

*Feel @ Home!*

# Hotel Corfu Palace

Health and Safety Protocol





**HEALTH FIRST**

**THIS HOTEL**

**FOLLOWS THE GOVERNMENT GUIDELINES**

**HEALTH AND SAFETY  
PROTOCOLS IN PLACE**

**KEEPING  
YOU SAFE**

**MINISTRY OF TOURISM**

**CREATING A SAFE  
ENVIRONMENT FOR  
YOUR VISIT**







## *Feel @ Home!*

Corfu Palace's main policy & our stated Corporate Strategy is essentially a human-based pattern of major objectives, purposes, and plans for achieving our main goal which is our guests' satisfaction and our employees' and partners' welfare, always primarily considering their health and safety!

- "Feel @ Home" Health and Safety Protocol designed together with INNOVATIA according to "Health First" protocol issued by the Greek Authorities and about to be certified by BUREAU VERITAS which implementing wide-ranging measures across all areas of our operations, under the "Safeguard label" procedures.
- Our enriched services offering with all the necessary adjustments to our operations that ensure a truly carefree holiday experience - one that reflects the designated protocols and puts guest health and wellbeing at the forefront of everything we do.







## *Your feel of Safety & Wellbeing*

By adding our unique sense of responsibility, We Care Health & Safety Protocol, has been rigorously implemented to reflect certified protocols set out by the Greek government (Health First), European Centre for Disease Prevention and Control and World Health Organisation whilst accredited to the very highest standards by Bureau Veritas, following the below principles:

- Operation at low occupancy to ensure proper physical distancing
- Enhanced Staff training in COVID protection and prevention, appropriate use of Personal Protective Equipment (PPE), and implementation of emergency action plans
- Corfu Palace people will be at our guests' disposal throughout their holiday stay in order to share any kind of advice on their wellbeing, along with sanitization measures and other relevant information.
- Intensified cleaning & disinfection across all high-volume touchpoints & guestrooms with Diversey certified products
- Installation of disinfection stations in all public areas
- Doctor on call 24/7 to provide special care to our guests
- Implementation of High Standards of food safety – HACCP procedures





## *Your Welcome feeling*

We look forward to welcoming you with a fast, seamless and contactless registration and departure process at the hotel. With social distancing in place at reception you will find clear and helpful signage to ensure your safety and a smooth process. You are encouraged to limit face-to-face interactions and enjoy a contactless stay by using the Sunsoft app and QR codes digital info points.

- Revised check-in and check-out times will allow adequate time for social distancing in the reception area/Check-in 15:00 and check-out 11:00)
- Contactless check-in /check-out
- Guests are welcomed in outdoor space with safe distances
- Contactless scan of passport details
- Prioritization of payment by contactless Debit/Credit Card





## *Feel at home while on Public Areas*

- Airy spaces with fresh air circulating in all indoor spaces- A/C will be used across the Building.
- Hotel lobbies, restaurants and bars will operate at a maximum capacity to ensure adequate space for social distancing and adjusted layouts
- Use of certified providers for the regular disinfection of public areas and accommodation
- Installation of disinfection stations in all public areas
- Guidance of elevator use by one person or a family





## *Your Room feeling*

Rest assured your Rooms and Suites are as comfortable, stylish and spacious as ever - but you'll find a few changes in the way to respect the new reality. Rooms will be deep cleaned and disinfected with ECOLAB products and at hospital hygiene standards.

- All printed hotel directories and menus have been replaced with contactless digital directories - simply scan the QR code you will find in your room with your mobile or tablet.
- Housekeeping services will be reduced to once per week- although will offer them on request if needed
- All rooms between departures and arrivals to remain vacant for a minimum of 24 hours
- Turndown service will not be available
- In-room tea and coffee making facilities & Mini Bar services would not be available even upon request
- In-room dining experience is elevated with an enhanced room service offering and extended hours of operation. Meals will be delivered in individual hot or cold packed plates portions.





## *Your Dining Experience*

We're extending our restaurant hours to make up for a maximum capacity and making even more use of our relaxing outdoor seating areas. You'll also note a few new changes to make your experience relaxing and safe.

- Breakfast would ne served on a la carte basis where the buffet variety would not be missed.
- Digital Menus available via QR codes on each table for contactless ordering
- Contactless Dinner reservations can be made using the restaurant app
- Revised menus focusing on local cuisine with high nutrition healthy options
- Extended restaurant timings: Breakfast 07:00-10:00/Byzantino 13:00-20:00/Scheria 20:00-22:30
- Enjoy a great selection of snacks at the pool and the beach between 12:00-19:00
- Extended room service is now available from 07:00-23:00 and can be part of your Half Board experience with an extra charge
- Sanitisation of tables will be carried out after each guest. Outlets are sanitized after each service
- Bars & Counters will not serve guests directly, there will be table service only





## *Entertainment*

We're making it easy to have fun with family and friends every evening.

- Furniture has been rearranged in all public areas, bars and restaurants to accommodate social distancing
- Live music nights are available while physical distancing applied
- “ **Your day at the Beach**” Grab your picnic basket and enjoy a day out at the Beach of your desire among the lovely Corfu beaches. Proper beach equipment and a picnic basket full of culinary delights offered courtesy of Corfu Palace will be offered- just let us know 24h in advance





## *Activities*

- Pool will operate respecting social distancing regulations in and out of the water.
- Stay fit & energetic with daily outdoor activities along the Garitsa bay
- Swimming Pool will be available from 08:00-19:00
- Sunbeds will be intensively cleaned & disinfected after each use
- Fitness Gym will not be in operation this summer
- Table Tennis will be available respecting health protocols - reservations required
- Wet areas including the sauna and Hamman will not operate
- A wide range of rejuvenating spa treatments are available by appointment only - please reserve at MediPrinou wellness.
- Guests must wear face masks during Spa treatments - 1 person will be allowed per treatment cabin each time





## *Your Commitment to "feel @ Home"*

- We strongly recommend that all our guests take a Covid-19 test up to 72 hours prior to travelling - for their own wellbeing and for all those around them.
- Guests are required to maintain distances indicated by clear signage.
- Guests are encouraged to go through our contactless QR codes
- Reservations are required for breakfast and dinner
- Guests are required to use hand sanitizers upon entry/exit from all restaurants
- Tables can seat a maximum of 6 persons
- Guests are required to follow elevator guidelines and not exceed the number of persons allowed
- Guests are required to follow the visible safety signage for direction & social distancing
- Areas or spaces which are marked as undergoing the cleaning procedure must not be used
- Bars & Counters will not serve guests directly, there will be table service only
- Guests are required to follow the instructions for showering during use of the pool
- In case you are not feeling well please call the reception immediately

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