



THE  
*Ixian*

GRAND & ALL SUITES

*Safe Summer*



# Plan

Dear Guests & Friends,

We hope we find you well and safe, during these challenging times.

Here at The Ixian Hotels, our guests' and staff's safety is a main priority. Therefore, we adhere to health and safety guidelines and protocols, enacted by the Greek government. Furthermore, we have created plans that are targeted at our guests' health and safety, while still ensuring the best possible guest experience.

In our detailed "Safe Summer" plan, our management and quality assurance teams have collaborated with leading quality certification firms, to ensure the highest of standards.

From everyone here on The Ixian team, we wish you a great holiday ! We 'll take care of the rest ...



# Front desk

- Our front desk team is trained to guide you and specify all health protocols for you
- Our Guests Relations Officers are well prepared for anything you may need assistance with, including health protocols, emergency plans or any further enquiry you may have
- Social distancing is compulsory and marked on the floor for your convenience
- Room key cards are sanitized with specific equipment, on the front desk
- POS is available on any occasion, in order to ensure contactless payments
- Check-in is at 15:00 and Check-out is at 11:00, to ensure the time necessary for our housekeeping team to provide the thorough disinfection processes needed.
- Luggage is delivered upon request and just outside your door.





## Housekeeping

- We follow the strict cleaning and disinfection guidelines and procedures, as per the national protocol.
- Products and suppliers are carefully chosen, with all necessary certifications and quality standards.
- Thorough disinfection schedules apply between room stays.
- Strict disinfection schedules apply to all public areas.
- Room cleaning will be provided daily, if not otherwise requested.
- Linen changes will be provided every second day, if not otherwise requested.

# Bars & Restaurants

- Social distancing is compulsory and therefore seating is organized accordingly.
- HACCP protocols are strictly followed.
- The self-serviced buffet is available, using the strict guidelines given by our personnel.
- Sanitization is compulsory upon entering the outlet at the designated station.
- Digital menus will help you order safer.
- Reservations will apply in a la carte restaurants to prohibit congestion.
- Further disinfection schedules are applied, during closed hours.





## Poolside

- Sunbeds and parasols are organized with respect to social distancing regulations
- Sunbeds are disinfected after each use
- Pool capacity will be regulated and monitored and signage will specify limits
- Pool cleaning is according to the national health protocols

## Spa & Gym

- Our spa and gym will be operating according to and depending on the national protocols and regulations.
- Strict disinfection schedules apply to our gym area. Disinfection is applied for equipment after every use.



# General Info

- Our staff have been trained by leading H&S firms, regarding Covid-19.
- Our teams use PPE (Protective Personal Equipment) at all times.
- We provide a doctor on call 24/7 for guests and staff.
- Non-essential items will be removed from rooms.
- We highly recommend the use of stairs, instead of lifts.
- Maintenance will be provided upon request and during the absence of the guests.
- Sanitization stations are placed throughout the hotel.





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