

# COVID-19

PROTOCOL  
#aliathoncares

aliathon  
RESORT  
PAPHOS - CYPRUS





Monitoring of guests and employees



Large resort than merely a hotel, boundless space inside and out



A touchless, safe & carefree guest stay



Committed to high hygiene criteria and protocols set by the Ministry of Health of Cyprus and the Federation of Tour Operators (FTO)

- Guests are advised to undergo a test 72 hours prior to arrival
- External symptoms are observed and guests & staff are kindly requested to comply with the social distancing & hygiene regulations
- Diagnostic testing performed for employees



Quick and easy procedures



Touchless temperature measuring procedure on arrival



Medical Center is available 24/7 within resort premises

# 2

## MONITORING GUESTS & EMPLOYEES



Large resort than merely a hotel, the Aliathon offers the space (estate of 140.000m<sup>2</sup>) and facilities to enhance your holiday experience



Beautiful low rise architecture consisting of various individual buildings situated amongst picturesque gardens



An array of spacious public areas and outdoor pools, including the largest hotel pool in Cyprus



Restaurants and bars with spacious outdoors sitting areas

# 3

# THE GREAT OUTDOORS

### ARRIVAL & RECEPTION GUIDELINES

Your holiday begins with online registration & safe check in procedures



### FOOD & BEVERAGE

Experience a choice of restaurants & bars



### SPORTS & ACTIVITIES

Measures at sports facilities & activities available at the resort



### GUEST ROOMS

Safety & sanitisation measures for all rooms & suites



### LEISURE

Deep cleaning of outdoor areas, pools, gym & SPA area and all public spaces



### DEPARTURE

Advance checkout & safety measures during departure





Pre check in/registration available prior to arrival or once in resort via online link



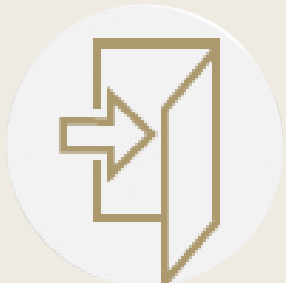
Taxi transfer from airport can be arranged in advance, only guests of the same family permitted per car or minibus, thoroughly disinfected after each use



Temperature checks at the entrance



Regular sanitisation of door handles, surfaces and buttons with disinfectant in lobby & public areas



One designated entrance



Guest luggage handled with personal protective equipment (PPE) or disinfected



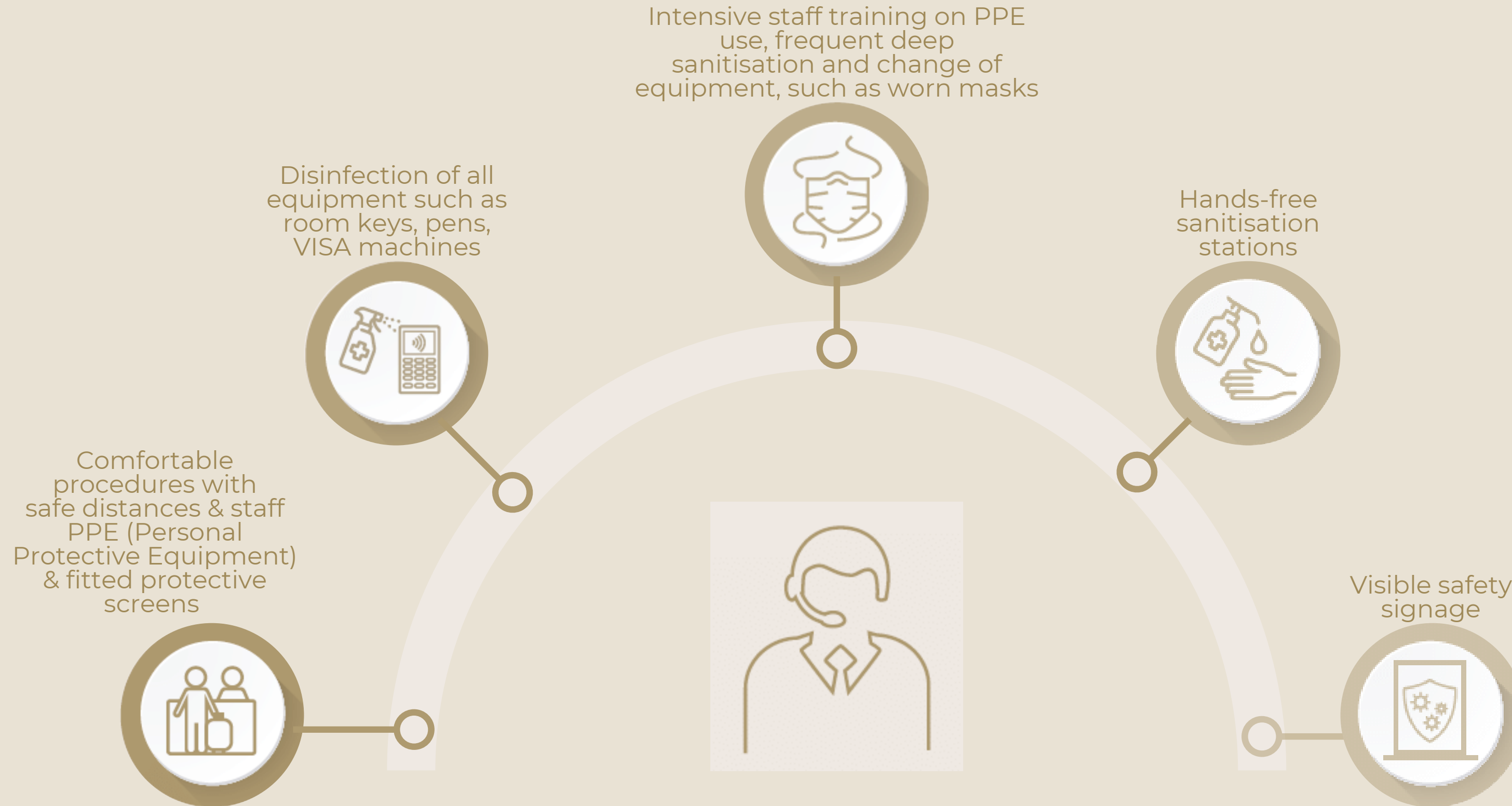
Airy spaces, with fresh air circulating in all indoor spaces and common areas



Doors opened automatically

# 5

# GUEST ARRIVAL



# 6

# RECEPTION GUIDELINES

SAFETY & SANITISATION MEASURES FOR ALL ROOMS & SUITES



GUEST ROOM DISINFECTION

- Use of industry-leading cleaning and disinfecting protocols to clean guest rooms
- Each room is thoroughly cleaned, aired and disinfected upon every room change



DEEP CLEANING OF GUEST ROOMS AND SUITES

- Daily deep cleaning of rooms and suites - high contact areas such as: door handles, switches, furniture, bathroom fittings and room accessories fully sanitised
- All loose non necessary items and paper stationary will be removed



WATER TESTING, A/C CLEANING AND DISINFECTION

- Water and A/C quality testing carried out in rooms
- The usage of individual A/C within rooms at guests' discretion




EMPLOYEE PPE (PERSONAL PROTECTIVE EQUIPMENT)

- All maids wear disposable gloves and masks while cleaning guests accommodation
- Gloves and masks are changed regularly and staff receive intensive covid-safe PPE training



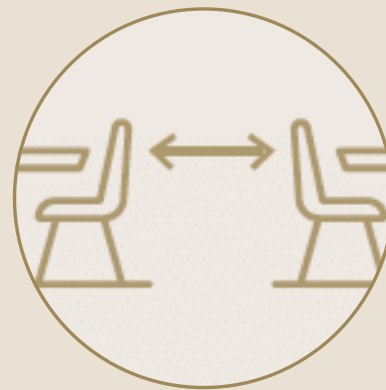


SAFETY & SANITISATION MEASURES FOR ALL RESTAURANTS & BARS




**BUFFETS OR / AND À LA CARTE OPTIONS**

- Safe buffet procedures in place
- All food served by staff wearing appropriate PPE (Personal Protective Equipment) except of the items that will be available in individual portions



**SPACIOUS RESTAURANT CAPACITY**

- Based on the COVID health and safety standards, tables and chairs are spread out
- One family per table at a time
- Reservations required to facilitate safe spacing during peak periods
- Extended opening hours during peak periods



**ONLINE MENUS**

- Single-use and / or digital menus via QR Codes available to minimise physical contact



**SANITISATION OF ALL RESTAURANT FACILITIES**

- Disinfection of high-touch surfaces after each reservation
- Guest hand sanitisation stations located in all venues
- Restaurant disinfection and airing after each service



**CONTACTLESS PAYMENTS**

- Contactless payments are set as a more preferred and more secure payment method require for less physical interaction

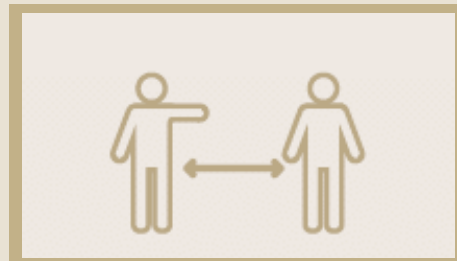


**GUEST & EMPLOYEE PPE**

- All employees wear masks and gloves
- Staff receive intensive covid-safe PPE training
- Personal Protective Equipment (gloves and masks) is provided to guests when necessary



SAFETY &  
SANITISATION  
MEASURES  
FOR ALL  
RESTAURANTS  
& BARS



LIMITED  
CONTACT

Staff workstations are spaced out to limit face-to-face interactions and secure appropriate social distancing



COOKED  
OPTIONS

Menus adjusted to increase options of cooked food available instead of raw food



INGREDIENTS

Appropriate cleaning of all materials and ingredients used in kitchens



SANITISING  
PRODUCTS

Approved cleaning products and disinfectants used throughout kitchen areas



KITCHEN  
UTENSILS

Sanitisation of all kitchen utensils

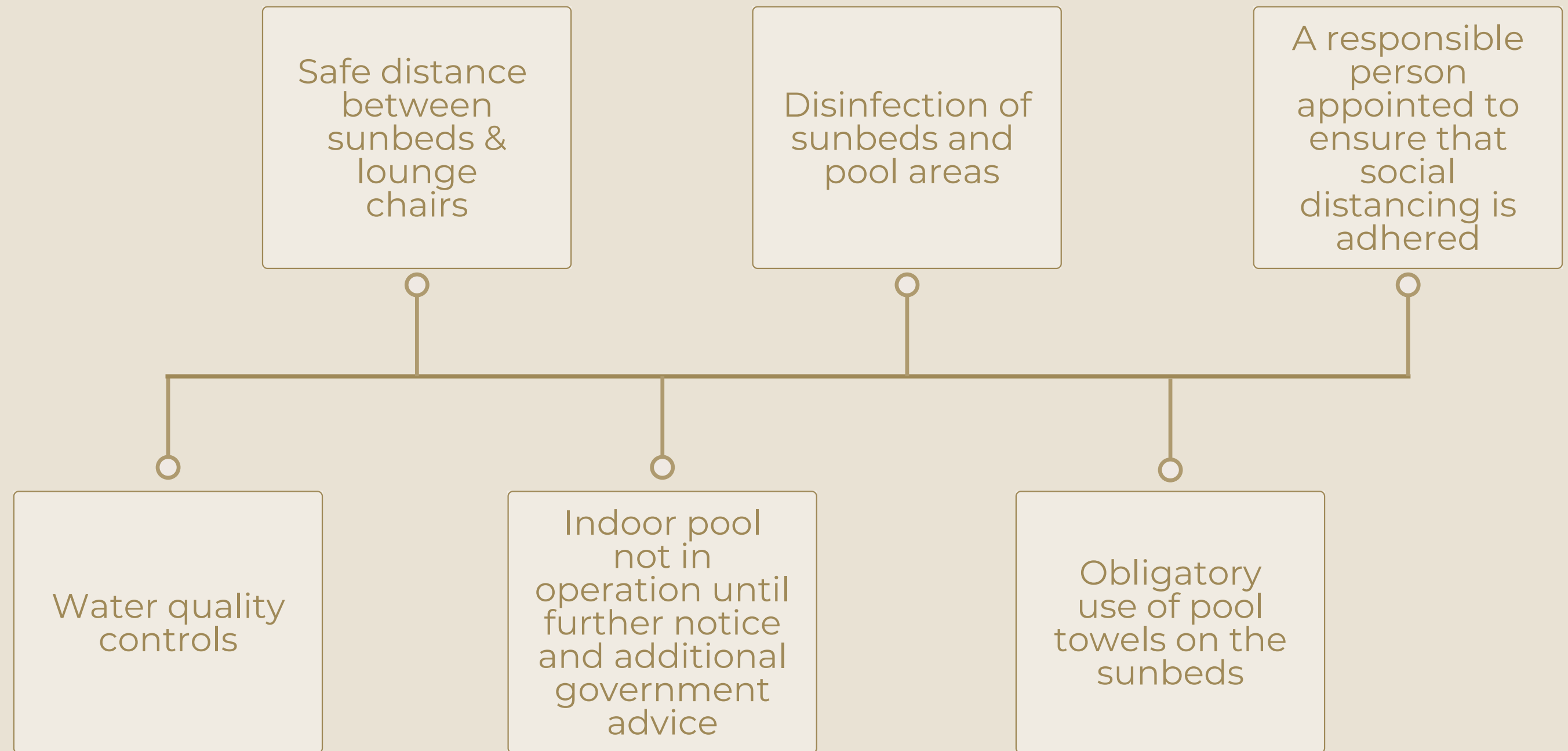


EMPLOYEE  
PPE

All employees wear masks and gloves when preparing food  
  
Staff receive intensive covid-safe PPE training



MEASURES  
TAKEN TO  
MAINTAIN  
SAFETY AT  
POOL AREAS



## MEASURES TAKEN TO MAINTAIN SAFETY IN SPA & GYM AREA

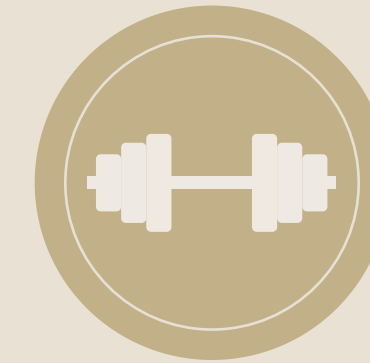


1 person only per treatment room

Minimum 30-minute gaps between sessions to allow cleaning and sanitisation

Minimum 30 minutes gap between use of the steam bath & sauna with only 1 person per time, pre-booking is required

Employees wear face masks during all treatments



Pre-booking required to allow physical distancing

Daily disinfection

Sanitisation stations are available for guests

Obligatory use of towels while using the machines



Pre checkout times will be encouraged with the option of contactless payments



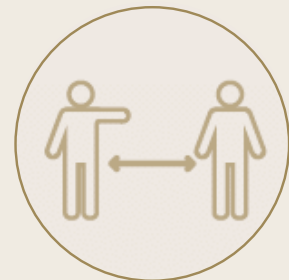
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Designated checkout desk capacity to maintain social distancing in the event of overcrowding



Regular sanitisation of door handles, surfaces and buttons with disinfectant in lobby & public areas



Clearly displayed safety signage for social distancing



Hands-free sanitisation stations)



Airy spaces, with fresh air circulating in all indoor spaces and common area



Doors opened automatically

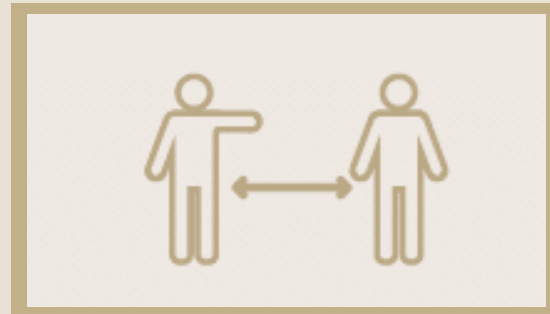
STAYING HEALTHY IS EVERYONE'S RESPONSIBILITY



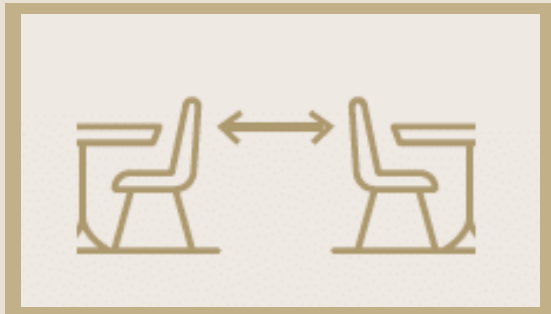
Please sanitise your hands as often as possible especially after using the toilet.



Please cover your mouth when coughing or sneezing, ideally using a tissue, disposing of it safely after use and washing your hands immediately.



Please respectfully abide by social distancing. All communal furniture has been repositioned to meet social distancing requirements.



During meals please respect the maximum number of seats per table, avoid gatherings.



Upon check-in and check-out please wait at the indicated point. Keys left at reception must be placed inside the specified box for sanitisation.



In case you develop symptoms during your stay please stay in your room and contact the Reception. We will contact the medical doctor and follow the protocol for the provision of immediate medical care.

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[aliathonresort.com](http://aliathonresort.com)