

COVID-19 INFORMATION

Hotel Sigalas is following the protocols and guidelines from the Greek Ministry of Tourism and the Greek National Public Health Organization regarding health & safety and COVID-19.

The hotel has implemented new procedures in the daily operation in order to avoid any occurrence of suspicious cases. In the instance of a suspected case an action plan has been created to minimize the risk of exposure to other people. The manager of the hotel is in charge of the COVID-19 measurements and the hotel has a close cooperation with a doctor if assistance is needed.

The hotel has published the program and measurements to all interested partners (cooperators, staff, providers, visitors and general public).

All procedures can be revised according to the developments of the COVID-19 and new guidelines from the Greek Ministry of Tourism and the Greek National Public Health Organization.

Accommodation record list

We are obligated by the Greek National Public Health Organization to keep an updated record of staff members and all guests staying at the hotel (name, nationality, date of arrival and departure with contact details such as address, telephone and e-mail). With this information it is possible to keep a communication line with all the people who came in contact with an identified COVID-19 case at a later time.

All General Data Protection Regulation (GDPR) are followed due to the public health protection.

The hotel is obligated to keep records and has to update the accommodation list after every arrival.

The hotel has a record list as well that needs to be filled in if any positive COVID-19 incident will occur.

Below you will find detailed information about the implementations and changes that have been done in the hotel.

General good personal hygiene - All staff of the hotel & third parties visiting the hotel

Staff and third parties are informed and encouraged to comply with good personal hygiene practices which include following:

Hand wash (Frequently hand wash with soap and water for at least 20 seconds, before and after contact with money or other items from guests, before and after work breaks, after a visit to the toilet always careful hand drying with disposable paper towels that will be thrown out in a waste bin.)

Use facemask during work (Avoid touching the front of the mask and change facemask continuously.)

Use gloves during work (Avoid touching the face with the hands.)

Covering nose and mouth during coughing or sneezing (Use a tissue or the inner part of the elbow.)

Cleaning (Continuously disinfection of the workspace with disposable paper towels that will be thrown out in a closed waste bin.)

Avoid close physical contact (Keep a distance of at least 1,5 meters from colleagues, guests and third parties in all workplaces and public areas. Hand shake, hugs and high fives are not allowed).

Work clothes (Frequently washed, ironed and safely stored).

All the staff have been trained in how to safely use their personal protective equipment and specific cleaning instructions from educational online seminars made by the Ministry of Tourism and the Greek National Public Health Organization. The manager is supervising the staff and will inform the staff in case of any news or changes will appear.

The required materials and appropriate facilities are provided by the hotel to all staff. The hotel uses an inventory list and orders new items if needed.

All the staff have given the legal documents that is required due to COVID-19 measurements to the manager.

All the staff measure their temperature with the manager every day before they start to work.

All the staff are requested to support and help guests applying all necessary measures and they are obligated to be alert and recognize guest symptoms and report immediately to the manager.

All the staff have knowledge of the COVID-19 suspected case action plan.

Third parties entering the hotel will be supervised and informed to keep required social distancing and to use the required personal protective equipment.

Reception

- Hand sanitizer stations have been made at the entrance and inside the reception.
- Closed waste bins have been installed.
- Floor markings have been made with distance of 1,5 meters that indicate the required social distance.

- The maximum number of people allowed in the reception is defined by the ratio of 1 person per 5 sq.m. of total usable operating space.
- Special protection glass has been installed at the reception desk between staff and guests.
- The staff are to regularly clean and disinfect the surfaces in the reception.
- Furniture has been removed to avoid overcrowding.
- Decorative objects and items like books, magazines etc. have been removed.
- Fabric surfaces are cleaned with a steam device (temperature > 70.).
- Posters with general prevention information of COVID-19 have been installed.
- You can take free personal protective equipment (Disposable masks and gloves) from the reception 24/7.
- The internet corner has been removed. If you wish you can ask for a tablet and we will clean and disinfect it before and after use.
- Electronic check in / check out procedures have been implemented to avoid close physical contact.
- Hotel expenses can be paid electronically and contactless (cash is however accepted).
- We prefer bills, invoices and receipts to be send by email (no papers handed out).
- An extension of check-in and check-out period between stays has been mandatory applied from the Ministry of Tourism. Check-out until 10.00 and check-in from 16.00. During the time between each check-in and check-out the room is cleaned and disinfected according to the given instructions.
- Disinfection of keys are done before each check-in and are given to the guests in an envelope and will not be given back to the reception until check out. During check-out guests will place the key in the special box that stands in the reception in order to be disinfected.
- Non-residents are forbidden from entering the hotel and rooms.
- Doors and windows are opened daily for natural ventilation of spaces.
- Special medical kit for use in case of a suspected case can be found in the reception area.
- The hotel has a cooperation with a doctor available 24/7.
- In the reception the staff are available to inform guests about the accommodation policy and the measures that have been taken according to COVID 19 requirements.

Rooms

- Posters with general prevention information of COVID-19 have been installed.
- Hand sanitizers have been placed in all the rooms.
- Decorative objects and items like books, magazines etc. have been removed.
- A special disposable cover is placed on the TV and air conditioner remote control after disinfection.
- No visitors from outside the hotel are allowed inside the room at any time.
- The guests are requested to throw out their own garbage in one of the garbage bins outside the hotel.
- Housekeeping services will be provided during the stay by request and agreement with the guests in order to avoid any possible cases and to prevent further transmissions. The absence of the guests during cleaning is necessary.
- If the guests want to change towels and bedsheets they also have the option to leave the items in a closed blue bag outside their room and the housekeeping staff will take the bag and exchange it with a new bag with clean items and leave it inside the room.
- Upon check out and cleaning of the room:
 - 1) All the housekeeping staff use normal personal protective equipment plus simple disposable waterproof robes. After use the staff member removes it and dispose it in a closed waste bin and hands are washed according to general guidelines.
 - 2) A special checklist for cleaning and disinfection of the room is used.
 - 3) All hard surfaces are always cleaned and disinfected with disposable cloths / fabrics or cleaning paper and sponges with detachable heads.
 - 4) 0.1% sodium hypochlorite is always used after cleaning with a neutral detergent. For surfaces that are likely to be damaged by the use of sodium hypochlorite, we use ethanol at a concentration of 70% after cleaning with a neutral detergent. (As an extra measure we use certified cleaning products for the safety of our staff and guests.)
 - 5) All towels and bedsheets will be removed and discharged the room in closed bags. They will be stored in a special storage room and washed by an authorized company that takes care of all special COVID-19 measurements.
 - 6) All the buildings are using split unit air conditions. The Air condition unit filters are cleaned and disinfected upon every departure.

- 7) Fabric surfaces are cleaned with a steam device (temperature > 70.) before each arrival.
- 8) Good room ventilation is applied during the period between stays.

Restaurant

- A hand sanitizer station has been made in the restaurant.
- Decorative objects and items have been removed.
- Breakfast will be ordered from a la carte menu and served between 7.00 and 11.00 in an open area.
- The menus are laminated and will be sanitized after each use. A QR code is available as well in order to check the menu from your own phone if you prefer.
- We use electronic POS system to apply the orders in our online system.
- Extras such as salt, pepper, sugar, milk, ketchup and mayonnaise will be given as single use portions only.
- We offer individually packages and other take away food options if requested.
- The tables and chairs are sanitized after each use.
- Outside customers are welcome at the restaurant. We require personal information from all outside customers in order to have a communication line with them if a suspected case of COVID-19 appears.
- The minimum distances between the tables have been applied depending on the layout of the seats.
- The maximum number of guests allowed in the restaurant is defined by the ratio of 1 person per 2 sq.m. of total usable operating space.
- The maximum number of seated people at a table is 6 (There is no limit for families with children).
- Children must be supervised by parents at any time.

Kitchen

- All kitchen staff are required to strictly follow the HACCP rules.
- Washing machines have been checked for good function.
- Goods are received by a specific member of staff who is always required to wear the necessary equipment.
- Implementation FIFO procedure (first in - first out).
- Unauthorized people are prohibited from entering the kitchen.

Common areas

- Hand sanitizer stations have been made in the common areas.
- Housekeeping service has been fortified in all public areas, especially in "high risk" facilities.
- Signs have been installed to remind customers to practice good personal hygiene and show social distancing.
- Floor markings have been made with distance of 1,5 meters that indicate the required social distance.
- Signs have been installed with maximum capacity of people in different areas.
- Furniture all around the hotel has been removed to avoid overcrowding.

Toilet/Shower

- A specific schedule has been made with a regular cleaning and disinfection of the toilet/Shower.
- Good air ventilation is applied.
- Overcrowding in public toilets is prohibited (one at a time procedure).
- Toilet paper is covered in a protective box.
- Tab with touchless water system has been installed.
- Disposable paper towel has been installed.

Beach

- Sunbeds and umbrellas are placed with safe distance according to the guidelines.
- The mattresses are covered with water resistance material.
- Cleaning of the sunbeds will be done after every use with special spray disinfectant.
- The beach towels can be found in the rooms.
- The sunbeds and umbrellas can only be used by the hotel and restaurant guests.

Pool

- We follow the health & safety regulations (Guidelines for safe recreational water environments – Volume 2 – Swimming pools and similar environments)

- The maximum number of guests allowed in the pool is defined by the ratio of 1 person per 5 sq.m. of total water surface.
- Systematic chlorination of pool with disinfectant products will be used regularly. Every 4 hours there is also a chlorine level control which get recorded in the hotel.
- The pool can only be used by the hotel and restaurant guests.
- We always recommend you to shower before entering the pool.

Water

- The hotel is connected to the public water system on the island.
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COVID-19 Action Plan in case of a suspected case

If a guest shows symptoms relating to COVID-19, the following procedure will be followed:

1. The guest will be asked to stay in the room with the door closed and immediately given a simple surgical mask and tissues.
A simple surgical mask will also be provided to other travelers in the same room and we will advise the person to wash hands after every contact with the patient and avoid touching the face.
It is forbidden for staff members to enter the room and only one member of the staff will deal with the guest.
The used personal protective equipment is discarded in a closed waste bin and after the disposal hands are washed according to given guidelines.
2. The manager of the hotel will contact a doctor and the doctor will visit the suspected case for evaluation.
3. If necessary, a COVID-19 test will have to be made.
The guest will remain in the room with the door closed, until the result of the test has returned.
If the COVID-19 test returns positive, the case will be reported to the Greek National Public Health Organization who will provide further instructions that needs to be followed.

If a staff member from the hotel shows symptoms relating to COVID-19, the following procedure will be followed:

1. The staff member has to inform the manager in the case of illness or symptoms relating to COVID-19 infection or contact with a possible or confirmed case.
2. A doctor will have to visit the suspected case for evaluation. The staff will only return to work if the doctor says it is OK.
3. If necessary, a COVID-19 test will have to be made.
A sanitization of the possible affected areas in the hotel effected by the staff member will take place immediately.
The staff will stay home until the result of the test has returned and only return to work if the COVID-19 test is negative.
If the COVID-19 test returns positive, the case will be reported to the Greek National Public Health Organization who will provide further instructions that needs to be followed.

Extra cleaning in case of a positive COVID-19 incident:

- We call a specialized company in order to disinfect the hotel.
- All bedsheets and towels will be cleaned and sanitized according to the guidelines.
- During cleaning the staff will use all the required personal protective equipment.

Please note that these measures are subject to change and this page will be updated accordingly.



Evagelia Karamolegou MD,GP
Special General Physician Family Medicine,
Specialization in Emergency Medicine

Doctors Office

Tel: +30 22860 30100

Panagias Myrtidiotissas, Kamari

84700 Santorini

Greece

Opening hours

Hours are adjusted according to emergencies

Mon/Wed 09:00 - 14:00

Tue/ Thu/ Fri 09:00 - 14:00 and 18:00 - 20:30

Emergency number

+30 6936530529



<https://www.santorini-hospital.gr/en/>

EMERGENCY PHONE NUMBERS

- Thira EKAB [National Emergency Aid Center]
+30 22860 25368
- EKAB [National Emergency Aid Center]
166
- EUROPEAN EMERGENCY NUMBER
112
- POISONING CONTROL CENTER
+30 210 7793777
- EMERGENCY DEPARTMENT 24 hour call center
+30 22860 35300

Outpatient Offices operate

Monday to Friday 08:30 a.m. - 2.30 p.m.

Visits to doctors are exclusively with appointment via the outpatient offices secretariat on the phone number +30 22860 35300.

Pharmacies in Santorini

- **Kamari** tel. +30 22860 32440 (open 08:00-14:00 and 17:30-19:00)
- **Exo Gonia** tel. +30 22860 28150 (open 09:00-14:00 and 17:30-19:00)

Fira (One pharmacy is open 24h)

- Zacharopoulos tel. +30 22860 23444
- Gazi tel. +30 22860 22700
- Lygnos tel. +30 22860 25310
- Argyros tel. +30 22860 24501
- Agazi tel. +30 22860 21121

Emporio

- Charalampopoulou tel. +30 22860 81762
- Valvi tel. +30 22860 82775
- **Imerovigli** tel. +30 22860 24950
- **Karterados** tel. +30 22860 21121
- **Messaria** tel. +30 22860 32566
- **Oia** tel. +30 22860 71464
- **Pyrgos** tel. +30 22860 30245

