

The well-being of our guests and associates is of the utmost importance!

See you from July 1<sup>st</sup>!

#### POST-COVID-19 UPDATES: “**STAY IN WELL-BEING**”

Dear Guests!

As you have probably followed the news about this unprecedented event, you are aware that Greek people have won the fight against COVID-19 and the country is ready to welcome tourists who seek sun and relaxation after many weeks of confinement.

Kos Island is looking forward to reclaiming its place among the world’s top tourist destinations.

Being one of the most beautiful hotels on this island, Michelangelo Hotel Resort & Spa has always endorsed the values of hospitality, solidarity, friendliness, strong human relationships and ecological awareness. Our hotel complies with all HACCP and TRAVELIFE hygiene and cleaning protocols and standards. In full awareness of its responsibility towards guests, associates, staff and the local population, Michelangelo Resort & Spa has successfully met the recent health crisis challenges and has taken all necessary measures to protect everyone. It is our responsibility to give firm guarantees of quality to our valuable guests so that you may visit our establishments with no hesitation whatsoever.

We are constantly monitoring the situation in compliance with the guidelines of the competent health and safety authorities. To this end, the HEALTH FIRST certificate that has been elaborated by the Greek government ensures that the reopening of hotels will take place in a climate of confidence and trust. We want to see you back soon.

We stay positive, meticulously preparing our establishment for your visit.

#### **Maximum health & safety**

Michelangelo Resort & Spa has modified its facilities and redesigned many of its procedures to limit direct interaction and maintain hygiene standards and social distancing until the harm is over. Our services, some procedures and spaces have

been adjusted to guarantee the safety of our guests in conformity with all health protocols and environmental requirements.

An Action Plan has been implemented including continuous staff training, collaboration with doctors and healthcare services, daily health screening of hotel personnel, additional cleaning measures, and an operational plan for the proper management of suspected cases in accordance with the regulations in force. The Manager of the hotel has been designated as the health coordinator and will make sure that the plan is being carried out.

### **Staff Training and Communication (guest's notification)**

Our integrated Health and Safety plan includes all measures, specifications and procedures to be applied in all hotel departments to prevent COVID-19 and any other disease for that matter from spreading in the community, in accordance with the World Health Organization, the Greek Ministry of Health and the local authorities.

Our hotel staff has been trained by an accredited collaborator to be able to identify COVID-19 symptoms and has been briefed on basic infection prevention and control (IPC) measures. Our staff has also received proper training on actions to be taken in case of guests or of themselves presenting symptoms consistent with COVID-19.

Our guests will always receive updated information on all health and safety measures by information broadcasted on TV in the guest rooms, a special info board, and a desk display at the Reception Desk and in Food & Beverage departments etc.

### **Sanitation and Hygiene standards**

We have implemented additional measures that meet the latest directives on hygiene and sanitation, to ensure the safety of our guests and team on a daily basis. With the support of Diversey's "well hotel program", we are using environmental-friendly cleaning products and are implementing protocols that effectively address viruses. We are conducting enhanced training and COVID-19 awareness sessions, updating our team on how to effectively follow the new standards set for our wellbeing.

For more detailed information please refer to the section "COVID-19 Health Protocol".

**In particular, we are implementing the following policies during your stay in our hotel:**

## RECEPTION

Upon arrival at the hotel, you will notice that some changes have been made to ensure your safety and to guarantee a pleasant stay:

- Reception staff wearing masks or protective face screens
- Disinfectant gel and basic health information available on the Front Desk
- Redistribution of furniture in public areas, signs on the floor that guarantee appropriate distance between guests
- Welcome drink offered upon arrival
- Use of digital means through the APP or tablets for simple and fast check-in, check-out, assistance and other information
- We will do our best not to change the usual time for check-in (14:00) and check-out (12:00)
- Less payments in cash shifting towards contactless transactions
- A special wristband will be given to All Inclusive guests. Wearing this wristband is mandatory.
- For public health protection, the hotel will keep an updated record of all guests staying at the hotel – name, nationality, date of arrival and departure, contact details (address, telephone number, e-mail address). Certainly, all actions will comply with the EU General Data Protection Regulation (GDPR).

## ROOMS

We want your room to be a comfortable and secure space and thus, all cleaning and disinfection procedures will be intensified:

- A room cleaning service will be provided daily when guests leave the room. If guests do not want their room to be cleaned on a daily basis, they should inform the reception upon arrival. Room towels will be changed daily.
- Decorative and non-essential items have been removed
- Additional disinfection of most frequently touched room areas – light switches, door handles, TV remotes, thermostats, Tea/coffee kit, glasses and more.
- Enhanced cleaning technologies including steam cleaners and latest technology disinfecting materials

- Special products for the proper cleaning of air conditioning units after every departure
- Deep cleaning, disinfection, ventilation and sealing of the room after departure

## RESTAURANTS AND BARS

Enjoy your meal by sharing a table with your loved ones. Our wide range of dining options is of the highest quality as always.

- New maximum capacities and a new way to approach buffets have been set
- Self-service has been minimized to avoid food being handled by guests
- Members of our staff will be always serving in our buffets
- Members of our staff will be always serving in Live cooking stations
- Staff and guests will be reminded to maintain the minimum social distance of 2m (floor markings)
- All food safety policies are followed, in accordance to HACCP/ISO 22000:2005
- Daily cleaning and disinfection of the kitchen and other food preparation areas, surfaces, proper cooking and storage of food and application of special hygiene and sanitation practices.
- Limited outdoor seating capacity in restaurants & bars (no more than 4 people per table) with a seating arrangement that ensures at least 2 meters distance between tables. In general, all arrangements have been made in strict compliance with all guidelines and protocols.

## ACTIVITIES AND ENTERTAINMENT

We have organized a live entertainment program adapted to the new social distancing requirements.

- Our outdoor children's playground has been redesigned to guarantee social distancing.
- You may continue using our tennis court with maximum safety as always. Prior reservation is required.
- All team sports activities have been suspended until further notice.

## GYM AND SPA

Enjoy our indoor fitness facilities or relax in our SPA. A new arrangement has been made to ensure social distancing.

- Our Spa centre will offer a limited number of treatments adapted to the current situation. Prior appointment is required.
- Our Gym-fitness room will open in accordance with all current regulations – Prior reservation is required.
- The Indoor pool in the SPA area, the sauna and the steam bath will be out of use until further notice.

## SWIMMING POOLS - BEACH

Indulge yourself with a dive in our swimming pools with their incredible views or in the crystalline waters of the Aegean Sea! To make this possible, we have ensured social distancing between people on the pool area and on the beach (a distance of at least 2 meters in each direction between two people under two different umbrellas is kept) and a new maximum capacity has been set for the swimming pools.

- Appropriate maintenance procedures will be applied and records of pool water will be kept.
- Specific cleaning and disinfecting measures will be applied for sunbeds and the pool area.
- Wrapped and sealed pool towels will be available in the pool area
- Gel dispensers will be available in all public areas and toilets
- Swimming pools and terraces will be monitored by members of our staff to avoid overcrowding

## AIR CONDITIONING & VENTILATION

All A/C units (split units) in the rooms and public areas are safe to operate. The new duties of the maintenance staff will also include ensuring the proper functioning of air conditioning systems as well as thoroughly disinfecting and inspecting each A/C unit. Also, their work tools will be disinfected after each use.

Please note that there might be changes in some facilities and services caused by the updated regulations concerning the current health crisis or the weather or the occupancy of the hotel. Please check our displays regularly.

We are waiting for our valuable guests to spend moments of relaxation in a new holiday experience with the same friendly service as always from our dedicated staff!

With regards,

The Management and the team of Michelangelo Resort & Spa