



CLUB HOTEL ★★★★★
CASINO LOUTRAKI
CONFERENCE RESORT & CASINO

*Feel safe
enjoy the moments*



safety policy

Dear Guest,

We are pleased to welcome you to the safe environment of Club Hotel Loutraki. Fully dedicated to our customer-driven philosophy which is typical of our services, we are committed to ensuring for you a quality stay and unforgettable experiences, implementing practices adapted to the requirements of the new reality, always trying to safeguard the health of all of us.

Currently the favourable climatic conditions of our country combined with the privileged location of our hotel complex, due to its easy accessibility via the primary road network, as well as the strict implementation of the health standards, make our unit the ideal destination to enjoy moments of relaxation, wellness and fun and have an all-inclusive hospitality experience.

welcome



Our Commitment



Granted that the health and safety of our fellow human beings is an unnegotiable priority for us, we work with responsibility and determination to strengthen the sense of trust and loyalty in our hospitality, ensuring carefree vacations for our guests and a safe working environment for our staff.

In this context, always in compliance with the National Organization for Public Health directives in force, we have prepared an action plan, observing all specifications provided in the health protocols while at the same time upgrading the standards of our services through certifications from leading Health & Safety companies, having first acquired the Health First certificate from the Greek Authorities.

Also our commitment for viable, environment-friendly company practices, remains an unquestionable priority for us, strengthening the eco-friendly consciousness of guests, associates and employees, since it is mandatory that we comply with strict criteria which are constantly checked through regular on-site inspections to secure the eco-friendly Green Key certificate.

Rest assured that certain services of ours have been temporarily changed due to the compliance with the new health and safety procedures as well as the required social distancing. Over time our policy may be revised in order to comply with all new operation-related directives or protocols enforced by the competent authorities, training at the same time our staff in order to secure the public health.

We are committed to continuing uninterruptedly our efforts for individualized and quality hospitality, focusing on 3 important quality pillars: the high standards of cleanliness, the constant improvement of the procedures of our operation to ensure increased safety of our visitors and to train our staff through constant training programs.

Staying safe together

Our hotel implements, according to the guidelines of the competent authorities, strict cleaning and disinfection procedures, promoting the sense of safety for all people on the premises.

We implement a specific regular cleaning and disinfection program in all areas and surfaces, using appropriate detergents and disinfectants, as well as state-of-the-art spraying and sterilization systems.

We have also modified in part the guest reception and accommodation procedures, following the proposed social distancing guidelines.





We check daily the temperature of staff and guests at all entry points of the complex with the use of a digital contactless device



We have available many hand disinfection points and we provide appropriate cleaning materials in all public areas such as entrances, reception, lifts, restaurants, bars, meeting rooms, pool areas, wellness center and gym.



We check that crowding is avoided and we ensure that the required distancing is observed by placing the appropriate floor or other signage.

We train systematically our staff in observing the health protocols, following an accredited training plan, to ensure their proper implementation.

We also ensure that staff are provided with the suitable Personal Protective Equipment (PPE) and we oversee their safe use from all employees, be they in direct or indirect contact with guests.





We have posted guidelines for the following:

- Reminder on using and discarding the PPE
- Implementing the proper practices for personal and respiratory hygiene
- Observing the social distancing rules in public areas and the workplace
- Observing the maximum number of people in all areas of the complex, in accordance with the legislation in force (e.g. lifts, shops, gym etc.)

In all areas serving guests we have installed protective partition panels for safer personal communication

We implement a strict and controlled cleaning and disinfection system in all hotel areas such as rooms, lifts, public areas etc. focusing on the disinfection of surfaces and points touched often

We ensure the air quality in all areas, either with sufficient daily natural ventilation or by certifying that the A/C units operate properly and that suitable ventilation/extraction filters and systems are used

We have readjusted the capacity of public areas, rearranging the furniture to comply with the crowding prevention measures

We have removed decorative items and multiple use objects, such as printed material, catalogues etc. from rooms and public areas.

We encourage people to avoid taking the lifts. If they are used, it is mandatory that the maximum permitted number of persons is observed according to the signage

We keep a guest book for public health protection reasons, in order to be able to communicate at a later stage with any contacts of a COVID19 case traced after the customer has checked out.



We implement the General Data Protection Regulation (GDPR), focusing on guest book-keeping and incident book-keeping

We ensure that there is an affiliate doctor and nursing staff with the relevant experience for 24/7 medical care for your facilitation and safety



We provide information on the policy of the hotel, health institutions or pharmacies in the area as well as PPE, if requested

We have communicated the measures and requirements of the action plan to all internal and external bodies and associates for the best effective implementation possible

We have special equipment (medical kit) in the event of a case

Reception... welcome back

In order to make your stay at the reception area as short as possible, we have created a simple internet procedure of filling in the necessary registration form prior to the arrival

We disinfect the room access cards (Key-cards) after each use, while when guests check-in we hand them over in a special disposable paper case



We have extended the time period between the check-in and check-out. Check-out is by 11 a.m. and check-in from 3 p.m. to ensure that every room is cleaned thoroughly and the area is ventilated sufficiently between occupancies

We encourage electronic transactions during your stay as well as the electronic payment of your bill. The relevant receipts can be sent electronically if you wish



Entry of visitors to guest rooms is not permitted.
You can meet your loved ones in the public
areas, always following the health guidelines
in force

Valet parking is not available in order to avoid
personal contact

Your luggage is disinfected prior to being
transferred to the rooms





Relax in your room

We implement very high cleaning and disinfection protocols using suitable products in cooperation with the specialized detergent company "Diversey"

We ensure that rooms are ventilated sufficiently between room occupancies

We have removed decorative items and multiple use items such as printed material and catalogues

Bed linens and towels are washed in the hot cycles using also disinfectants



After the completion of the cleaning and disinfection procedure, the room is sealed with a special tape guaranteeing that the occupant of the room is the first person entering after its disinfection

Room Service delivers your order safely at the room door, with no personal contact and at no extra charge

The minibar is empty but is in operation for your use. Room Service is at your disposal 24/7 for any orders

We provide the option of ordering through the digital catalogue we have created. By scanning the QR code on the special card handed to you upon your arrival, you can have access through your mobile phone to the Room Service catalogue and order anything you wish

Gastronomy... enjoy tasty journeys

We follow all HACCP, ISO 22000, FIFO (first in – first out) for all F&B departments

We have modified the areas to comply with the crowding avoidance measures

Weather permitting, we have the option of operating an outdoor area for breakfast or dinner

We have installed a protective partition at the buffet while food is served by F&B staff

We supervise the diligent cleaning and disinfection of tables and seating after each use

We provide the option of ordering through the digital catalogue we created. By scanning the QR code in the special case on each table you may have access through your mobile phone to the catalogue of the restaurant or bar you are in and order anything you wish



Spa & Gym... time for wellness and renewal

The use of the facilities is possible only with an appointment

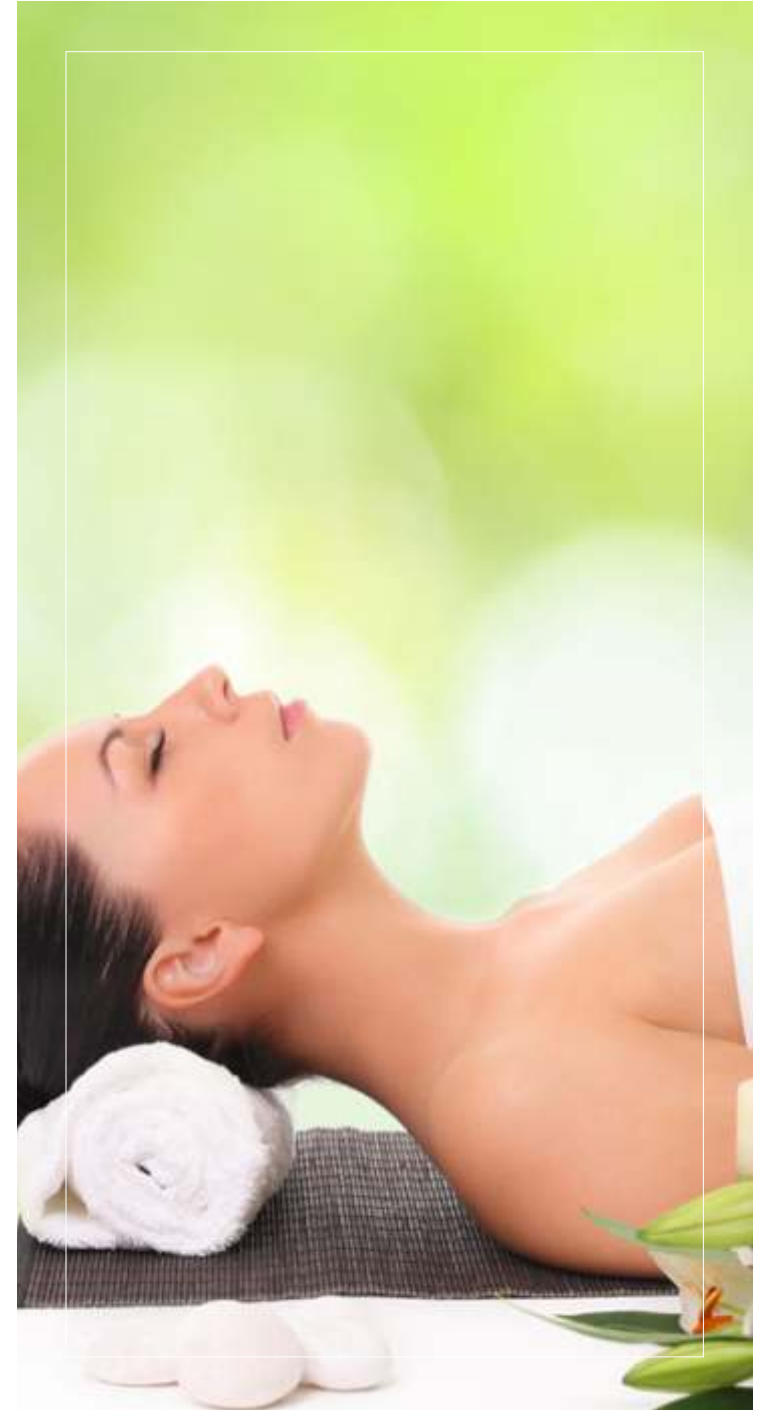
The indoor pool, Jacuzzi, sauna & hamam are temporarily closed based on the legislative framework in force

We ensure sufficient airing of rooms between treatments

We implement intensive cleaning and disinfection protocols in the area with the use of suitable cleaning and disinfecting products

Towels are washed in the hot cycles using disinfectants

We supervise the cleaning and disinfection of gym equipment after being used by each customer



Beach – Pools...

Relax under the sun

We maintain a safe distance between deckchairs and umbrellas

We implement intensive cleaning and disinfection standards for all equipment after each use



Pools are chlorinated systematically with the use of disinfectants

We supervise constantly the maximum permitted number of persons in the pool at the same time

Showering is necessary before and after using the pool



Water sports... playing in the water

We implement an intensive cleaning and disinfection procedure of the Water Sports Equipment after each use so you can enjoy your favorite activities safely.

Kids Club

The Pirates Kids Club is closed until further news, in accordance with the legislative framework in force

Event areas

Operation of services in accordance with the legislative framework in force

Customer Transportation Service

We ensure that the vehicle is aired naturally prior to each use

We make available hand sanitizing solution in every vehicle

It is recommended to avoid handshakes and close physical contact

Vehicles are used based on the maximum permitted number of passengers, in accordance with the legislative framework in force

Thorough cleaning and disinfection is carried out after each use of a vehicle

We remind you of the necessity of personal hygiene, avoiding crowding and keeping the necessary distance, and we recommend that you strictly observe the virus prevention measures, in accordance with the instructions provided to you, in order to safeguard everyone's health.

If during your stay you exhibit symptoms relevant to COVID-19 such as coughing, headache, mild fever, please stay in your room and contact ASAP the hotel reception. We will immediately inform the person in charge of the COVID-19 case management action plan to record the incident in the book of incidents. Then, the relevant protocol will be implemented, in cooperation with the hotel affiliate doctor and the competent authorities, to ensure that you are isolated until the positive case is confirmed or not.

IMPORTANT NOTICE

Any guests testing positive for COVID-19 within 14 days from checking out from the hotel are obliged to inform the person in charge of the COVID-19 case management action plan for the hotel, to trace further their contacts on the premises.

