



LINDOS HOTELS

a safe guest journey

- A Contactless and Safe Experience
- Temperature Checks of all Employees and Guests
- International Leading Companies Partnership in Health and Safety



LINDOS IMPERIAL



LINDOS VILLAGE



LINDOS ROYAL

GENNADI GRAND RESORT

★★★★★



LINDOS GRAND

RESORT & SPA

★★★★★



LINDOS HOTELS

A safe & seamless guest journey

At Lindos Hotels, we are dedicated to offering a safe, seamless and stress-free experience for you and loved ones.

Within this new environment, our sole goal is to provide guests, residents and employees with the confidence and assurance that their health and safety is our first priority. Our promise is to deliver the same level of excellent customer service and sincere hospitality that defines the Lindos Hotels experience, but with the added confidence of industry-leading hygiene practices created to keep you safe.

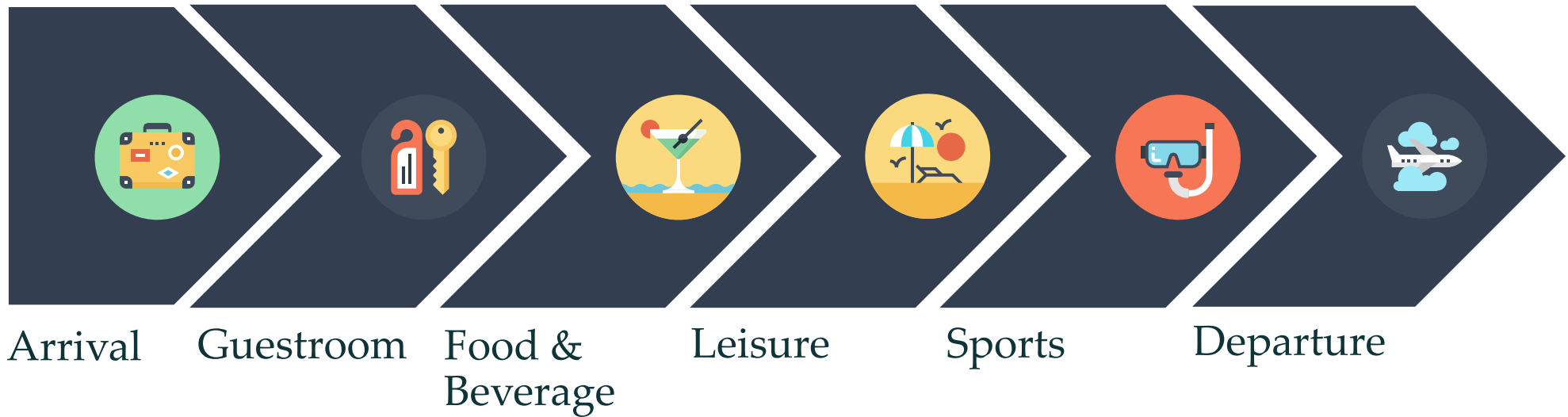
All Lindos Hotels staff have completed a comprehensive Health & Safety training program on personal hygiene, food hygiene and cleanliness to ensure standard health protocols are consistently followed across all hotels, providing critical feedback and best practices on any necessary changes.

We are committed to providing a safe environment and space where guests can relax and enjoy the beautiful surrounding setting and feel confident that the team at Lindos Hotels are going above and beyond to ensure a safe and pleasant experience.

A safe guest journey

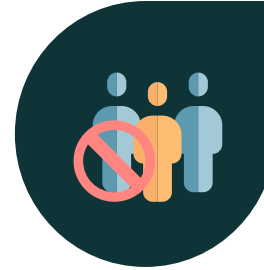
A great
beginning

Wonderful
memories



General Health & Safety Measures

Daily Contactless temperature checks of all employees at entry points and guests upon arrival and randomly throughout their stay in order to reassure public health is preserved.



Max 2 guests permitted in elevators or a family consisting of 2 adults and children.



Buttons inside and outside the elevators sanitised frequently.



Doctor and ambulance available on call 24/7.



Hand sanitisers available in elevators and in all public areas.



The hotel encourages the use of digital communication by implementing an online ordering system for all services provided in an effort to minimize contact between guests and staff.

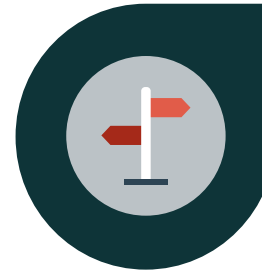


Compliance with Health Authorities' guidelines, WHO, European and National regulations & protocols implementation.
POSI check certification by CRISTAL

Resort Entrance



A “Health First” Ambassador will be present to inform you about our H&S processes or any other hygiene related inquiry you may have.



Visible safety and informative signage across the Hotel.



Reduced points of access - limited designated entrances.



Guests are encouraged to avoid using the lift – Using the stairs instead, is advised.

Reception - Lobby



Fast and Easy Digital Check-In process for limited physical contact.

Placement of a protective glass screen at the Reception Desk.



Airy spaces, with fresh air circulating in all indoor spaces and common areas.

A/C not in use in public areas.

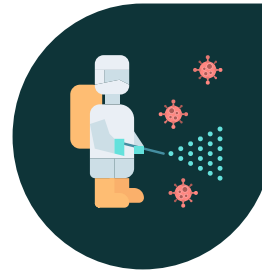


Disinfection of all equipment such as room keys, POS, -ATM machines.



Furniture carefully arranged to comply with all safety regulations, avoiding hoarding.

Floor markings to ensure physical distance.



Frequent disinfection of critical contact points at the common areas.



Check In time at 15:00 and
Check Out time at 11:00.

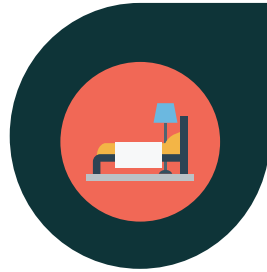
Guestroom

All rooms are left unoccupied at least 24hrs prior to the arrival of the next guests.

Guestrooms are serviced every second day or upon Guests' preference, avoiding daily interaction with housekeeping staff.

Each room and A/C filters are thoroughly cleaned and sanitised with a hospital-grade aerial surface disinfection machine, before guest's arrival.

The usage of A/C within rooms is at guests' discretion.



Non-essential items such as decorative pillows, stationery, magazines have been removed for guests' own safety.



Maintenance in rooms will be carried out upon call and only when guests are not in room.



Turndown service will not be provided for year 2020.



Use of leading cleaning and disinfecting protocols certified by an Internationally reputable Health & Safety Organization (CRISTAL STANDARDS)

Food & Beverage

The Dining Experience has evolved, ensuring limited contact and interaction.



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Numerous Open Air - A la Carte Culinary Outlets.

Meals will be served either at the main buffet restaurant or at the a la carte restaurants depending on the occupancy of the hotel.



Reservation is mandatory for all meal periods. Breakfast, Lunch and Dinner to facilitate safe spacing and social distancing. One family per table at a time.



Digital menus, via our Mobile App, are available to minimize the contact between guests and staff.



Guest hand sanitizer for mandatory use before entering.

Food & Beverage

The Dining Experience has evolved, ensuring limited contact and interaction.



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A safe guest journey



- Maximum number of guests entering and being served at all restaurants
- Furniture layout carefully arranged to comply with all safety regulations to avoid over-crowding.
- Overnight restaurants' deep sanitization with a hospital-grade aerial surface disinfection machine.
- Frequent disinfection of all high-touch surfaces in all venues after each reservation.
- POS machines and equipment for contactless payments sanitized after each use.
- All employees wear masks and gloves for indoor serving and visors and gloves for outdoor serving.
- Food is handled under the strictest Hygiene Protocols HACCP 22000.
- Approved cleaning products and disinfectants used throughout kitchen areas (Diversey Solutions)
- Staff training in personal hygiene, food hygiene and observance of protocols regarding cleaning and disinfection, and compliance with measures to prevent transmission of the coronavirus

Leisure: Pools & Beach



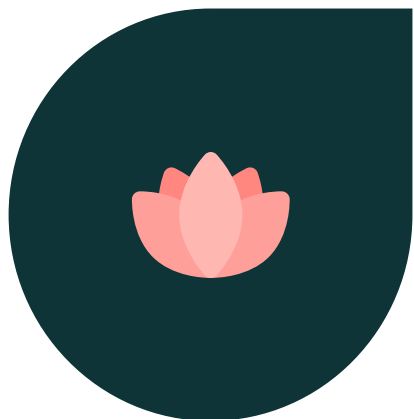
- All outdoor pools will function normally. Signs at each pool list rules of use and all measures.
- Reservation is mandatory at the Beach or Pool, daily.
- Designated trained staff, to safeguard all measures is followed according to the Hotel's Health & Safety Protocols.
- Sun loungers, pool areas and equipment will be sanitised frequently.
- Towel use is mandatory.
- Safe distance of 4m between umbrellas and sunbeds / lounge chairs arranged accordingly.
- Complying with current National "Health First" regulation, 1 person per 5 sq. meters ratio should be enforced at all times in the pools.
- Increased water quality controls to all pools. PH and chlorine levels will be monitored frequently in order to guarantee 24/7 pool sanitisation.
- Indoor Pool not in operation.

Leisure: SPA*



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- Reservation is mandatory to allow physical distancing.
- 1 person per treatment cabin.
- Minimum 20-minute gaps between sessions in order to reassure hygiene is maintained.
- The Indoor Pool, Jacuzzi, Sauna, Hammam and Steam Bath will not be in use, complying with current National “Health First” regulation.
- Use of personal protection equipment (gloves, masks) by guests and staff
- Guests may not bring personal items with them.

** Our SPA center is operated by third party*

Leisure



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Animation

LIVE MUSIC ENTERTAINMENT:

Available with PPE and physical distancing rules.

ANIMATION: Evening Entertainment reorganized to ensure all social distancing measures are followed.

DISCO: Not in operation.



Kids Club

MINI CLUB: Outdoor Activities Only. Limited Hours in teams of Max 8 Kids per Hour. Reservation is mandatory due to the limited number of participants.

BABY SITTING SERVICES:

Not available

GAME ROOM: Not in operation.



Shopping

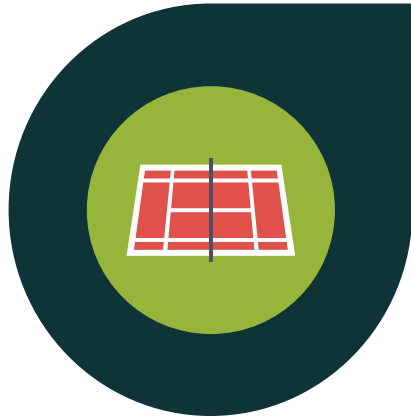
Maximum capacity according to available space of particular store. Queueing and appropriate social distancing measures applied.

Sports



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SPORTS & ACTIVITIES

- Tennis & Table Tennis, reservation is mandatory. Tennis - Max. capacity 4 players per court.
- All equipment is sanitised between sessions.
- Limited Team Activities offered - reduced number of participants.
- All contact activities and activities involving sharing items (ball games, volleyball) are suspended.
- Outdoor wellness & fitness programs, e.g. Yoga, Pilates are available.



GYM

- Reduced number of participants.
- Reservation is mandatory to allow the deep cleaning and sanitisation of all equipment between sessions and ensure social distancing.
- Overnight deep disinfection - with a hospital-grade aerial surface disinfection machine
- Sanitisation stations are available for all guests.

Departure



Advance Check-Out is available to guests.



Contactless payment options are in place ensuring safety of transactions.



Invoices are prepared without physical contact, seen on our Mobile App.



Clearly displayed safety signage for social distancing and a safe departure.

Have a safe journey, back home



COVID19 Action Plan & Procedures



- Guests are encouraged to limit face-to-face interactions by using the Lindos Imperial Hotel app “Exclusivi” available for download on any smartphone or device for a contactless stay.
- Guests are required to report any symptoms of illness via the application to the front desk team which is available 24/7 in order to call the doctor on duty for a check-up.
- Our staff has been fully trained to respond and take immediate action to protect hotel guests and staff in the event that a guest is diagnosed with Covid-19
- In the event that a guest feels symptoms, the guest will be isolated in their room and a doctor come do an exam and evaluate the situation. Depending on the guest’s clinical evaluation, it will be the doctor’s decision should the guest need to have the COVID-19 test and should he/she has to move to the dedicated self-isolation accommodation or be transferred to the hospital.
- The transfer to the self-isolation accommodation for the guests and their family is mandatory. The guest will need to isolate in the designated room until further notice from the doctor. All meals and other necessities will be provided to the guest in-room.
- A dedicate housekeeping team, highly trained on the hygiene and safety protocols surrounding a pandemic, will be solely responsible for cleaning and disinfecting the guestroom of the suspected or confirmed COVID-19 case.
- In the event a Covid-19 case is confirmed on property, the patient will be transported to the quarantine hotel designated by Greek state authorities.
- In addition, the patient’s close contacts will also have to be tested and closely monitored in isolation. They will continue to receive meals through room service and must remain isolated in their guest room(s) until the test results are available and further action is advised by the doctor and authorities.

Disclaimer



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At Lindos Hotels we are continuously monitoring developments surrounding the COVID-19 pandemic and adapting new procedures and protocols to enhance efforts and prioritize the well-being, health and safety of our staff and guests.

We fully comply with the guidelines of competent health authorities and have put in place preventative measures to reduce the likelihood of spreading the virus.

However, even with the added efforts and protocols, we cannot guarantee that our guests will not be exposed to the virus.

Guests are requested to take self-protective measures and adhere to the COVID-19 relevant house-rules to minimize any exposure to the virus. By visiting our properties, or attending any activities, guests acknowledge they are aware of the impact and contagious nature of COVID-19 and assume the unlikely risk of potential exposure to the virus.

Lindos Hotels does not accept any liability surrounding COVID-19 or claims arising out of the spread of COVID-19. Guests of Lindos Hotels must agree to adhere to the social distancing rules and hygiene regulations on property to ensure a safe and harmless experience for all guests and staff.

At Lindos Hotels, we have introduced a new set of rules and regulations across our hotels for your safety, accompanied by elevated sanitisation procedures, additional food handling protocols, and enhancements to ventilation systems and other back-of-the-house operations. We provide full information on the limited or restricted facilities & services of summer 2020, therefore no claims or requests for discounts can be accepted due to these adjustments, which are in place for the health and safety of our valued guests and employees.