

Announcement of spa operation protocol during the COVID-19 pandemic

In *Euphoria wellness spa*, we adapt our operation complying with the new National Safety standards & Hygiene protocols. We continue with a smile and awareness to offer hospitality services so that we can all stay healthy and enjoy the summer.

With a heightened sense of responsibility we apply the National Hygiene Protocols and inform our guests about the protection measures:

1. Cleaning - Disinfection

- ❖ *Intensification of cleaning and increase in disinfection frequency with an expanded list of cleaning areas. In particular, we place emphasis on multi-purpose and common spaces.*
- ❖ *Natural and intensive ventilation of all closed spaces.*
- ❖ *Increased frequency of cleaning and disinfection of ventilation and air conditioning filters.*
- ❖ *More frequent cleaning and disinfection of guest's and staff's restrooms, with appropriate products.*
- ❖ *Steam cleaning for all fabric items.*
- ❖ *Disinfection after every individual use of: spa beds, massage beds, manicure and pedicure stations.*
- ❖ *Strict disinfection protocol for indoor areas (spa reception, spa cabins, manicure & pedicure stations, hair salon) after the end of the daily operation.*
- ❖ *Sanitizing mat at the spa entrance.*
- ❖ *Temperature adjustment of laundry machines for more effective cleaning and disinfection.*

2. Personal Hygiene and health

- ❖ *Specialized staff training in COVID-19 preventive measures, rules for personal hygiene, the use of protective equipment and the application of our new protocols. Certificate of participation for training will be provided to all employees.*
- ❖ *Regular staff inspection for protocol compliance by an independent certification organization.*
- ❖ *Close collaboration with private clinic to provide medical services for our guests and staff.*
- ❖ *Daily temperature measurement of the staff.*
- ❖ *Mandatory use of personal protective equipment (e.g. gloves, masks and face shields) in all hotel departments.*
- ❖ *Placement of dispensers with hand sanitizer (70-80% alcohol) in key points of the hotel for all visitors and the staff.*
- ❖ *Recommended use of POS or room charge for contactless payment.*
- ❖ *Electronic payment of wellness services and emailing invoices/receipts.*

3. Keeping distances

- ❖ *Placing sneeze guards: at the Spa Reception and the manicure stations.*
- ❖ *Floor marking to ensure social distancing in both common areas and workplaces.*

4. Continuous information and compliance with Health Protocols.

- ❖ *Broadcasting of online information via the Web and TV spa channel about protective measures and hygiene protocols.*
- ❖ *Euphoria wellness spa commits to closely monitor and comply with the new directives of the authorities as well as the National Hygiene Protocols.*

Not available: Gym, Hammam, Jacuzzi

For further information about the *Euphoria wellness spa* operation protocol visitors can contact our reception or send e-mail. We remain at your disposal providing any information or assistance you may need .

Let's Summer !