



PERNERA BEACH HOTEL

# Staying Safe!

Our goal is to ensure the safest and most comfortable experience for our guests.

We have been following and implementing the directions from the Cyprus Government and the guidelines of the World Health Organisation, and we continue to do so.

While we consistently maintain high standards of hygiene in our property, we have implemented additional measures in response to the Covid-19, to eliminate any potential risks, and which are under ongoing review. As guidelines are updated, we will adjust.

Our team is happy to provide you with any information you require throughout your stay. In a time of great uncertainty, you can be assured of our commitment to ensuring your health and wellbeing and allowing you to relax, while enjoying the services and facilities at Pernera Beach Hotel.



## General Guidelines:

- Directions from the Cyprus Government and guidelines from the WHO (World Health Organisation) are followed and implemented
- Active employees have undergone laboratory testing against Covid-19
- All employees have undergone Covid-19 focused training and have been given instructions on how to recognise the symptoms in a timely manner and respond promptly
- Front line / serving employees are required to wear protective equipment (masks, gloves, etc) while on duty and wherever required.
- Enhanced protocols for sanitation of all public spaces in the hotel and guest rooms are in place
- Modified the layout of restaurant and pool area to apply social distancing requirements
- Social distancing guidelines and signage in place. Social distancing is mandatory in all public areas (restaurants, pool area, lobby, etc)
- Implemented sanitation stations throughout the property for guests and for associates with personal protective equipment available and hand sanitizing gels. Disposal bins with foot-lever are provided in prominent places.
- The occupancy of elevators is limited to **2** persons at a time. Elevators must be used according to the instructions provided and concern personal hygiene
- The air conditioning / ventilation systems are operating as per the technical directive issued by the Ministry of Health. Frequent maintenance and cleaning of filters to ensure proper operation. All public and office areas are systematically and adequately aired out and ventilated
- **All Guests are required to wear face masks in all indoor public areas.**

## Cleaning & Sanitizing:

- Increased frequency of cleaning and sanitizing in all public and employees' spaces with an emphasis on frequent contact surfaces
- Use of certified cleaning and sanitizing products. Cleaning staff are trained in the proper cleaning and disinfection procedures
- Installation of posters / instructions for health and hygiene reminders throughout communal areas including the proper way to hand wash, usage of sanitizer gels, social distancing
- Public restrooms are equipped with liquid soap and single use paper towels which must be disposed of in the foot-operated disposal bins provided
- Key cards are provided by front office. All key cards are sanitized and placed within the key card folder before given to each client

## Personal Safety & Hygiene:

- Keep at least 2 meters distance from other guests and hotel staff
- Avoid touching your nose, eyes, mouth. Cover your nose when coughing or sneezing with tissue or flexed elbow
- Proper Hand Wash: Use warm water and soap very well for at least 20 seconds (including palms, back of fingers, thumbs, fingernails)
- Proper Hand Sanitizing: Use an alcohol based (70%) gel or solution and apply for at least 20 seconds (apply product on palms, rub hands together until dry)

## *Front Desk:*

- Protective transparent divider screens have been installed at reception, between the employee and the customers, protecting the individuals from direct contact with the breathing of the persons of the other side.
- Reception area floor is marked to ensure social distancing
- The approach to the reception desk is made one person at a time
- Check in and check out time is strictly followed in order to ensure in-between timing for deep cleaning and room disinfection

## *Food & Beverage:*

- All outlets provide sanitized menus
- When entering the food display area (breakfast / dinner), customers should make proper use of the antiseptic station before coming into contact with equipment of food. Social distancing and waiting in line must be practiced at all times
- As always, the highest HCCP standards are thoroughly implemented

## *Pool Area & Service:*

- The sun loungers and umbrellas have been safely spaced (4 meters) between each other to ensure for social distancing
- Sun loungers are disinfected daily and between each guest's use.
- The use of towel on each sun-lounger is mandatory (responsibility of the bather)
- Pools are monitored to ensure optimal levels of water quality and disinfection are maintained
- Certified cleaning products are used in cleaning of all areas

## *Housekeeping:*

- Thorough cleaning, disinfection, ventilation of all rooms prior to each arrival, and deep sanitization with fogging machine disinfection.
- Particular emphasis is placed on surfaces that are often touched with hands such as bedside lamps, doorknobs, switches, bed heads, remote controls, etc
- All bed linen and towels are safely collected, washed with appropriate detergent at high temperatures and then completely dried and ironed in high temperatures. Same applies for restaurant / table linen

## *Actions in case of symptoms (fever, cough, shortness of breath, sore throat) :*

### *During accommodation:*

- Immediately inform the front desk and be self-isolated in your room until medical advice and attendance is received

### *After departure:*

- Should your laboratory tests be positive, inform our reservations department or emails us, providing your reservation details. This will be valuable in contact tracing and prevention against the spread of Covid-19.