



European Organization for Certification

Certificate of Registration

A CERT European Organization for Certification S.A., a third party audit certification organization for management systems and products, sited at 2 Tilou str, Thessaloniki, Greece and operating in accordance to ISO/IEC 17021-1:2015 standards and the certification scheme Coronavirus SAFE, certifies that the organization

HOTEL ARION KOKKARI SAMOS P.O. 83100

has established a Management System with regard to taking measures to prevent & treat COVID-19 Pandemic

with activities' scope:

Hotel Services

This certificate is provided on the base of the Coronavirus SAFE certification scheme, version 2. The certification system consists of a minimum audit against the requirements of the Standard

Coronavirus SAFE

05 July 2021

Certificate Expiration

06 July 2020

Certificate Issuance

General Manager

2007COVSF21070004

Certification Number



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Dear guests, business partners and friends,

Warm greetings from Samos Island and Arion Hotel. We hope that this message finds you and your beloved ones, well, healthy and safe.

The unprecedented conditions that we face due to the spread of COVID-19, require additional precautionary health and safety measures. For all of us in Arion Hotel there is an **unquestionable priority of protecting the health and safety of our visitors, employees and associates**. This is why we work methodically in order to offer you a safe environment ideal for creating unforgettable experiences.

We daily monitor the world and local developments of the pandemic and we harmonize with the instructions of the **World Health Organization and the relevant Greek Authorities**.

We are delighted to announce you that our Hotel will welcome you again as from the **5th of July 2020**, while our Reservation Department is in full operation already and willing to respond to all of your requests.

To help you navigate the uncertainty around your travel plans, we have launched this dedicated **COVID-19 webpage**, with detailed information and instructions about our hotel policies due to the coronavirus situation, which will constantly be updated. At the same time, we have created a **Hygiene and Safety Team** with special trained staff, who you may reach at the e-mail arion@arion-hotel.gr.

On behalf of all in Arion Team, we would like to thank you for your tremendous support during this challenging time and assure you that the time has come for your dreams to be transformed into life experiences and unforgettable unique moments.

Till we meet again, stay healthy, stay safe.

Best wishes,

Stelios Chatziandreou

General Management of Arion Hotel

HEALTH AND SAFETY COMES FIRST. NEW MEASURES.

In order to achieve the highest cleanliness and hygiene standards, **we have partnered with a world-leading provider in testing and inspection to certify** that the appropriate safety standards and cleaning protocols are fully in place and allow Arion Hotel to start operating again. In addition, in our website you may find our Hotel Hygiene Protocol, “**Health First**” that follows all the guidelines of the Greek National Public Health Organization and the Ministry of Tourism.

OUR STAFF

Every staff member is using all the necessary Personal Protection Equipment (PPE) and has received expert training on hygiene measures and the latest information on coronavirus.

RECEPTION

We avoid overcrowding in all common areas and guests are encouraged to prefer the contactless ways of payment via credit / debit cards at their check out time.

Extension of check-in and check-out period between stays. Check-out until 11:00 a.m. and check-in from 15:00 pm. During the time between each check-in and check-out between different guests the room is cleaned, thoroughly disinfected and adequate natural ventilation of the space follows.

Hand sanitizers are available in all common areas and also inside every room of the hotel, and we encourage their frequent use by staff members and guests. Masks are available upon request. Infrared thermometers are available at the Front Desk to conduct temperature checks of our guests and employees upon request. Visitors that do not belong to our hotel tenants will only be allowed upon communication with the Reception Team.

RESTAURANT

We extend our breakfast serving hours and we modify the decoration of our indoor and outdoor spaces, in order to maintain the necessary social distancing and avoid overcrowding. In buffet restaurant, special screens have been placed for greater safety. When visiting the buffet, no plate is required as a member of staff will take guests' orders and prepare it for them.

CLEANING AND HOUSEKEEPING

For the safety of all guests and employees, we have adopted very strict measures for the cleaning and disinfection of rooms and common areas. We have supplied all the appropriate **disinfection tools with dry steam** and extended the hours that the rooms remain empty before they welcome the next guests, in order to achieve the highest level of ventilation.

Housekeeping services will not be provided during a guest's stay unless otherwise indicated by the guest during the preregistration process or check in.

For departures, 2 protocols apply:

- a-Normal cleaning and waiting 24 hours before the room is available to a guest or
- b- Meticulous cleaning - disinfection of the rooms and bathrooms for same day use.

FOOD AND BEVERAGES

We strictly follow the highest standards of food hygiene according to the **Greek Regulations of Food Safety**.(HACCP)

We have increased the frequency of compliance checks on our food safety standards and conduct more intensive cleaning and disinfection procedures in all F&B areas, the kitchen and the storage rooms.

POOL AREA

We comply with all the strict regulations about water cleaning and maintain the appropriate chlorination level. We make sure that overcrowding is avoided inside the pool and we have adjusted the pool area decoration in order to achieve both social distancing and relaxation of our guests.

A response plan has been drawn in order to be able to isolate any potential incident in our hotel. All guests will be notified accordingly. The affected guest will be assigned to a specific special trained member of Hygiene and Safety Team, who will solely be responsible for taking care of. Our Reception Team will be at your disposal at any time for any further assistance you may require.

The Hospital of Samos is around 20 minutes away from the hotel by car. As an alternative, we may arrange a doctor to examine the patient in the hotel room.

Stelios Chatziandreou

General Management of Arion Hotel