



Dear Guests,

Oreo Travel Agency has been consistently organizing vacations for thousands of holidaymakers for the last 20 years.

Committed to the high standards of service to our customers, we are extremely proud to announce that in the last few months we have successfully dealt with this unprecedented situation that we have all lived.

We managed to satisfy all the requests of our customers, answering all the phone calls, messages and emails received daily.

After 3 months, when a dream vacation in a safe destination like Greece is near, we are pleased to share with you the following hygiene protocol, created, following the instructions of the competent European and Greek health authorities, for the best protection and safety of our guests, staff, holiday rental owners and business partners.

Our goal is to ensure that you feel safe and confident that your vacation with us will be relaxing, enjoyable and uninterrupted.

Please follow all the measures for your own protection.

Welcome and enjoy your holidays!!

Yours sincerely

Stratos Beretis

Manager/ Owner

Each of our property has a complimentary hygiene package

- disposable gloves, antiseptic solution, chlorine or other surface cleaning products, garbage bags, antibacterial cleaning wipes

Staff

-Our staff members stringently comply with the basic protection measures against COVID-19 recommended by the health authorities and follow the strict guidelines of sanitization for each property.

Check-in

-Customer check-in data will be entered electronically via the Oreo Travel application  
-When possible, there will be a 24 hours interval between guests. When it is not possible, the checkout will be strictly until 10.00 am and check-in after 4:00 pm

Check out

-Check out before 10:00 am. In case you need a later departure, please contact our reservation department. If no new guests are expected the same day, we will be happy to arrange a later check-out for you.  
-When checking-out, customers are asked to leave windows open for adequate ventilation of the accommodation.

During your stay

-Cleaning service is not provided. Fresh linen and towels are provided once every three days (please put used linen and towels in provided bags to be transported to the laundry areas).

If for some reason cleaning is requested, the customer should be away from the accommodation for at least 6 hours and **notify us before the arrival**

-All rooms should be thoroughly ventilated every day.

Remote Controls & Surfaces

-Remote controls are covered with plastic wrap which is changed after each departure.  
-Fabric surfaces (e.g. furniture) are steam-cleaned (at 70C).  
- Disinfectant solution spray is used extensively on all common surfaces such as keys, locks, railings, switches, knobs, chairs, etc. After spraying, the surfaces are allowed to dry for at least 10 minutes or more.

Swimming pool

-Sunchairs are disinfected before every new arrival.  
-The value of residual chlorine is monitored. It should be 1 -3 mg / L for swimming pools and up to 5 mg / L for water cooling tanks.

Air conditioners

-Before the start of operation, chemical cleaning has been done on all the conditioners.  
-All air conditioners must be switched off when leaving.  
- After each departure, air conditioner filters are cleaned and disinfected by soaking them for 15-20 minutes in antiseptic solution and thorough rinsing afterwards



# **SAFETY MEASURES**



## **✓SOCIAL DISTANCE**

Maintain at least 1.5-3 meters between you and other people to prevent transmission of COVID-19

## **✓WASH YOUR HANDS WELL**

Use soap and hot water or alcohol-based hand rub frequently

## **✓RESPIRATORY HYGIENE**

Cover your mouth and nose with your elbow or a tissue when sneezing and coughing.

## **✓IN CASE YOU SHOW SYMPTOMS**

The patient is advised to remain in his room and keep the door shut. Please notify us immediately