



## Our safety controls and measures – COVID 19

Dear Guests,

Here at the Sunrise Hotels, the health and wellbeing of you and our team members is the highest priority. We are ready to welcome you and accommodate you, providing enhanced safety and new controls to ensure your health and safety during your stay with us.

Our hotels will reopen under all the appropriate and controlled health and safety conditions to reduce to the greatest extent possible the risk of spreading the virus to employees, clients, visitors and to the society in general.

Therefore, we have taken new safety procedures and controls from official sources such as the Ministry of Health, the Department of Labor Inspection and the Press and Information Office of the Republic of Cyprus, the World Health Organization, the European Center for Disease Control and Prevention (ECDC).

### 1. Managing safety

- ❖ We have assigned a Crisis Management Team. The team is responsible to take immediate decisions on coronavirus.
- ❖ We have provided training to all employees & distributed to them written guidelines.
- ❖ Communicated to our associates and suppliers our expectations and new controls.
- ❖ Enforced monitoring procedures.
- ❖ Enforced inspections based on checklists.
- ❖ Prepared and implemented an emergency plan for the management of suspected or confirmed cases of Covid-19.

### 2. Hygiene controls

- ❖ Hand sanitation stations will be available throughout the hotel including hotel entrance, lobby, common areas, food and beverage facilities, sport and wellness facilities, work areas, offices, and hygiene areas.
- ❖ Commonly used public areas including toilets and hotel lobby areas will be frequently disinfected throughout the day.
- ❖ Thorough cleaning and disinfection of hand-contact surfaces (benches, tables, desks, door handles, switches, telephone sets, elevator buttons) frequently during the day.

### 3. Personal hygiene

- ❖ Monitoring of employees' body temperature so that those with Covid-19 symptoms do not enter the hotel.
- ❖ Use of mask when in contact with people or handling food.
- ❖ Wash hands frequently for 20 seconds with soap and water.
- ❖ Frequent use of alcohol-based hand sanitizers.

#### 4. Hotel reception

- ❖ Use of online check-in and check-out whenever possible.
- ❖ Proper planning and management of arrivals to reduce queues.
- ❖ Protective Plexiglas screens will be visible on reception desks and a 2m distancing policy will be in place.
- ❖ Disinfection of room keys cards.
- ❖ Pick-up, transportation, and delivery of customers' luggage will be conducted with use of gloves and disinfected with a suitable spray.

#### 5. Restaurant and Bar facilities

- ❖ Hand sanitization is available on entry to every restaurant or bar.
- ❖ Seating has been re-designed to allow at least 2m distance between tables.
- ❖ Pre-bookable time slots for dining will be implemented.
- ❖ All utensils used in the buffet areas will be changed every 30 minutes.
- ❖ Use of masks by employees during service and when working with food.
- ❖ Use of masks by guests when using the buffet self-service.
- ❖ Use of online menus and single use printed menus.
- ❖ Disinfection of table, chairs and utensils after each client leaves a table.
- ❖ Time slots will be pre-booked for Breakfast to limit the number of guests.
- ❖ Lunch will be served from an à la carte menu.

#### 6. Room cleaning

- ❖ Deep cleaning and disinfection will take place prior to a guests check-in.
- ❖ Cleaning will take place only when guests are not in the room.
- ❖ All hard surfaces and frequently used items will be disinfected daily.
- ❖ Personal protective equipment will be worn by every team member and will be changed for each room cleaning.

#### 7. Spa & Gym

- ❖ Use of spa and gym services available only by appointment.
- ❖ The use of changing rooms and showers will be restricted.
- ❖ Guests will need to use a towel when exercising.
- ❖ Hand sanitation to be used before entering the therapy room or using gym machines.
- ❖ Exercise machines will be disinfected before and after use.
- ❖ Between spa therapies and treatments, a 30-minute gap will be enforced to disinfect the room and equipment.

## 8. Pool & beach

- ❖ Umbrellas will be arranged so that the 2m distance policy from other guests is applied.
- ❖ Sunbeds, umbrellas and commonly used items will be disinfected daily and prior to guests' arrival.
- ❖ Guests' sunbeds will be allocated upon arrival for the duration of their stay for further convenience and reassurance.
- ❖ Pool water will be treated with appropriate disinfection procedures according to water management.

## 9. Use of elevator

- ❖ Capacity will not exceed 50% of maximum capacity.
- ❖ People using the elevators must wear protective masks. Protective gloves and masks will be available for guests to use throughout their stay.