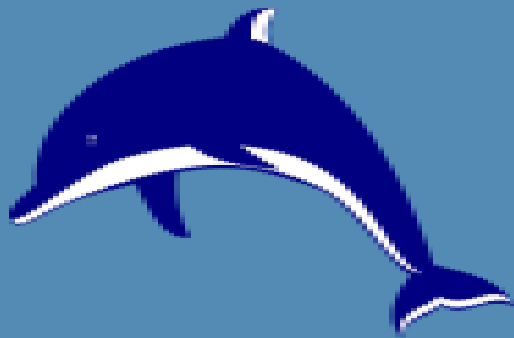




Dolphin Hotel's approach on Covid-19





Dolphin
resort hotel
& conference

**Our priority is the health & safety of
our guests and team members.
Now more than ever we need to
implement measures for the protection
of our visitors during their stay with
us. With a warm smile and the Greek
hospitality always in our blood, we will
do our best to create a safe
environment for your holiday.**

Sofia Vakirtzi
Hotel Manager





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- Online & In person Training provided by the Greek Ministry of Tourism & the National Organization of Public Health
- “Health First” certification provided by the Greek Ministry of Tourism
- All our team members follow the personal hygiene rules against the spread of Covid-19 virus
(safe distance, hand cleaning & disinfection, avoiding hand-shakes, use of personal protection equipment)

Team Training



ΕΘΝΙΚΟΣ ΟΡΓΑΝΙΣΜΟΣ
ΔΗΜΟΣΙΑΣ ΥΓΕΙΑΣ





- ❖ Constant cleaning and disinfection of all areas of the hotel
- ❖ Enhanced In –Room Cleaning
- ❖ Use of certified products
- ❖ Use of personal protection equipment by our team
- ❖ All bedding washed in high temperatures
- ❖ Change of bedding & towels only after guest's request
- ❖ Removal of all decorative objects from the rooms

Cleaning Protocols





- Restaurant seating & bar follow the safe distance regulations
 - Our kitchen team uses personal protection equipment
 - Breakfast service complies with the new regulations for Food & Beverage safety. Our team will be always available to assist.
 - Breakfast Hours 08:00 – 10:00
 - Lunch service 13:00-15:00
 - Dinner Service 19:00-21:00
- Menus, cutlery & everything that is used during the service are disinfected on a regular basis.

Food & Beverage Protocols





- Our reception team uses personal protection equipment during their interaction with guests
- The reception desk is disinfected on a regular basis
- During the check-in , the guests should keep between them safe distance of 1,5 meters
- Antibacterial hand gels are accessible to the guests in all public areas & for personal use upon request
- Check –in time after 15:00
- Check –out time before 11:00

Front Desk Services





- The guests should use the showers before swimming
- Antibacterial hand gels are provided to the guests next to the swimming pool showers
- Safe distance of 2 meters is kept between the sunbeds of different umbrellas
- Swimming Pool Schedule
10:00 – 20:00

Swimming Pool Services



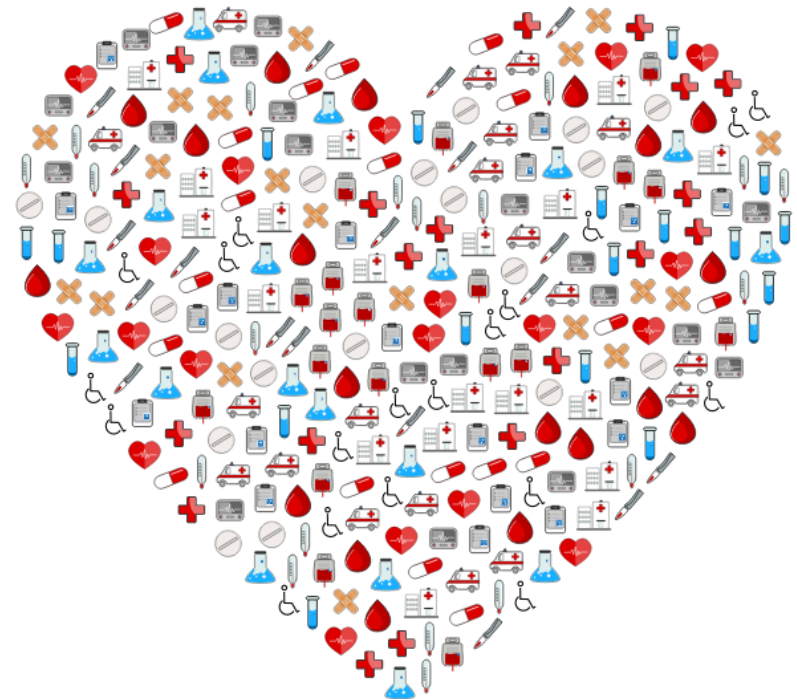


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In case one of our guests feels unwell, our team should be informed immediately.

- Official Hotel representative in place related to Covid-19 incidents and health & safety procedures
- Appointed doctor on call if needed

Action plan in place for medical support





Our cancellation policy has been changed in order to give you flexibility with your holiday plans for this summer season

7 days free cancellation prior to guest's arrival available during the whole season of 2020

Flexibility for your trip





Looking forward
to welcoming
you

