



European Organization for Certification

# Certificate of Conformity

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

## CHATZIANDREOU DIMITRIOS SA HOTEL & TOURIST MANAGEMENT "HOTEL ARION" Kokkari, 83100, Samos, Greece

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 certification scheme

## Coronavirus SAFE

The certification system includes one initial audit against the requirements of the Standard and at least one surveillance audit during the certification period.

30 October 2021

Expiration of Certification

01 September 2021

Date of Surveillance Audit

Managing Director

14 July 2021

Initial Certification

14 July 2021

Certificate Issuance

2107COVSF21100084

Certification Number





European Organization for Certification

## Certificate of Registration

A CERT 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 standard, certifies that the organization:

**HOTEL ARION**  
**Kokkari, 83100, Samos**

with activities' scope:

**Catering Services**

has established a Quality Management System in conformity to the International Rights for Development and Operation of Quality Management Systems

**HACCP/ GHP/ Codex Alimentarius**

01 July 2022

Certificate Expiration

02 July 2021

Certificate Issuance

A blue ink signature of the Managing Director.

Managing Director

2107HACCP22071508

Certification Number

IAF/EA Code: 30



**ARION HOTEL**  
83100 SAMOS-GREECE  
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e-mail : [arion@arion-hotel.gr](mailto:arion@arion-hotel.gr)  
<http://www.arion-hotel.gr>

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 **15 of June 2021**, 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](mailto: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 Goulielmos 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 PEOPLE

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.

### 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.

For departures, 2 protocols apply:

- a- Normal cleaning
- b- Meticulous cleaning

### 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.*