

**Kindly find here under the procedures followed by the hotel following the precautions and sanitizing to avoid COVID-19 Corona Virus spread of infection.**

***Main Gate procedures.***

* Upon guests arrival to the main gate of the hotel, Security will make a temperature measure for all guests inside the car that arrives to the hotel.

***Guests arriving to the Lobby area***

* Passing through the sanitizing gate and this is optional for the guests use.
* Sanitizing the guest bags/suite cases
* Sanitizing the guest shoes bottom by stepping on a sanitized mat.
* Interview by employee if the guest is suffering from coughing or sneezing for the last days.
* Check temperature for the guests to be less than 38C
* If the guest not wearing masks will be offered free one.
* Sanitizing guest hands.
* Guest is allowed to pass to the reception area where social distancing is applied for the hotel furniture and for the reception area using step marks and partitions.

***Check-in procedures***

* Guest sanitize his hands by sanitizer offered by receptionist before and after check-in.
* The receptionist is in complete use of all PPEs eg: masks, safety face shield.
* Sanitized pen to be used by the guest for 1 use only to sign the preregistration information that we have before the guest arrival upon making reservation.
* The receptionist explain to the guest that the beach towels are available in the guests room inside the cupboard
* The guest escorted to the room having his keys sanitized and kept in key holder to be used only by him.

***FB and Restaurant areas.***

* All the information about the restaurant times and social distancing will be explained to the guest.
* Every day in the morning while going to the breakfast a temperature check for all guests by the restaurant attendance and recorded by the hotel doctor/nurse.
* Social distancing between all tables. Guests are buffet the served buffet choosing the food items.
* All tables are having a sanitized and packed cutlery, sanitizing tissue.
* All drinks are served in disposal glasses (1 use only)

***Recreation facilities***

***Pool and sea use:***

* All the sun beds are considering the social distancing in between.
* Sanitizing all the sun beds before and after guest use.
* All sun beds are having a towel to be used by the guest.
* Guests are allowed to use their towels they got from the rooms or they will be offered upon request a sanitized towel.
* Used towels are dropped by the guests in a special plastic bag without being touched by the employee, then closed and send to the Laundry.
* All pools are applying the safety rules eg. 5 PPM chlorine concentration, cleaning and sanitizing the pool deck, etc.

***GYM:***

* The GYM is allowed to be used only after being sanitized.
* Only 5 guests are allowed to use the GYM at the same time.
* Social distancing are kept between the equipment in use.
* Towels are sanitized for the guests use. Same procedures for the poll/sea used towels collection.
* The equipment are sanitized after each use.

***Entertainment & Activities:***

* All activities for entertainment are in open air considering social distances.
* Games room is only allowing to use a distance activities eg. table tennis, play station and billiard, following a very special sanitizing system for each.
* All games room equipments are sanitized after and before guests use.
* The Waterslides are in use daily from 10:00 a.m till 12:00 noon and from 14:00 hrs till 16:00 hrs. Following all the safety rules.

***Guests rooms***

* All guest rooms are sanitized according to Ministry of Health and WHO recommendations before guests arrival.
* All guests rooms are having a set of 2 gloves, 2 masks and 2 sanitized tissue upon arrival.
* Hard surfaces, floors, safe box, bathroom metal accessories, electricity switches, doors handles and general sanitizing spraying for the guest room before check-in.
* Only disposal glasses are used in the room by the guests.
* Steam sanitizing for all linen in the room.
* All balcony fences, hand rails, stair cases and walls 2m heights are sanitized.
* Room cleaning is only by the guest request.
* Check-out rooms will not be occupied before 12 hours.

***Health Club***

* The health club is in use according to the ministry of health. recommendation except the Jacuzzi and the steam room .
* All staff are using the ppe.
* Maximum use for changing room is 2 persons at a time.
* Guest temperature is recorded.

***Isolation room***

***Guests rooms prepared for isolation if any suspected or infected guests.***

* One building is prepared for isolation according to Ministry of Health recommendations.
* A POSI trolleys are prepared to be in use.
* Sanitizers are available next to the room door from outside.
* Special trained staff (HK, FB, Eng.) supported by PPE and all precautions are only allowed to be deal with isolated guest.
* Cleaning the room is done by the guest using disposal items.
* All communications are done by telephone with the guest.
* A stock of cleaning supplies and personal amenities are kept in the guest rooms.
* The required medicine is available to the guest as per ministry of health.
* Daily guest temperature measured by the guest for follow up.

**N.B**

*All staff are using masks without exceptions, guests contact staff are using gloves and masks. Social distancing are kept everywhere. All areas are sanitized every 1 hour and sanitizers are available in all guests areas and special garbage bin for PPE. All staff are having temperature check every day.*

**The Hotel is applying all the recommendations and instructions of the Ministry of Health and WHO (World Health Organization) and its updates concerning the COVID-19 Corona Virus prevention.**

 **Hotel Management**

**"Our Guest Health & Safety is our top priority"**