

## GENERAL

- The campsite staff, depending on their duties, are briefed and trained according to the instructions from the NPHO and WHO
- Adequate personal protective equipment for all the staff
- Adjusted check-in time from 15:00 and check-out time till 11:00
- Stations with alcohol-based hand sanitizer placed in all public areas and public hygiene places
- Enhanced cleaning of all public areas and especially of high-touch areas
- Use of NPHO certified cleaning products and staff training on housekeeping and hygiene protocols
- Signs at all public areas with NPHO health and hygiene recommendations
- Social distancing of 1,5 meters must be maintained in all indoor and outdoor areas between people who are not part of the same family or group
- Log book to record all people currently staying or have stayed at the campsite
- Incidents book to record all COVID-19 suspected and confirmed cases and the measures taken
- Written plan for dealing with suspected cases of Covid-19
- A competent officer is appointed for the implementation of the campsite's written plan and health operating protocol in order to prevent the spread of Covid-19
- Designated isolation room to accommodate a person infected of COVID-19

## RECEPTION

- All people entering the premises will be subject to mandatory contactless temperature checks
- Signs at the entrance with NPHO health and hygiene recommendations
- Updated floor plans to promote physical distancing and avoid queuing
- Available medical kit for use in case of a COVID-19 incident at the accommodation
- Installation of transparent shields
- Contactless check-in
- Concierge information will be handed electronically
- Disinfection of room keys
- Non guests are not allowed to enter in the rooms
- Entering, passing through or staying at the campsite and the use of camping facilities, is not permitted to people who are not registered as guests
- Adequate personal protective equipment for guests available upon request

## SANITARY FACILITIES

- Cleaning and disinfection plan in accordance to NPHO guidelines
- Enhanced cleaning and disinfection protocol, according to NPHO guidelines, after persons suspected/confirmed to have COVID-19 have been in the facility
- Disinfection and pest control by a certified operator before the opening of the accommodation
- Signs at the entrances with NPHO health and hygiene recommendations
- Updated floor plans to promote physical distancing and avoid queuing

## COMMUNAL AREAS

Cleaning and disinfection plan in accordance to NPHO guidelines for the following areas:

- Drinking water supply – taps, caps, hoses and other equipment used to supply water
- Chemical toilet emptying points
- Shared refrigerators door handles
- High-touch points at power outlets
- Rubbish bins

## CAMPING ACCOMMODATION PITCHES

The distance between all forms of camping accommodation (caravans, campers, tents, etc.) must be at least 5 meters from the entrance of the camping accommodation and 3 meters from any other side.

## GROCERY SHOP

- Cleaning and disinfection plan in accordance to NPHO guidelines
- Updated floor plans to promote physical distancing and avoid queuing
- Installation of transparent shields

## FOOD & BEVERAGE

- Cleaning and disinfection plan in accordance to NPHO and HFA guidelines
- Compliance with HACCP rules
- Certification of proper operation of washing machines and dryers
- Disinfection and pest control by a certified operator before the opening of the restaurant
- Updated floor plans to promote physical distancing and avoid queuing
- Installation of transparent shields
- Rearrangement of tables and chair according to the current legislation

## HOTEL

- Cleaning and disinfection plan in accordance to NPHO guidelines
- Enhanced cleaning and disinfection protocol, according to NPHO guidelines, after persons suspected/confirmed to have COVID-19 have been in the facility
- Cleaning, disinfection and adequate ventilation of room after guests depart and before the next guest arrives
- Certification of proper operation of washing machines and dryers
- Certification of proper operation of air conditioners
- Disinfection and pest control by a certified operator before the opening of the hotel
- Adjustment of the daily linen and towel changing
- Removal of decorative items and curtains
- Removal of unnecessary objects such as brochures and information leaflets
- Individually sealed and protective bag for TV and air conditioning remotes
- Use of steamer to sanitize all fabric surfaces
- Linens and towels are being washed in accordance to NPHO guidelines using the warmest permissible water setting and are being transferred in the rooms in sealed bags.

## USEFUL LINKS

- National Public Health Organization
- CoVid19.gov.gr
- World Health Organization
- Greek Ministry of Health