

Covid-19 Health and Safety Plan

A message from Orpheas Team...

Dear guests,

Greetings from Mykonos Island. We hope this letter finds you well, healthy and safe.

At Orpheas Rooms, we understand that through these unsettling times, the safety and wellbeing of our associates and guests, is of utmost importance.

Starting from June 27, 2020, we will be ready to welcome you again, following the latest Greek Government guidelines.

Our priority remains to offer you a warm hospitality experience, while keeping the safety distances and the appropriate health measures.

To help you navigate the uncertainty around your travel plans, we have launched this dedicated [COVID-19 Response web page](#) to explain how Orpheas Rooms can support you on your next trip to Mykonos Island. We will continue to update this page with the latest information in regards to your travel safety.

- **New health and safety measures**

We take pride in maintaining the highest standards of cleanliness and hygiene within our premises and operate in accordance with the recommendations by the World Health Organization (WHO) and the Greek Government regulations.

- **Our people**

Every staff member is using personal protection equipment (PPE) and has received expert training on our rigorous cleaning regime and operating practice. Training is provided on hygiene measures and the latest information on coronavirus. This is vital to help safeguard the health of our employees and guests.

- **Cleaning & Housekeeping**

We enforce a rigorous cleaning regime and thorough sanitisation practices in all rooms and common areas for your safety. Rooms are left unoccupied for at least 24 hours before they welcome the next guests. Laundry is done on-site to avoid unnecessary contact with others outside the hotel.

- **Guest care**

We avoid overcrowding in all common areas. Guests are encouraged to complete the online check-in option, prior to arrival and to use their credit/debit cards for payment at check-out.

Hand sanitiser is available in all common areas and we encourage frequent use for staff and guests alike. Masks are available upon request. Infrared thermometers are available at the front desk to conduct temperature checks of our guests and employees upon request.

Protecting ourselves and others from COVID-19

- * Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water
 - * Avoid unnecessary contact
 - * Avoid touching eyes, mouth and nose
 - * Cover the mouth with the elbow when coughing and sneezing
 - * Keep at least one meter (three feet) distance between you and others, especially when coughing or sneezing
 - * Arriving guests will be provided with sanitisers and reception area will be disinfected frequently.
 - * Outside visitors are not allowed in our premises, to ensure our guests' safety
 - * We have changed the hours of Check-in and Check-out, in order to thoroughly sterilize each room before arrival. Check-in starts from 15:00 and Check-out is at 11:00
 - * Special attention is being given to the application of cleaning and disinfection measures in common areas such as restrooms, halls, corridors, as well as to objects that are frequently touched such as handles, switches, doorknobs, etc.
 - * Sheets, blankets, washcloths, hand and bath towels are washed in hot cycles (70°C) in our hotel's laundry facilities, including items that have not been used
- For the most updated information, please refer to the Greek National Public Health Organization and/or World Health Organization and/or your local health authority.

FREQUENTLY ASKED QUESTIONS (FAQ)

- **If I checked in and it turns out that another guest is ill from the Coronavirus, what kind of help/support can I expect from Orpheas Rooms?**

A response plan has been drawn in order to be able to isolate any potential incident at our hotel. All guests will be notified accordingly. The affected guest(s) will be assigned a trained member of our Hygiene & Safety team, who will be solely attending to them. Our Reception will be at your disposal at all times for any further assistance you may require.

- **Can I claim money back if my holiday cuts short?**

In case the duration of your stay has to reduce because of a COVID-19 incident of another guest, you are entitled to a credit voucher for the balance of your stay, which can be redeemed until 15/10/2021.

- **What care can be given, what is the closest hospital?**

We've partnered with Prestige Derma clinic for handling any possible Covid-19 cases. In case you feel unwell at any time, please notify the Reception immediately.

- **How do you clean and who accesses my room daily?**

Housekeeping staff will be accessing your room, wearing PPE at all times. Maintenance works will be avoided when rooms are occupied. In case of an emergency, guests will be notified in advance.

- **How can I reach Athens, in case I get ill?**

We will need to notify the local Health Centre and the National Public Health Organization, who will give us further instructions with regard to your return to Athens.

Important Links

- [National Public Health Organisation \(EODY\)](#)
- [Hellenic Ministry of Tourism](#)
- [Athens International Airport](#)
- [Aegean Airlines](#)
- [Hellenic Sea ways](#)
- [Blue Star Ferries](#)
- [Doctors, Pharmacies, Mykonos Health Clinics - Municipality Centre](#)

Now more than ever your safety and health is our number one priority and our key mission to provide you a carefree vacation.

This challenging time dictates new procedures, guidelines and protocols for the benefit of all.

It is likely that the impact of the coronavirus will temporarily affect us all, however, the aspiration to explore the world, will never fade.

We are looking forward to welcome you in Mykonos...Till we meet again, stay safe!

Best Wishes,
Orpheas Rooms