

Covid Shield Policy



The management of the KAMELIA hotel, strives to ensure the health and safety of the customers, voluntarily participates in the private certification scheme TÜV AUSTRIA "Covid-Shield". The national health protocols provide the specific hygiene rules and all the protective measures that must be taken by all hotels in Greece during their operation, in order to protect the health of the staff and the customers, against COVID-19. It is noted that the Greek health protocols are in full agreement with the respective management protocols against COVID-19, issued by both the World Health Organization (WHO), the European Commission and the European Center for Disease Prevention and Control (ECDC)

In this context, the Hotel Management is committed to:

- the continuous assurance of safety and public health in all areas of the hotel.
- the continuous compliance to the health protocols.
- the full compliance with the instructions of the World Health Organization, National Public Health Organisation (N.P.H.O.), the Ministry of Health and the competent authorities, strictly observing the current National and European legislation.

To achieve the above commitments the hotel has established an Action Plan according to which:

- It aims to prevent the occurrence of cases but also the effective management of suspected cases to limit the extension to staff and guests, in accordance with the current guidelines of National Public Health Organisation (N.P.H.O.).
- It communicates the current COVID-19 transmission prevention policy and philosophy to all stakeholders (staff, customers, visitors and partners).
- It educates on the required actions of the employees themselves in case of suspicious symptoms, such as immediately informing the health officer and the administration to prevent the spread of COVID - 19 and the planned isolation.
- It implements all the provided measures of protection and observance of public hygiene and disinfection in all of the hotel premises, in the direct activities (accommodation in rooms) but also in the indirect ones (cafeteria, breakfast area, beach).

The main measures are:

1. The management takes measures for the application of personal hygiene (both by employees and by third parties) in the workplace and supervises the continuous application by providing masks and gloves to staff and guests where necessary based on the instructions of N.P.H.O.
 2. Maintains a file of accommodation and events in which both details of the guests and staff regarding the days and duration of stay and personal data (phone, e-mail) are recorded so that communication is possible in case of a suspicious case.
 3. Train and strictly control the implementation of PPE by the personnel, while carrying out the prescribed number RT - CoVid - 19 defined by the current legislation.
 4. Adherence to strict protocols of cleaning and disinfection of rooms before each arrival with a corresponding maintenance of cleanliness file.
- It implements a strict policy on hand washing and hygiene of staff involved in the production of food and beverages.
 - Provides information on the mandatory observance of the prescribed protection measures by external parties entering the hotel (suppliers, maintenance workers, partners).
 - It monitors indicators in all the main and secondary activities of the hotel and monitoring the implementation of instructions and procedures also with measurable indicators e. g. number of suspect cases, training, etc.
 - The action plan complies with the recommendations of N.P.H.O. & the Covid Shield scheme and will be revised according to developments.

On behalf of KAMELIA Hotel
E. Stoubou