

Dear Guest,

We are here to provide you with **exceptional accommodation experiences** attaining the adequate **hygiene, safety, and operational methods**. We feel it is important to reach out to you the actions we are taking to **keep our facilities safe and healthy**. Our team carefully follow the adequate cleaning, sanitation, and disinfection protocols. These protocols assist in illness prevention and include:

- Regular **sanitation training** for our team members.
- Clearly established **time-schedule for cleaning** and disinfection in all areas.
- Conspicuous placement of **hand sanitizers**.
- Frequent cleaning and wash down of outdoor and high touch locations, including **walkways, staircase**.
- **Fast response** to off-cycle cleaning issues.

Given the current concerns related to the new coronavirus 2019 (covid-19), we have established **house rules** that, along with adequate sanitation protocols, safety methods and operation procedures, **guarantee the well-being of our guests** during their stay with us. These rules include:

- We advise our guests to keep **one and a half (1.5) meters distance** from the person next in line while approaching any indoors help-desk (reception, bar, buffet).
- We **provide a face mask** for our guests in case of coughing and/or sneezing in any indoors public space of the hotel.
- We have **reduced by 1/3rd our restaurant' capacity** by arranging our spaces to meet the new required distances. We adjusted our breakfast buffet, so all our delicacies are served **from us**
- Entering and leaving our restaurant for their meals, our guests are being advised to use the special **hand sanitizers** placed for that purpose at all our restaurants' entrances.
- For our guests' Room Service, we apply new procedures for ordering, delivering, and collecting trays.
- We encourage our visitors to get in touch with any member of our team for **recommendations and/or remarks** that will improve our operations.

Our aim is to provide **high-quality personalized services**. Our team members are enthusiastic professionals at our guests' disposal, **responding promptly and effectively** to their requests.

For our team members of the operating departments who join the daily shifts we took the following actions:

- Restrictions for a **limited number of people** in the workplace are respected.
- We have provided everyone with all recommended **protective gear**.
- We continue to regularly **disinfect work surfaces**, as well as public and back-office areas.
- We took measures to **limit social hubs** and keep a safe distance between team members (1,5m+).

As part of our commitment for the health and well-being of our guests, employees, and community, we are carefully monitoring the new coronavirus (covid19) situation through regular [updates](#) and [guidance](#) from the *Hellenic Health Organization (E.O.D.Y.)* and the *National Health Ministry*, as well as additional *government* and [European](#) organizations.

Based on the guidance we have received and our general state of readiness, **we are confident our operations continue to be safe and ready to serve our guests.**

We are very proud of our hotel's team who in these unprecedented circumstances show a very high level of **self, social, as well as professional responsibility**. In addition to their immediate compliance with strict hygiene, operational, communication, and coordination rules, **they are exemplary hosts.**

Enjoy your stay!

Cavos Hotel & suites team