

## **HEALTH PROTOCOL**

Dear Guests,

Due to current circumstances which occurred, affecting us worldwide, we kindly ask to follow health requirements necessary during your visit at Kymi Palace.

Our team works systematically with consistency based on the daily protocols, to ensure health and safety.

Application of below health and safety guidelines reinforce our goal to make your visit, not only joyous and memorable, but safe as well.

### **Health and Safety**

Kymi Palace always focuses to provide excellent service, warm hospitality, respecting the safety of each individual. Up to this day, our commitment still stands strong. We follow, up to date developments taking into account health and safety recommendations, along with state guidelines. Our work ethic is consistent on ensuring our clients' experience is highly satisfactory and catered to all of their needs, along with going above and beyond to handle any concerns, a guest may have.

Enhanced training relative to health & safety for the staff.

Open air setting areas within the hotel with garden to ensure social distancing.

We encourage to use corridors, stairs and external pathways to avoid elevators.

24/7 available health emergency service through nearby hospital in Kymi village.

Local itineraries & transfers on arrival / departure are arranged with partners in full compliance with health & safety regulations.

Guests are requested to contact in prior & discuss their preferences regarding the services provided upon arrival & during the stay.

Typical procedures such as registration are tend to be implemented prior to arrival.

Temperature contactless device indicates potential fever incidents.

Hygiene products are provided to guests upon request.

At pool & beach there are safe distances between sunbeds & umbrellas.

Signage of route in common areas.

Kids will enjoy several outdoor activities and waterpark with inflatables games operates with appropriate hygiene procedures.

The current health and safety guidelines that staff and guests are required to follow are listed below.

### **Cleanliness and Hygiene**

All rooms including furniture and hardware surfaces are cleaned thoroughly and disinfected consistently to meet the requirements necessary for good hygiene and safety prior to and following each guest's stay.

All unnecessary non basic items has been removed from rooms.

Air condition is serviced properly and frequently, while it operates with fresh air only.

### **Guest Relations and Precautions (Social Distancing)**

Please bare in mind of the health precautions needed, as well as individual concerns by keeping a distance between yourself and others when entering the lobby area & kindly avoid close contact. Having a mask on hand, covering your mouth when sneezing or coughing, using hand sanitizer, and washing hands thoroughly are the ways to prevent spreading any germs or viruses.

### **Hygienic Glass Partitions**

The hotel installed glass partitions located in reception area dividing guests and staff to ensure the best health precautions possible. Our hotel provides hand sanitizer upon entrance which is also available at various posts, located throughout the hotel such as reception, elevators, restaurant, pools and bar area.

### **Hotel Entrance Precautions**

Kymi Palace concerns regarding health, initiates at reception by taking body temperature using a thermometer gun located at check – in, to detect any fever at visitors. Simillarly applied at staff.

### **Current Health Protocol at Kymi Palace**

- All staff is required to wear masks where necessary.
- All staff and guests are required to disinfect with alcohol based hand sanitizer which is found at posts throughout the hotel such as restaurant, bar, and pool area.
- All guest rooms and utilities used are disinfected such as light switches, furniture and hardware surfaces, telephone, closets, including bathrooms and anything that may be used such as hair dryers.
- Elevators, handles, and door knobs are disinfected each hour by our cleaning staff.

- Our main entrance and carpet located within the lobby are sprayed with disinfectant every hour.
- Toilets located in public areas within our hotel are disinfected every hour.
- Emergency disinfection with the use of up-to-date technology based on materials and tools needed to disinfect. (ultra violet radiation bulbs – power jet steamer cleaning machine)

### **Dining and Bar Experience**

- Regarding our restaurant and bar areas, Kymi Palace has taken all health and safety measures into account from preparation to dining.
- The tables' spacing between each seating area is 1,50m x 2,00m.
- The kitchen staff follows all health requirements necessary for food safety.
- The food & beverage providers are based on the health guidelines established for the current circumstances regarding the pandemic.
- In case of purchases done with currency (bank notes) there is provision to clean and disinfect them daily.
- All plates and utensils are washed and disinfected in the dishwasher at the highest temperature.
- All tables and chairs are disinfected with a specific cleaning solution prior to guest use to ensure a satisfactory and safe experience throughout our hotel.
- Breakfast / dinner is also serviced in open air setting.
- Food & beverage is offered on an individual serving tray.

Further health protocols will be determined by our mediators if necessary.

Kymi Palace is dedicated to our guest's experience, being an exceptional one, based on well-being, health, peace of mind, and relaxation. Our hotel anticipates to welcoming our guests upon arrival & we look forward to seeing you soon!