



**HELLENIC CONFEDERATION OF  
TOURIST ACCOMMODATION ENTREPRENEURS**

**INFORMATION LEAFLET FOR ACCOMMODATION GUESTS  
ON THE COMPLIANCE WITH THE HEALTH PROTOCOL  
IN TAKING MEASURES AGAINST THE CORONAVIRUS COVID-19**

Dear customers,

Welcome in Kefalonia !

We would like to inform you that our accommodation establishment is fully in line with the special health protocols, on which tourism enterprises rely to take measures against the coronavirus COVID-19, as laid down in the Joint Ministerial Decision no. 6632 by the Ministries of Finance, Health and Tourism (Greek Government Gazette 1632 B' / 21-4-2021).

All members of the accommodation staff have received the necessary training to comply with the health protocols.

The accommodation establishment has obtained the “Health First” certification seal from the Ministry of Tourism, indicating that the operation complies with all health protocols.

In our attempt to adapt to the new circumstances brought by the COVID-19 coronavirus pandemic, we ask for your understanding and compliance with the measures applied to prevent the COVID-19 coronavirus transmission.

We would like to inform you that the operation bears no liability against any person, relating directly or indirectly to the coronavirus COVID-19, since we comply with the special health protocols and bear the “Health First” certification seal (Article 60 (5) of Law 4688/24-5-2020).

On behalf of the Property Management, we wish you a pleasant and safe stay!

## GENERAL RULES

- Where required, personal protective equipment is available: disposable masks (simple surgical or fabric/ cloth) and disposable gloves.
- The operation complies with the circular of the Ministry of Health “Protection of Public Health by the coronavirus SARS-COV-2 in the water supply and sewerage systems”.
- All employees of the accommodation establishment apply the basic measures to prevent the COVID-19 coronavirus transmission: hand washing, use of antiseptics, keeping physical distances, avoiding hand contact with the face and generally complying with the personal and respiratory health measures.
- The property owner has been appointed as the coordinator of the accommodation to supervise the implementation of the plan for compliance with the rules of health protocols against the coronavirus COVID-19.
- All specified procedures under the guidelines set by the Hellenic National Public Health Organization (EODY) on the management of any suspected COVID-19 case are fully complied with.
- All members of the accommodation staff use personal protective measures, which are always available.
- Should a staff member display any symptoms relating to the disease, he/ she must stay home and return to work only if the laboratory test is negative. Moreover, anyone who has had contact with a case must stay home. In any of the above cases, the employee shall notify the manager to apply the suspected case management plan.
- Rapid tests or self-tests for COVID-19 are performed on the entire accommodation staff, at least once a week.
- For the purposes of public health protection actions, the accommodation management/ administration keeps a record of staff members and all persons who stayed in the accommodation, that is name, nationality, date of arrival and departure, contact details (address, telephone, e-mail), so it is possible to communicate with the close contacts of any COVID-19 case, which may be identified afterwards.  
**Attention is also paid on the General Data Protection Regulation (GDPR) and all customers are informed that a record is kept for public health protection reasons.**
- The operation has special equipment (medical kit) for the occurrence of a suspected case, such as gloves and disposable masks, antiseptics, cleaning wipes, aprons, long-sleeved robes and laser thermometer.
- Measures are taken during check-in/ check-out to avoid overcrowding and distances are kept.

- All key cards and keys are placed in a special container for disinfection before given to guests.
- The accommodation operates with extended check-in and check-out hours between stays (check-in from 3.00 pm and check-out until 11.00 am). This change in the time intervals between every check-in and check-out is mandatory to ensure that between different customers the room is thoroughly cleaned and disinfected and adequately ventilated in a natural manner.
- It is forbidden for visitors to enter the rooms.
- Special cleaning instructions apply in the event of a COVID-19 case according to the respective EODY guidelines.
- During work, the staff comply with the basic measures to avoid the transmission of the coronavirus COVID-19; they do not smoke, they do not consume food or drinks and they are equipped with gloves, masks (simple surgical or fabric), robe and closed shoes.
- It is not allowed to clean a room with a confirmed or suspected case and/or the rooms of the contacts of a confirmed case.
- Thorough cleaning - disinfection (e.g. with a steam cleaner) of the room and bathroom surfaces in question and waiting time of at least 1 hour before the room is made available to a customer, following the necessary ventilation of the room through open windows and doors.
- A disposable cover is placed on the TV and air conditioner controls.
- The fabric surfaces, where any (e.g. upholstery), are cleaned with a steam device at a temperature of > 70° C.
- The staff complies with all hygiene rules when collecting dirty linen by using the appropriate personal protective equipment (special disposable apron over the uniform, gloves and mask).
- Used fabrics, bedding and towels are placed in closed, marked bags or sacks to be transported to the laundry facilities.
- Separation (marking) of areas of dirty and clean linen is performed.
- The carts for transporting the closed bags with the linen are disinfected after each use.
- Fabrics, bedding and towels are washed in hot circles (70° C or more) with the commonly used detergents.
- In case the linen cleaning service is provided by an external partner, checks are performed on compliance with the required measures of proper receipt and delivery.

- It is ensured that the clean linen is maintained in a good and clean condition during their storage and transport to the use areas (rooms, restaurants, etc.)

#### **Reception/ WC**

- Antiseptic gel for use by the customers (fixed or non-fixed devices) is available at the reception desk as well as in shared WCs. The reception desk is also regularly disinfected.
- Regular disinfection of the reception desk
- Reception desk is properly designed, with the addition of floor markings at a distance of two meters where the customers should stand, proper marking of distances in the waiting area, safe arrangement of furniture and proper queue management in order to reduce the time of waiting.

#### **Health-regulated establishments**

- For catering services and kitchens which include restaurants a la carte, buffet restaurants/ breakfast halls, indoor and outdoor bars, the health provisions as well as the EODY guidelines are applicable, as in force.
- Here, too, in addition to the above, the hand disinfection at the entrance and exit from each space (fixed or non-fixed devices) and the adoption of the basic measures to avoid the transmission of the coronavirus COVID-19 are applied by the staff.

#### **Swimming pools**

- The maximum total number of people entering the pool at any given time will be one person per 5 sq.m of water surface.

#### **Management of suspected COVID-19 case**

- If a guest has symptoms compatible with the COVID-19 infection, the following apply:
  1. Immediate notification to the accommodation's health manager, who shall ensure the implementation of the measures for the patient's isolation in his/her room. The patient is provided with a surgical mask.

Moreover, the physician with whom the tourist accommodation is collaborating shall be informed or, in case there is no such physician, then a physician from the health care structure that is interconnected to the accommodation will be called to assess the incident.
  2. For the time period during which the patient is waiting to be examined by a physician, no staff should enter his/her room unless there is good reason. If the need arises, a specific member of the accommodation staff shall deal with the potential case exclusively, implementing personal protection measures (surgical mask, gloves).

3. The physician shall enter the room of the suspected case wearing personal protection equipment (high respiratory protection mask, protective goggles, waterproof robes, gloves).
4. If the patient shows a mild clinical picture, a nasopharyngeal swab shall be taken by the physician for a rapid antigen test and the patient will remain in his/her room until the results are announced.
  - In case of a positive result, the patient, wearing a surgical mask, will be transported to the hotel's quarantine rooms or to the quarantine hotel.

In regard to the patient's transportation conditions, the provisions of the applicable legislation shall apply at any time.

- In case of a negative result, the patient will be treated within the hotel according to the instructions of the attending physician. At the physician's discretion, it may be requested to repeat the antigenic rapid test or the molecular PCR test.

5. If the patient is in need of hospitalization, he/she shall be transported by the national care emergency centre - EKAB (simple/water ambulance, air ambulance) <https://eody.gov.gr/wp-content/uploads/2020/03/covid-19-ekab.pdf> to a health care unit that meets the specifications for the hospitalization of patients infected by COVID-19.

6. Immediate notification to the Hellenic Public Health Organization (EODY) by the hotel's health manager (+30 210 5212054 or 1135, 24-hour operation), regarding the suspected/confirmed case.

7. After the patient has left the room and been transported to a quarantine hotel or a reference hospital, the room must be cleaned/disinfected <https://eody.gov.gr/wp-content/uploads/2020/05/covid19-apolimansi-14-05-20.pdf>

The recommended personal protective equipment for the cleaning staff includes:

- surgical mask
- long-sleeved robe, disposable, waterproof (or water-repellent and a plastic apron additionally)
- disposable gloves
- protective goggles

8. The proper and safe method for applying, removing and disposing of the personal protective equipment must be followed.

<https://eody.gov.gr/wp-content/uploads/2020/03/PPE-donning-doffing.pdf>

Hand hygiene should always follow after the cleaning, disinfecting and disposing of the personal protective equipment: wash with soap and water for at least 20 seconds or, if

this is not possible, use an antiseptic solution containing 60-95% ethanol.

It is expressly noted that the use of gloves does not replace hand hygiene.

9. The protective equipment used must be disposed of in a closed, pedal-controlled bin.

10. If the patient is accompanied by a person who wishes to stay close to care for him/her (e.g. spouse), he/she should be provided with a surgical mask and the need for hand hygiene should be emphasized (frequent washing with soap and water or use of an alcoholic antiseptic) each time he/she comes in contact with the patient's secretions or inanimate environment, before and after a meal, before and after using the toilet.

11. The contact details of the patient's relative need to be recorded in the event that consent shall be required for surgical operations and the patient is unable to communicate.