

Covid-19 Update

Our Commitment to our guests

During the spread of the coronavirus, our priority is the well-being, the safety and the health of our guests, team members and business partners as it has always been.

It is to be noted that, for almost 40 years, we at ANESIS Hotel, have dedicated our efforts to provide high quality services and secure the health of our guests in all areas of operation.

As we welcome you back to our hotel, we are committed to provide you with the safe environment which is in accordance to the protocols and guidelines which have been issued by the World Health Organization and Cyprus Ministry of Health to defeat COVID-19. A risk assessment for COVID-19 study has been conducted by our health and safety consultants and all our operational manuals have been revised accordingly.

In light of the above, our Emergency Plan including Prevention of Spread of Infection (POSI) has been updated to comprise COVID-19 handling procedures.

We would like to assure you that these protocols and guidelines have been implemented in our hotel operations in order to keep our guests, business partners, team members and the wider community safe and healthy.

We consider that it is our duty to inform you on the measures that we have applied in order to ensure that our guests will be safe and have peace of mind during their stay in our hotel.

The following preventive measures have been applied in order to cover our hotel operations as they are described below:

Team members

We are proud to announce that all our team members have participated in seminars approved by the Cyprus Ministry of Health regarding Covid-19, and we are ready to react in an emergency in case of both suspected or confirmed cases of Covid-19.

Public Areas (restrooms, halls, corridors, lifts, etc.)

As far as our public areas are concerned as well as high-traffic areas, our dedicated staff will clean the touched surfaces systematically with antiseptics. All Public areas will be ventilated daily.

Hand Sanitizer / Antiseptic Stations

Hand sanitizer/ antiseptic stations have been installed in all sanitary facilities, at hotel entrances, at our front desks, at our restaurants and bars, our elevator banks, in meeting and other common areas.

Social Distancing

Directional signage will be placed in public areas in order to guide our guests to maintain social distancing and reduce incidental face-to-face interaction. Furthermore, partitions will be added at check-in area in order to provide an extra level of security for our guests and our associates.

Guest Rooms

Our guest rooms and specifically all the frequently touched surfaces will be cleaned with disinfectants systematically.

All guest rooms will be ventilated daily.

All non-essential items such as mini-bar facilities, magazines, decorative pillows and covers will be removed from all rooms.

Rooms will be cleaned using suitable disinfectants only when the guests are not in the rooms as recommended by the Cyprus Ministry of Health protocol.

Our team members will wear personal protective equipment which will be disposed safely after cleaning each room.

All hard surfaces and frequently used items such as switches and remote controls will be disinfected on a daily basis.

Prior to guest's check-in, a thorough cleaning and disinfection process will take place.

Restaurants and Bars

Hand sanitizer / antiseptic stations have been installed at the entrances of our restaurant and bars.

Protective gloves must be worn by all when using serving utensils which will be limited to individual portion buffet areas.

All equipment and utensils will be replaced every 20 minutes.

Set time dining will be applied in all restaurants.

All restaurants and bars areas will be set to allow 2 meters distancing between tables.

Signs will be placed in order to define the maximum capacity of persons in all our restaurants and bars.

All our restaurants will dispose single used table clothes and napkins.

All hard surfaces will be disinfected as soon as the guests finish their dining.

Team members will wear personal protective equipment at all times.

Maintenance

Any maintenance that will be required in guest rooms will take place only by an appointment and when the guests are not in the room.

Maintenance members will wear personal protective equipment at all times.

The working area will be always disinfected before and after the work is performed.

Swimming pools and surrounding areas

Our hotel has the advantage to provide to each room their personal sunbed and umbrella during their stay. Thus, their sunbed will be disinfested every morning.

Sunbeds will be formed in order to allow 2 meters distancing.

Signs will be placed in order to define the maximum capacity of persons in all our swimming pools.

Guests should follow social distancing measures when using the hotel pools.

Guests must take a shower before the use of the swimming pools.

Guests must disinfect their feet in foot baths before they enter the pool.

Guests are obliged to follow the rules of personal hygiene which are placed in the swimming pools areas (i.e. washing hands, shower before entering the pool and the use of slippers in changing rooms).

Action plan

The Management has formed a Health & Safety Committee to establish an action plan tailored to the situation and implement it in accordance with the recommendations of local and national public health authorities with the aim to prevent and effectively manage cases of Covid-19, and mitigate impact among clients and staff, including cleaning and disinfection of rooms occupied by ill persons.

The plan will be updated when necessary as a consequence of new guidance, procedures, or regulations issued by the pertinent authorities.

Anesis Hotel will establish a Crisis Emergency Team which will include higher Management members.

Management members have participated in an extensive training program regarding measures to be taken in cases of suspected or confirmed cases of Covid-19. As a pioneer hotel in the hotel industry, we acknowledge the cost consequences by Covid-19, and thus thrive to implement all the appropriate measures to ensure our valued guests will enjoy their holidays with safety and peace of mind.

These days are more critical than ever. We consider this life changing circumstance as an opportunity to redefine and update our health and safety measures. Those measures will be modified wherever necessary as per the latest

advice from the World Health Organization (WHO), the European Centers for Disease Control and Prevention (ECDC) and the Cyprus Ministry of Health.

EXPERIENCE HOME WHILE AWAY AT ANESIS HOTEL

The ANESIS Hotel Team