



## ***Care and Cleanliness Commitment***

### ***Covid-19 Operating Procedures and Guidelines***

*The health, welfare and safety of our guests, employees and associates are paramount at the Golden Bay Beach Hotel. As the COVID-19 health crisis has had a tremendous impact on families, communities and businesses around the world, we are working diligently to support you during this challenging time. To ensure your safety, we are taking all necessary precautionary measures in accordance with the guidelines from the World Health Organization, the Government of the Republic of Cyprus, the Ministry of Health, the Press and Information Office and the European Centre for Disease Control and Prevention (ECDC).*

#### **Scope**

This guide's scope is to describe the precautions and repressive measures and dealing processes of Covid-19. Also, it includes the needed actions in a scenario of a positive pandemic case.

- These guidelines are additional and do not replace the obligations imposed by the Law on Cleaning and the relevant Decrees issued.
- In no case this text replaces the official decisions and measures announced by the state and its competent authorities.
- Our hotel cares for our guest's health and safety and we have taken the following measures for a stress free stay in our hotel.
- A specialized Crisis Management Team has been formed, compiled by reliable and responsible Hospitality professionals with the sole purpose of enforcing the implementation of the operating procedures and guidelines. This guide has been approved and prepared with the guidance of IHE – Innovative Hospitality Education.



## **1. Social Distancing**

### **Stay Safe:**

- Keep a distance of 2 metres from other people
- Avoid gatherings in closed areas
- Avoid handshakes and general touching gestures
- Avoid crowded and confined spaces

### **Measures we are taking:**

- Signs with all the social distancing measures in various areas at the hotel
- Reminding our guests to keep social distancing

## **2. Personal hygiene**

### **Stay Safe:**

- Wash your hands frequently for 20 seconds with soap and water
- Dry your hands well with one-time use tissues
- Use alcohol-based hand sanitizers before entering any public area and after using the WC
- Cover your mouth and nose with a tissue if you cough or sneeze or use the inside of your elbow
- Throw used tissues in the trash bin and immediately wash your hands
- Avoid close contact, if possible, with people with respiratory infection symptoms
- When you are in a public place, use your personal mask and gloves

### **Measures we are taking:**

- Signs with personal hygiene guidelines

## **3. Front Desk and Lobby**

### **Stay Safe:**

- Use credit cards for payments whenever possible
- Use of appropriate personal protection equipment (PPE) in contact with employees or other guests at a distance of less than 2 meters

### **Measures we are taking:**

- Observance of physical and social distancing measures



- Placement of transparent Protective Screens between guests and employees
- Installment of a divider to maintain a distance of 2 meters between two service points or two queues on the reception counter
- Appropriate marking of distances and control of their observance
- Proper planning and management of arrivals for quick queue reduction
- Granting information to each new guest
- Frequent disinfection of the reception area
- Disinfection of keys - room cards

#### **4. Restaurants and Bars**

##### **Stay Safe:**

- Reduce as much as possible cash transactions and favor intact transactions like credit cards
- Sanitize your hands on entry and exit to every restaurant or bar
- The recommended distance between all guests is strictly maintained

##### **Measures we are taking:**

- Implementation of enhanced food safety and hygiene protocols for restaurants, room service, and group meetings and events. Our employees and the culinary teams ensure that the highest hygiene standards are always respected.
- Placement of transparent Protective Screens between guests and employees
- Observance of the maximum number of people in open and indoor spaces:
  - ✓ Maximum one person per 2m<sup>2</sup> excluding employees in outdoor areas
  - ✓ Maximum of one person per 3m<sup>2</sup> in indoor spaces
- Given instructions at entrances for keeping distance, personal hygiene, and the correct procedures for use of personal protective equipment
- Floor markings placement (where and if required) in order to ensure compliance with distances of at least 2 meters
- Provision of disinfectant at the entrances and exits of the dining area, in buffet and serving areas
- Use of gloves and masks by employees during service and when preparing/serving food and beverages



- Promoting use of online price menu / directory and one-time-use printed material
- Additional measures during buffet service:
  - ✓ Keep 2 meters distance, use of protection equipment between the guests and food, food serving by employees
- Use of sous-plat and disposable napkins
- Disinfection of table and chair surfaces
- Handling and placing crockery, cutlery and glasses: only the person who will use them comes in contact with them
- Single use table cloths and napkins will be in operation for all restaurants

## **5. Housekeeping**

- All rooms will be supplied with gloves and masks for guests to use throughout their stay
- Enhanced and thorough cleaning protocols will be implemented in all guest rooms:
  - ✓ Room cleaning will take place by using suitable disinfectant and disposable paper as recommended by the local government
  - ✓ All hard surfaces and frequently used items such as switches and remote controls will be disinfected daily
  - ✓ Unnecessary items are being removed from guest rooms (Laundry List, List of pillow types, Stationery, Continental Breakfast Menu, Room Service Menu, Mini Bar). Should you wish to request any of them or receive more information do not hesitate to contact us at ext. 0 or 11- Reception Desk.
  - ✓ Good ventilation of all the rooms
- Personal protective equipment will be worn by every team member of the Housekeeping

## **6. Pool & beach**

### **Stay Safe:**

- Keep a maximum number of people per square meter on the beach and pool areas
- Avoid closed shared showers and shared locker rooms
- Use your pool/beach towels provided by the Hotel when using the sun loungers



### Measures we are taking:

- Installation of umbrella and sun loungers follows the safety separation distance of 4meters and 2meters respectively
- Sunbeds, mattresses, umbrellas bases and loose furniture are disinfected after a guest change
- We follow strict adherence to all rules of hygienic use of swimming pools, proper and strict disinfection of water

### **7. Use of elevator**

#### Stay Safe:

- Use of masks whenever possible inside elevators
- Use of disinfectant on the way in and out of the elevator

#### Measures we are taking:

- Posting of safety guidelines
- Elevators are disinfected frequently during the day

### **8. Public hygiene places**

#### Stay Safe:

- Keep distance of 2 meters
- Wash hands based on the flyers posted
- Close WC cover after its use and before flushing
- Dry your hands with one-time-use paper towel
- Prefer to use the WC of your hotel room

#### Measures we are taking:

- Well trained housekeeping personnel on hygiene
- Frequent cleaning and disinfection of public hygiene areas
  - ✓ Public places are being cleaned on closely monitored schedules with disinfecting procedures
- Disinfectants and one-use tissue papers are always available



- Hand sanitizers are provided for guests and employees in all public areas

## **9. Public areas**

- Good ventilation of all public areas
- Enhanced sanitization procedures are in place at all public areas and across guest touch points throughout the hotel with disinfecting taking place regularly
- Prominently placed hand sanitizer stations throughout all the public areas
- Please note that some of our services are currently closed

## **10. What to do in case you have symptoms**

- Stay in your room with your door closed
- Wear your mask and gloves (this is applicable for all the guests who stay in the same room with the patient)
- Inform the hotel reception about your symptoms by dialing 0 or 11 from your room telephone
- We will call immediately the assigned doctor of the Hotel
- Follow the instructions of the doctor
- In case a suspicious incident occurs, Emergency Response actions have been determined and all employees have been trained to act accordingly, such as, being able to identify suspicious symptoms, maintain their reactions calm and discreet, and take the appropriate steps for isolating any suspicious incident

## **11. Hotel Employees and Staff Requirements**

- Hotel employees are following strict guidelines, including utilizing Personal Protective Equipment, frequent and stringent hand-washing protocols, and first line employees are wearing both gloves and a mask.
- Employee workstations are being cleaned and disinfected during and after every shift. Employees are empowered to stay home if unwell, communicate their potential exposure to



COVID-19 with management, and are fully educated on how to maintain a safe and clean workplace.

- All guests, staff and associates are always advised to practise good personal hygiene and to seek medical attention immediately if they feel unwell.
- Health measures such as temperature screening for our employees are implemented as advised by the authorities.

## **12. Useful link to keep you updated**

- Cyprus Ministry of Tourism: <https://www.visitcyprus.com/index.php/en/cyprus-covid19-travel-protocol>
- Press and Information Office of Cyprus: <https://www.pio.gov.cy/coronavirus/en/index.html>

*Providing safe and clean environments for our guests and colleagues is always a top priority for us.*

*We remain committed to upholding the highest standards of cleanliness and want you to feel at ease when you visit the Golden Bay Beach Hotel, knowing you'll experience the quality you expect.*

*Should you require further assistance or receive more information do not hesitate to contact us at 00357 23814000 or by sending us an email at [gadmin@goldencoast.com.cy](mailto:gadmin@goldencoast.com.cy)*

*It would be our pleasure to assist you in any way and make your stay comfortable and enjoyable!*