

COVID-19 INFORMATION

More than ever, prevention must be our top priority, now.

We announce the measures we are taking to keep our esteemed visitors and staff safe and healthy, while staying at our facilities, adhering to the protocols of the World Health Organization and the regulations of the Greek Government regarding the COVID-19 pandemic.

01. PROTECTED ENVIRONMENT

- Regular training of health workers and compliance with Health Protocols
- All staff will be checked medically before returning to work and during their work.
- **Temperature control and health questionnaire completion**
- Hand disinfection stations have also been installed in prominent places.
- Use of mask and gloves by all employees
- **Increased procedures for cleaning-disinfecting of surfaces of common use.**
- Custom food and beverage service
- Frequent ventilation in all interiors. Air conditioning in public areas will remain closed.
- Check in by keeping distance and using protective equipment.
- Disinfection of room cards and POS.

02. NEWER INNOVATION AND HIGHER HEALTH STANDARDS

After meticulous research by the Technical Department, state-of-the-art technology has been introduced to disinfect air, surfaces, components, areas that are most affected, using approved disinfectants, depending on the characteristics and needs of each area.

The already meticulous cleaning was strengthened according to the Protocols for Public Health by the World Health Organization and the Greek Government.

03. SOCIAL DISTANCE

- The facilities have been improved with the necessary measures
- Capacity has been reduced by configuring the spaces to meet the required distances
- The signage at the Reception and the common areas, reminds the visitors to keep a social distance
- A variety of outdoor activities are available from Spa
- There is a circularity system with which the rooms are given to the clients
- **Rules for the elevators use: 2 persons or 1 family per elevator and frequent disinfection.**

04. ROOMS

- In the Rooms we have strictly adopted protocols for cleaning all surfaces with approved products. Especially in the areas that are most often touched, eg light switches, TV & A / C controls, knobs, etc.
- We have removed all decorative and useful items (mail, pencil, indexes, etc.), Mini bar items that are available upon request.
- We apply a system of circularity with which the rooms given to the visitors are those that have been left empty for the longest time.

Room cleaning during the visitor's stay will be done only at his request with timely notification 24 hours in advance.

- Abolition of daily change of clothing, towels and evening preparation, only at the request of the visitor.

05. NUTRITION-RESTAURANT

The food served at Thermae Sylla Spa is based on fresh seasonal products and no processed foods are used.

Nutritional principles are in line with the Mediterranean Diet.

In our restaurants, we keep safety's distances and occupancy's limits.

The entire food preparation process is subject to a detailed Cleaning and Disinfection Traceability Protocol.

We adjust the breakfast buffet so that all the dishes are served by the restaurant staff.

We clean and disinfect after every use, tables, chairs, menus. Possibility to use price lists electronically.

We recommend customers to use hand sanitizers that are placed at the entrance of restaurants.

06. SPA AREA

Our mission is to improve the health of our visitors.

Thermae Sylla offers visitors the experience of benefiting from a large portion of treatments and services to reduce stress and strain, weight management, exercise, toning, energy and physical strength with personal health protection, in a clean and disinfected area in compliance with the measures of social distancing.

In addition, all components and equipment will be disinfected after each use.

07. POOLS

There is no evidence that the virus that causes COVID-19 can be transmitted to humans through water in swimming pools, thermal waters, thermal baths.

Our pools are completely emptied every night, disinfected and refilled with fresh thermal water, or thermal and sea water, while throughout the day, new fresh thermal water flows in for continuous renewal.

The sunbeds have been installed keeping the social distance limits, are cleaned and disinfected after each use.

Due to the quality of our thermal water characteristics, no additional disinfection measures are applied.

A limit is set on the number of people in the pools and their use, especially indoor ones, which can be used exclusively by appointment by contacting the SPA reception.

Vulnerable groups are advised to use individual baths.

08. BEACH

The Deck plaz area has complied with capacity limits and sunbeds have been fitted accordingly to the social distance rules. Also, the sunbeds will be cleaned and disinfected after each use.

Our goal is to provide high quality personalized services.

We are following the developments regarding COVID-19 with regular updates from EODY, the Ministry of Health and other Organizations.

The health of our visitors, employees and society is a commitment for us.