

Dear visitors and friends.

We hope that you and your loved ones are in good health and that you have not been affected by the unprecedented situation on the planet.

The new era with the spread of COVID-19 imposes additional precautionary safety and hygiene measures.

The family of LITHOS LUXURY ROOMS takes great care of the health of the guests and the employees, in order to provide you with a safe holiday environment on the island of Milos.

No case of COVID-19 has been reported in Milos so far and we hope that it will remain like this in the future. That is why we are following the instructions of the World Health Organization and the Greek government.

### **RECEPTION DESK**

We suggest to use electronic alternatives for check in-check out (ex mobile concierge, use of tablets that can be disinfected after each use).

Staff members are obliged to follow the necessary hygiene measures (frequent hand washing), keep the appropriate distance (at least one meter from customers) and avoid handshakes. The reception desk will have an antiseptic for use by the customers. Also, disinfectants are available in all areas.

In order for all to maintain a distance, the hotel has arranged the reception desk in such a way in order to keep the space open.

Queuing at reception during check-in / check-out must be avoided. Credit or debit cards are recommended for payment of hotel costs (cash should be accepted in only exceptional cases).

All keys are disinfected.

Mandatory extension of duration of check-out and check-in times between stays, so that rooms can be thoroughly cleaned and disinfected and aired out through natural ventilation.

Non-hotel guests are prohibited from entering our hotel.

## **CLEANING**

We inform and train our staff in accordance with the new health protocols of National Public Health Organization (NPHO).

Staff will be able to inform guests on the hotel's rules and the new measures taken and provide personal protective equipment (masks, gloves) when requested.

The washing and ironing services are done inside the accommodation to avoid any unnecessary contact.

All hotels are obliged to follow enhanced disinfection and deep cleaning practices in accordance to NPHO instructions. Special cleaning instructions for rooms are also provided for Covid-19 cases.

All hotels must reinforce their sanitation services in all public areas and pay special attention to cleaning "high-frequency touch points" such as door handles and elevator knobs. Meticulous cleaning and very good room ventilation must take place between stays of guests.

The frequent cleaning of rooms during the stay of guests should be avoided. The daily change of sheets, pillowcases and towels should be avoided and only carried out upon the request of guests.

Individual antiseptic gels are provided in all public areas.

## **BREAKFAST**

Our traditional breakfast is daily prepared in our hotel strictly by our staff and it is served at your private balcony or near the pool in accordance to the requirements of health authorities.

Goods are received by specific staff members who always wear gloves and masks.

All kitchen staff members keep distance from one another, in accordance to the requirements of health authorities.

Entrance to the kitchen area is prohibited for the public.

## **POOL**

Physical distancing:

The layout of seats on swimming pool decks (sunbeds, chairs, sun loungers, etc.) is such so that the distance between the ends of the seats of two people fewer than two different umbrellas is at least 2 meters in each direction.

All seats, tables, personal storage boxes and any other items will be disinfected after a guest leaves and before used by another guest.

Our hotel will offer towels that will cover the entire surface and disinfect each sunbed / seat after each use.

We are constantly receiving updates from the Greek Government and we are adapting in order to spend this difficult and special summer this year.

We never stop safely organizing our next trips to meet new places, make new friends.

We are looking forward to meeting you!