

BH  
BELLE HÉLÈNE  
HOTEL

Feel Safe

#feelsafe #bellehelenehotel



*Un petit paradis!*

**THE HEALTH AND SAFETY OF OUR GUESTS AND PERSONNEL  
HAS BEEN AND STILL IS OUR TOP PRIORITY.**

**WE INTRODUCE YOU TO OUR HOTEL'S PLAN  
OF ACTION AND PROTECTION.**

**CONSISTING OF SPECIFIC GUIDLINES  
WHICH FOCUS ON YOUR SAFETY WITHOUT COMPROMISING  
THE QUALITY OF THE HOSPITALITY WE OFFER.**

**ENJOY A SAFE SUMMER CLOSE TO US!**

#feelsafe #bellehelenehotel



## BEFORE THE ARRIVAL



Our hotel's service has been adapted according to the National Health and Safety Protocols.



Specialized training of our entire personnel in matters of hygiene and safety (Health First certification for complying with the Greek regulation of health, safety and hygiene).



The entire personnel in the hotel is equipped with means for personal protection.



Management plan for suspicious case



Expansion of the check-in and check-out period (check-out after 11:00 am and check in from 3:00 pm onwards). This alteration between every check-in and check-out is mandatory to ensure that from one client to the next the room is cleaned and disinfected thoroughly, as well as that it is aired adequately.

## DURING THE ARRIVAL

*PLEASE INFORM US OF ANY POTENTIAL PREFERENCES  
REGARDING THE BOOKING PROCEDURE,  
IN ORDER TO AVOID ANY IN PERSON COMMUNICATION IN THE HOTEL*



Reception is carried out at the Front Desk of the hotel where the indicated distances are in order, along with the process of contactless check-in.



Online competition of the formulations before your arrival is recommended.



Body temperature measurement from distance to visitors from abroad at their arrival.



Luggage disinfection.



Key cards and keys disinfection



Entrance in the rooms is forbidden to non-residents.



Use of elevators is urged to be avoided. Disinfection gels located close to all entrances and their use during entry and exit is recommended.

## ROOM DISINFECTION



The thorough cleaning and disinfection of the room is conducted with supreme cleaning and disinfectant agents in cooperation with the company, Ecolab



Enhanced protocols cleaning and disinfection of all surfaces and bathroom are applied in each room before arrival of any guest.



Certification of the proper function and hygiene of every air-condition



Enhance hygiene services at all communal spaces and particularly at things of “increased danger” (e.g. door’s handles, elevator’s push buttons)



Non-regular room cleaning (every 3rd day) during the stay (to avoid contact of a cleaning staff with potential carrier of the virus and further transmission), unless guest specifically request so and allow entry to their room



Elimination of daily change of bedding and towels with the exception of explicit request by the client



## GASTRONOMY

*SOCIAL DISTANCE BETWEEN TABLES  
AS DEFINED BY THE PROVISIONS*



**Prolonged duration of breakfast – lunch – dinner hours in our restaurant**



**Double seating to be applied if needed**



**Provision of hand disinfection agent at the entrance of the restaurant area**



**Compliance with the necessary distances while serving in our buffet**



**Serving from the buffet will only be performed by members of our restaurant's staff to limit the contact of clients with the food and kitchenware in the buffet**



**Strict upright practices of hygiene, cleaning and disinfection to be enforced at the food sector (production and service)**



**The personnel is equipped with the means for personal protection during the opening hours of our bar and restaurant**



**Options of contactless payment methods are available at the Front Desk (for your own convenience we recommend that you charge everything to your room bill). Substitution of the common menu as a hardcopy by a QR code to be scanned with mobile devices of the client and present our menu digitally**

## BEACH & POOL



**Safe distances kept between sunbeds and umbrellas**



**Increased cleaning and disinfection applied at every sunbed after every use and the client is informed by designated signs**



**Systematic chlorination to our pool with the use of specialized disinfectants products indicated by experts and top companies of the field**



**Points for hand sanitizing for the guests and staff members**



## COMMUNAL PLACES



**Multiple points for hand sanitizing for the guests and staff members**



**Strict cleaning system for all communal spaces, departments and elevators with frequent disinfection of surfaces and point of high contact**



**Guidelines for use of the elevators by one person or family**

## CHILDREN

*ENJOY PRICELESS MOMENTS WITH YOUR CHILDREN  
...OF COURSE EVERYWHERE: THE SEA, DURING MEALS AND NOT ONLY*



Activities held by Greek educator at our hotel's garden, music games, traditional games and fairytales' reading

Children's cinema every night at our outdoor cinema area of the hotel



## SPORTS & ACTIVITIES

*A WIDE RANGE OF SPORT AND ENTERTAINMENT ACTIVITIES  
ARE OFFERED IN OUR HOTEL FOR A SPECIAL HOLIDAY EXPERIENCE!*

*Focused in sports and activities taking place outdoors in our hotel's yard*



Recommending small groups and keeping the distances



Tennis court and outdoor cinema available



Breathtaking nature allows walks near the sea



The equipment regularly disinfected and also between every use



Points for hand sanitizing for the guests and staff members

## DEPARTURE

*ACONTACTLESS PROCEDURE OF CHECK OUT AND DEPARTURE*



**Contactless issue and payment of bills**



**Credit card charge – PayPal – i-Bank Pay following confirmation of the balance by the client**



**Digital send of invoices via email**

*Feel Safe*