

*a safe lifetime
experience*

the blue dolphin
covid safe
protocol



Dear guests,

We hope you are well and planning your summer getaways after the very different spring we experienced.

In the summer of 2020, Blue Dolphin is ready to welcome you for a carefree and safe vacation.

Blue Dolphin, from the very beginning, started arrangements and staff training, so that we are ready for the moment we would have the green light from the state and the tourist market to operate!

Sars-Covid-19 health standards follow and are constantly adapted to protocols applied by the World Health Organization and the Ministry of Health which aim to the safety of all guests and employees.

We co-operate with scientists in the field of food and water safety, hygiene and infection prevention, monitor developments and implement preventive measures so that we can ensure the health and safety of our visitors and partners.

We have developed new improved disinfection techniques, including nebulizer machines to reach all surfaces.

In public places, we have added to the existing, new strict cleaning and disinfection measures with increased frequency using appropriate cleaners and disinfectants.

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For your own protection against the risk of COVID-19 transmission, we use signage to maintain social distance in our already reorganized space.

Hand disinfection stations will be located in various parts of the hotel as well as at each entrance. We provide our employees with masks and gloves where needed.

Food hygiene and safety is ensured by the proper training of food handlers in safe food preparation and presentation. The food safety standard we apply is certified by an independent control body. In addition, we have designed new, safer approaches to buffet and dinner presentation to prevent COVID-19 transmission.

Daily temperature measurement of our employees serving buffet, dilution of tables, umbrellas and seats in all common areas, latest technology disinfectants are a few of the necessary, but pleasant changes that await you at your favorite destination in Halkidiki.

Blue Dolphin, having the manufacturing advantage of large and scattered spaces throughout, is in itself a safe haven. We look forward to you joining us.

Please find below the detailed measures and actions we follow for the safety of all of us!

With our warmest wishes for health and strength

The Personnel, Executives, Administration and Management of the Hotel.

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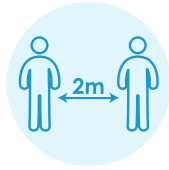




FRONT DESK



Where possible
contactless
service



Physical and social
distancing with floor
signs, as per covid
protocols



Two-way systems to
control traffic in
order to avoid
guests bumping one
to another

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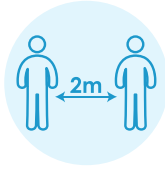


ARRIVAL

Check-in time 15:00
Hands free sanitization stations will be available



Guests luggage will be disinfected during check in



Guests are required to maintain distances as applied by the signage.



Check in will be provided with safe distancing by staff wearing PPE, masks, and gloves will be changed regularly



Staff will frequently deep cleanse and disinfect all equipment in reception including room cards, POS and high touch surfaces.



Regular sanitation of door handles, surfaces, and buttons

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DEPARTURE



Check-out
time 11:00



Bill settlement
preferably to be made
in advance following
all social distancing
measures



Sanitization stations
available for guest
use are placed in
various areas for
disinfection.

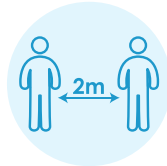
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PUBLIC AREAS



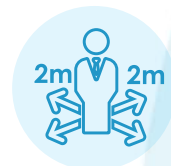
Public areas will undergo rigorous disinfections with attention to high contact areas



Social distancing will be applied in all areas for guest and staff safety



Areas will be operated at reduced capacity to ensure social distancing.



The boutique and shops will operate with social distancing applied and PPE.

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PUBLIC AREAS



Guests are requested to use hand sanitizer upon entry and exit of public toilets.



Guests are required to observe and follow elevator guidelines, and not exceed the permitted persons allowed according to protocols



Airy spaces, with fresh air circulating in all indoor spaces



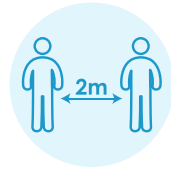
FOOD & BEVERAGE



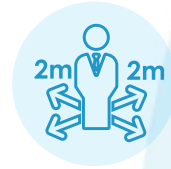
During all meal's food will be displayed on a buffet, strictly served by staff



All food will be served to guests by staff wearing appropriate PPE



2-metre space between each table for safe distancing as per protocol guidelines



Hard copy catalogues- menus to diners in the restaurant and other F&B outlets will be sanitized prior each presentation

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FOOD & BEVERAGE



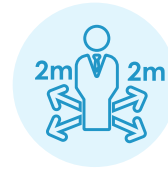
Bar counters and service stations will serve guests, social distancing is demanded



Guests are required to sanitize their hands before and after leaving the restaurant



Only one family per table to dine on one time.



Restaurants will be operating on reduced capacity to ensure social distancing.



Limited entrance and set dining times will apply to ensure social distancing.

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FOOD & BEVERAGE



Frequent disinfection on all surfaces after and between each reservation.



Restaurant will be deep cleaned and disinfected every night.



Hand sanitizers will be located for guests use in all areas



Thorough cleaning and sanitization of all kitchen utensils with approved cleaning products and disinfections.

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FOOD & BEVERAGE



Employees will wear gloves and masks for indoor serving, staff uniforms, gloves and masks will be changed regularly. All employees will receive up to date Covid PPE training.



Staff will work in allocated spaced areas to promote appropriate social distancing and prevent face to face contact.



POS machines will be available for transactions. POS machines will be sanitized between each and every use. When possible touchless payments are advised.

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HOUSEKEEPING



In order to comply with all Covid_19 rules and regulations, your room will be cleaned every 3rd day



Informational materials , hotel directories , will be removed from the rooms following the medical health protocol



Guests are requested to vacate their rooms during house keeping.



We would like to inform you that every day the cleaning crew will be able to pick up the garbage bag of your room at 10 in the morning, please leave it out of the room.

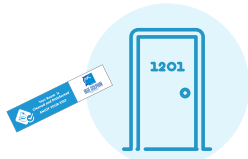


Turndown service will not be available

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HOUSEKEEPING



Once rooms are cleaned and sanitized thoroughly with hospital grade disinfectants, a sticker will be placed outside the room door indicating so. The room will not be given to guests if this sticker is not intact upon arrival at the room.



Daily deep cleansing of high contact areas such as door handles, switches, fittings and furnishings in public areas



Rooms will be sanitized with a aerial surface disinfection machine



When possible, we will allow a 24 hours gap between the room that has checked out to the room checking in, even though our cleaning and sanitizing protocols ensure a “Coronavirus – Free” room without the 24 hours gap

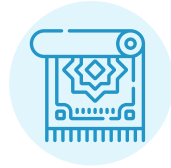
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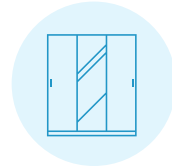
HOUSEKEEPING



All paper material found in the room will be removed, and hotel directory and information will be available via the room TV.



Removal of carpets and decorative pillows as well as bed throws.



In order to clean the room, please keep your belongings in the wardrobe or suitcase.



Water and air testing will be carried out throughout the premises



A/C Air ducts, filters and grills will be disinfected upon each arrival, room change and departure.

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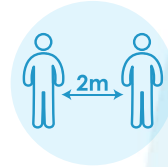
ENTERTAINMENT SHOPPING



Live music, entertainment activities and animation will be available following all social distancing measures



Maximum capacity according to available space of particular store



Queueing and appropriate social distancing measures applied

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KIDS



Playgrounds and areas will deep cleansed and disinfected every night.



All precautionary measures will be taken using protective equipment and frequent disinfections.



All daily outdoor animation will be in accordance to the health protocols



Kids activities will take place only at designated outdoor areas

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KIDS



Monitored operation of Kids activities based on strict health protocol and measures



Children will be required to regularly sanitize their hands.



Kids using the playground must always be accompanied by an adult. social distancing and sanitization is required



SPA TREATMENTS



It will operate normally with enhanced cleaning and sanitization procedures



Guests must wear face masks during treatments



A minimum of 30 minute gaps between sessions to allow for deep cleansing and sanitation



Pre booking at Spa reception Desk is required to ensure capacity



The steam bath and sauna facilities are not operational yet. We are still waiting for these services to open as per government guidelines

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FITNESS ROOM



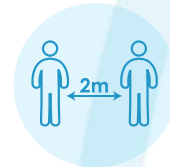
The gym in the resort will operate normally



Enhanced cleaning and sanitization procedures will apply



Pre booking at reception Desk is required to ensure capacity



Social distancing is applied

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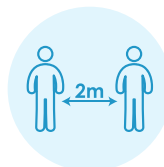
FITNESS ROOM



Maximum guests at any one time depend on the gym's available floor space



The gym will be sanitized after each use, and daily disinfection



Fitness equipment will be appropriately spaced so as social distancing will be applied



Sanitization stations will be available for guests

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POOL & BEACH



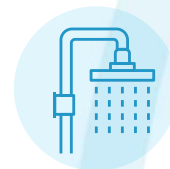
Beach and pool will have safe distancing, and disinfection



Sun beds, pool areas and equipment will be disinfected between each use.
A safe distance of 5 meters between sun beds.



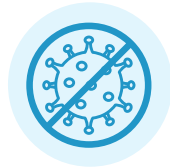
Increased water quality controls



Guests are obliged to follow the instructions for showering before using the pools



EMERGENCY ACTION PLAN



Covid plan of
action



Dedicated Covid
trained staff



Procedures and
protocols in place in
case of a guest
infection

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