

# Anesis Hotel Policies

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# 1. Local Protocol

## **HIGH TEMPERATURES**

- Do not expose yourselves in the sun for long time – always use sun protection cream/lotion
- Dress with light clothes
- Always carry water with you
- Babies and elderly people are advised to carry an umbrella

## **BEACHES**

- Check weather forecast before entering the sea to ensure it is calm and safe for swimming
- Nude bathing is prohibited

## **LITTERING**

- Littering is prohibited by law (penalty fees may apply)

## **VISITING**

- Please, always respect when visiting archaeological, historical and religious monuments and places.
- Make sure you read the instructions before entering the area
- There is a dress code for entering into the churches – long trousers / skirts required

## **DRIVING**

- Driving license and insurance are required at all times
- Minimum driving age is 18 years old
- Always drive on the left side
- Pedestrians – when crossing the road, remember that cars drive on the left side. First look right, then left, then right again; cross only if road is clear
- Do not drink alcohol and drive – Alcohol limit is 18% (approximate estimation: 2 glasses of beer)
- No bicycles or pedestrians are permitted on the motorway.

## **ANIMALS**

- Hurting or abusing animals is punished by law
- Hunting is allowed on certain periods of the year, for certain animal species, and in certain hunting areas, as per National and European law

## 2. Non-Smoking Room Policy

### **Introduction**

Anesis Hotel is committed to providing a comfortable and healthy environment for all guests. To ensure the well-being and satisfaction of our guests, we maintain a strict non-smoking policy in designated areas, including all guest rooms. This policy is in accordance with local regulations and is designed to promote the safety and comfort of all our guests.

### **Policy Guidelines**

#### **1. Non-Smoking Areas:**

- Smoking is strictly prohibited in all guest rooms, hallways, elevators, and other enclosed areas within the hotel premises.

#### **2. Designated Smoking Areas:**

- Designated smoking areas are provided in specified outdoor locations. Guests are kindly requested to use these areas and dispose of cigarette butts in the provided receptacles.

#### **3. Room Designation:**

- All guest rooms at Anesis Hotel are designated as non-smoking. Smoking in a non-smoking room will result in additional cleaning fees to restore the room to its smoke-free condition.

#### **4. Fee for Violation:**

- Guests found in violation of the non-smoking policy will be subject to a cleaning fee, starting at 20 euros, to cover the cost of deep cleaning and restoring the room to a non-smoking condition.

#### **5. Electronic Smoking Devices:**

- The use of electronic cigarettes or any other smoking devices is also prohibited inside the hotel premises, including guest rooms.

### **Enforcement**

#### **1. Guest Cooperation:**

- Anesis Hotel relies on the cooperation of all guests to adhere to the non-smoking policy and to report any violations promptly.

Anesis Hotel appreciates the cooperation of all guests in maintaining a smoke-free environment. By adhering to this Non-Smoking Room Policy, we contribute to the comfort, health, and safety of all individuals staying at our hotel. We thank you for your understanding and compliance.

### 3. Guest Room Entry Policy

#### **Policy Statement:**

At Anesis Hotel, we prioritize the privacy, security, and comfort of our guests. To ensure a respectful and guest-centric environment, the following policy is implemented regarding entry into guest rooms by hotel staff:

#### **Knocking Procedure:**

- a. All staff members, including housekeeping, maintenance, and other authorized personnel, must knock on the guest room door at least two times before entering.
- b. After knocking, staff members must wait for a reasonable amount of time to allow the guest an opportunity to respond.
- c. If there is no response after the initial knock, staff members may knock a second time before proceeding further.

#### **Guest Permission:**

- a. If a staff member encounters a guest inside the room, they should allow the guest to open the door themselves.
- b. Staff members should step back and maintain a professional distance to respect the guest's privacy.

#### **"Do Not Disturb" Sign:**

- a. If a guest has placed a "Do Not Disturb" sign on their door, it indicates their desire for privacy and non-entry.
- b. In such cases, all staff members, except the manager or authorized personnel, are strictly prohibited from entering the room.
- c. The manager or authorized personnel may only enter the room in case of emergencies, health and safety concerns, or with explicit permission from the guest.

#### **Manager's Responsibilities:**

- a. The manager is responsible for overseeing and enforcing this policy to ensure compliance by all staff members.
- b. The manager will provide clear instructions to all employees about the policy during the orientation process and regular staff meetings.
- c. The manager will address any concerns or exceptions to the policy on a case-by-case basis and take appropriate action.

#### **Training and Awareness:**

All staff members will receive comprehensive training on this policy during their onboarding process.

#### 4. Towel and Bed Sheets Policy at Hotel Anesis

Dear Valued Guest,

At Hotel Anesis, we are committed to providing you with a comfortable and environmentally conscious stay. In line with our efforts to conserve water, we have implemented the following towel and sheet policy:

**Towels:**

- Towels will be changed every second day of your stay.
- If you wish to reuse your towel, please hang it on the towel rack. This signifies, "I'll use it again."
- If you prefer a fresh towel, please place it on the floor. This signals, "Please replace."

**Sheets:**

- Bed sheets will be changed every third day of your stay, contributing to water conservation.

We appreciate your understanding and cooperation in our efforts to conserve water, especially considering its scarcity in Cyprus. Every drop count, and your responsible choices contribute to a more sustainable future.

Thank you for choosing Hotel Anesis. If you have any inquiries or specific requests, our staff is here to ensure your stay meets your expectations.

Best Regards,

Xenofon Kirkas

Hotel Manager

## 5. Work Ethics

Hotel Industry it's all about team work

In Anesis Hotel we work as a team and helping each other to achieve a common goal.

We strive to deliver good quality service to our guests and to improve our skills and learn new things concerning the work environment.

We assist everyone despite gender, age, race, nationality and religious believes, education, social status, disability, appearance, sexual orientation.



## 6. Statement of Commitment to Human Rights

At Anesis Hotel we strive to provide a safe workplace where the human rights are respected in accordance with the collective agreements with the unions and the applicable legislation.

We are an equal opportunity employer and we support the protection of human rights, particularly those of our employees, the parties we do business with and the community where we operate.

In particular, our hotel is committed to the following:

- Respect and foster labor-related human rights, including non-discrimination, health & safety and fair wages.
- All new employees are informed before they start work about the terms and conditions of their employment, including pay and welfare arrangements.
- We prohibit hiring of young workers (below 18 years of age) to perform any type of work that is likely to jeopardize their health, safety or morals.
- Respect children's rights and have zero tolerance of violence, any form of exploitation and abuse of children, including but not limited to sexual exploitation.
- All allegations of children exploitation will be taken seriously and investigated. Serious allegations will be reported to the relevant authorities.
- Communicate both internally and externally the risks related to children's rights.

All staff working with children receives regular, ongoing training.

We expect that all hotel employees, suppliers and other business partners will respect human rights including children's rights

## 7. Community Integration Policy

### 1. EMPLOYMENT

Our hotel and management are aware of the importance of recruiting local people. We understand that this will help the local community and keep small and medium enterprises alive. Furthermore, this motivates locals to stay and live within the community.

### 2. PURCHASING

Whilst ensuring a wide range of high quality products, Sandy Beach Hotel

- Purchases and promotes solely from the local market suppliers. This will help us reduce CO2 emissions from transportation of products from abroad.
- We ensure that our purchasing policy is followed
- Reduced our consumption of endangered fish species (i.e. eel, tiger prawn, king prawn, halibut, marlin, scampi, langoustine, blue fin tuna)

### 3. CHILDREN PROTECTION

Our hotel fully supports the protection of under-aged including child labour, physical and sexual abuse. All employees receive training to distinguish basic children abuse incidents as well as they are encouraged to report to the hotel's management; the management in return will report such incidents to the local child protection authorities whether they originate from guests or employees, as we cannot tolerate the same.

### 4. DONATIONS / CHARITY

The management of our hotel is concerned about socio- economic issues and when possible we aid with participation in fundraising, donate food or items that are no longer used by the hotel (e.g. bed linen, towels etc.) to poor families.

### 5. COMMUNITY INTEGRATION

We promote local customs and products through:

- Cyprus breakfast (daily)



## **8. Policy Statement**

ANESIS HOTEL is committed in providing high quality services with an aim to satisfy the needs and expectations of our guests and Tour Operators by ensuring that:

1. Our services and facilities are designed and operated to consistently provide the highest standards for quality, food safety and hygiene, environment and health & safety that will satisfy the needs and expectations of our Guests and related legislation.
2. Targets are set and monitored in all areas in order to continually improve the effectiveness and suitability of the management system in operation and the minimization of the environmental impact of our operations.
3. The highest standards in quality, health and safety, security and the protection of the environment are adopted as well as in food safety through storage, preparation and delivery of food, in a healthy environment and under the strictest hygiene conditions. Any risks are identified and corrective actions are taken where required.
4. The necessary measures are implemented to prevent, eliminate or reduce pollution, emissions and waste generation and to conserve resources by reusing, recycling and utilisation of clean technologies. Any risks are identified and preventive and corrective actions are taken where required.
5. Ongoing training and development of our employees for quality, food safety, sustainability and health & safety issues who are encouraged to participate in the decision making and our improvement efforts.
6. We encourage a sense of responsibility among our employees and we integrate quality, food safety, sustainability and health & safety aspects into our operations.
7. We are an equal opportunity employer with no discrimination and we support the protection of human rights, particularly those of our employees, the parties we do business with and the community where we operate.
8. We have ongoing communication and we do support local people and businesses. Furthermore we encourage and support local traditions in the area.
9. The management and the staff are to always conduct themselves in a professional manner as defined by the Hotel Manuals and Procedures, thereby ensuring that the requirements defined by our guests, the Tour Operators, Travelife, and the International Standard ISO 22000 are continuously achieved and maintained.

## 9. Policy on Partying and Substance Use at Hotel Anesis

Dear Valued Guest,

At Hotel Anesis, we are dedicated to providing a safe and family-friendly environment for all our guests. To ensure a pleasant stay for everyone, we have implemented the following policies:

### **1. No Partying in Rooms:**

- We kindly request that guests refrain from hosting parties or gatherings in their rooms. This includes excessive noise, music, and activities that may disturb other guests.

### **2. Prohibition of Illegal Substances:**

- The use, possession, or distribution of illegal substances is strictly prohibited within the hotel premises. This includes but is not limited to drugs and other controlled substances.

### **3. Right to Evict:**

- Hotel Anesis reserves the right to evict guests who violate these policies. In the event of a violation, guests will be asked to leave the premises immediately without any refund.

### **4. Family-Oriented Environment:**

- Our hotel is family-oriented, and we strive to maintain a peaceful atmosphere for the comfort of all guests, including families and children.

### **5. Cooperation and Understanding:**

- We appreciate the cooperation and understanding of our guests in adhering to these policies. Your compliance ensures a pleasant stay for everyone.

### **Consequences of Violation:**

- Any violation of these policies may result in immediate eviction without refund. Additionally, guests may be held responsible for any damages caused.

We trust that our guests will respect these guidelines to help us create a welcoming and secure environment for all. Thank you for choosing Hotel Anesis. Should you have any questions or concerns, our staff is available to assist you.