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## OUR COVID-READY APPROACH

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Thank you for choosing or considering choosing Hemera Holiday Home Villa in Santorini for your summer vacation this year. Due to the special conditions related to COVID-19 this year, the Hemera Holiday Home Villa in Santorini will be operational from June 25. As always, but especially for the summer of 2020, the health of our guests and partners is our first priority. Our goal is to make the experience of your vacation this year safe and as free as possible from the stress of COVID-19. In this context, we are strengthening prevention against the virus with the following actions:

### RECEPTION

Guest are welcomed by Mrs Maria Vaila, following all the measures of social distancing and avoiding the virus spread: keeping the 1.5-2 meters' distance from the guests and delivering the sterilized keys of the villa.

### INTERIORS

- There are available:
  - antiseptic fluid in the rooms
  - filter and UV lamp in the main water supply
  - plasticized list of useful information for health providers, pharmacies, etc. located in the area
  - plasticized instruction form for the use of the facilities and equipment, as well as the good practices to avoid the virus spread in the interiors of the villa (regular natural ventilation, avoiding the air conditioning usage, frequent use of antiseptic fluids on the hands, banning the entry of a third persons, etc.)
  - special equipment (medical kit) for the case of suspected case, including disposable gloves and masks, antiseptics, cleaning wipes, one-piece suit, thermometer
- All surfaces are cleaned with disinfectant. Especially on surfaces that are touched regularly - such as knobs, switches, keys, etc.- are cleaned fastidiously and disinfected
- All bedding and towels are washed at 90 ° (194 ° F) with special disinfectant detergents and stored before use in a clean, disinfected area
- Changing clothes and towels, as well as cleaning the room will not be done as usual every three days, but on request and consultation with the guests themselves, to reduce the chances of possibly transmitting the virus
- Used fabrics, bedding and towels are placed in special, closed, marked bags or sacks in order to be transported to the laundry areas. Bags/sacks are disinfected after each use
- Fabric surfaces (eg upholstery, decorative pillows, sofas, curtains, mattresses) are cleaned with a steam appliance (temperature > 70 °) at each departure and arrival

- When cleaning the area and during the sorting of dirty linen, the hygiene rules are followed by the staff using the appropriate M.P.P. (special disposable apron over the uniform, gloves and mask) and natural ventilation of the space is carried out throughout the process
- TV and air conditioning remote controls are covered with membranes that change during each cleaning
- Regular inspection of air conditioners by a certified workshop and continuous cleaning of filters are taking place

## EXTERIORS

- Sunbeds and outdoor seats do not need to keep the necessary health distances from each other since the Hemera Holiday Home villa in Santorini hosts just one group of up to 6 people in each reservation. They are thoroughly cleaned and disinfected
- Cleaning, maintenance of chlorination systems and adjustment of water pH with certified chemical products are carried out in the pool and in accordance with the respective current legislation
- A record book of the chemical water balance of the swimming pool is kept
- The maximum total number of people entering the pool at any given time should be not greater than one per 5 m<sup>2</sup> of water surface

## PERSONNEL

- Personnel has already been trained in the knowledge and observance of the health protocol, as evidenced by the certificates in the Annex
- All partners meet the standards of the health protocol and adheres to all hygiene regulations (regular hand washing, distance, etc.)

2

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## SERVICES

- Breakfast is always provided in packages for maximum safety and is delivered daily after consultation with the guests
- Guests have the opportunity to receive any information from us via digital or telephone communication if they do not wish physical contact, which in any case will be carried out at a permitted distance
- Check in takes place after 15:00 and check out before 11:00, in order to ensure that the space is thoroughly cleaned and disinfected, as well as that adequate natural ventilation of the space is carried out
- Check in and check out can be done outdoors when conditions allow

## ACTION PLAN

- Keeping a file of accommodation, where name, nationality, date of arrival and departure contact details (address, telephone, e-mail) of the staff members and all persons residing in the villa are recorded, so that it is possible to communicate with close contact of possible

COVID-19 recurrent case, in accordance with current legislation. The Privacy Policy (GDPR) has been updated

- Keeping a COVID-19 Event Book in order to facilitate tracking of a possible COVID-19 case in the villa, in accordance with current legislation
- Collaboration with a doctor, who acts according to the instructions of National Public Health Organization of Greece for the COVID-19 control:

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- Coordinator and Responsible for the implementation of possible suspected case, management plan at the villa:

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3

## **COMMUNICATION**

Hemera Holiday Home Villa in Santorini communicates the measures and requirements of the Action Plan to all interested parties (internal and external bodies / partners, employees, contractors, suppliers, visitors and the general public).

Please do not hesitate to contact us at [hemeraholidayhome@gmail.com](mailto:hemeraholidayhome@gmail.com) for further questions about our COVID-19 safety approach or your reservation.

We look forward to welcoming you soon!

Warm regards,

Hemera Holiday Home Villa in Santorini