ATRIUM CARE PROTOCOL
As we collectively respond to the COVID-19 pandemic, Atrium Hotels continue to ensure that the health and safety of our guests remain our top priority. We recognise that the expectations and needs of the hotel experience have changed and may continue to do so. Our goal is to instill the same level of trust and confidence in Atrium Hotels as ever before.

On that account, in our newly developed Atrium Care Protocol we have introduced strict health and safety practices with a main focus on three key areas: enhanced hotel cleanliness, heightened guest safety, and empowering employees through health and safety training.

Some of our services and facilities will be modified due to social distancing guidelines and health and safety procedures. Although this New Atrium Hotels experience might look different, we will continue to deliver the same intuitive and personalised service for which we are known. We would like to take the opportunity and kindly introduce some of the main processes that will ensure your stay with us will be seamless.

The Atrium Hotels Family
The Atrium Care Protocol aims at heightening our already stringent practices around food handling, sanitization, disinfection and cleaning. In compliance with guidelines and regulations by International Health Authorities (WHO, CDC), the Ministry of Health, Ministry of Tourism, local health agencies and public health officials, our standards have been further enhanced via our certification by leading companies in Health & Safety such as A-Cert, Cristal International & Ecolab.

Our lifelong commitment in excellence, as well as sustainable and responsible travel, has led to numerous prestigious awards and recognition over the years. Our sole ambition is simple:

“Create a Safe Environment for our Guests and our People, but also deliver the outstanding level of Hospitality and Service we are reputable for.”
**A SAFE AND CAREFREE HAVEN**

Enjoy your holiday.

- Personalised experience and service through operation at low occupancy levels, resort remoteness and spaciousness, large pools, private beach and Al Fresco dining options.
- Social distancing requirements and signage in key locations.
- Thorough disinfection and cleaning of all hotel public areas, with particular attention to all high-touch surfaces.
- Easy temperature check upon arrival and available at all resort entry points, using touchless devices and thermal cameras.
- Doctors on call and clinic available 24/7.
- Awareness information throughout the hotels, via monitors, leaflets, signs, WIFI hotspots and in Mobile App.
- Continuous employee training, certification and provision of appropriate PPE equipment and daily well-being screening.
- Transfer from/to airport with qualified professional drivers adhering to strict safety protocols.
A COMFORTABLE GUEST ARRIVAL

a seamless experience!

Essential thermal screening upon hotel entry.
Disinfection of guests’ luggage upon arrival.
Provision of electronic hand sanitisers in reception and all public areas.
Packaged refreshing towel and welcome drink.

Contactless Check-In.
Extended duration between Check-Out (11am) and Check-in (3pm).
Special UV equipment at reception for key card and passport disinfection.

Protective glass at reception desk.
All personnel equipped with the appropriate PPE.
Disinfection of high touch points including ATM and POS machines.
Safety awareness guidelines throughout reception area.
Personal Face and Hand Sanity Kit available in all rooms.

High contact points, areas and surfaces are deeply cleaned and sanitised.

Use of industry-leading, environment friendly products to ensure spotless guest rooms, bathrooms, towels and linen.

Ducts and filters disinfected prior to every arrival.

Use of air-condition at guest discretion.

Water testing with provision of appropriate documentation.

PPE used by all housekeeping maids.

Removal of decorative objects and stationary items from all rooms.

Room will be cleaned upon request.

Turn down service will not be provided.
Our restaurant and bars are Grand, Airy and Spacious, with numerous Al Fresco options available.

Replacement of self-service buffets with personalised service from our people, freshly prepared show cooking stations and à la carte options.

All food handled and served by staff wearing PPE. ISO 22000:2005 trained and certified kitchens. PPE for guests & employees.

Opening hours are extended, seating capacity is reduced, ample distance between tables (min. 2m) and one family per table. Reservations will be required for all restaurants.

Menus will be digitally available via Mobile App & QR code or one-time disposable menus. Reservations can be made via App.

Frequent high-grade cleaning of surfaces, tables, chairs and overnight intense sanitisation.

Contactless ordering and payment methods available via QR code or room key cards. All POS machines disinfected between each use.
THALASSO SPA

your personal retreat.

Opening Hours: 10am till 6pm.

Spa treatments available in open air designated area.

The use of the indoor Swimming Pool, Hamman and Sauna is not permitted.

The spa wet treatment area will not be operational.

Spa treatments will only be available by appointment made with the spa reception or via our hotel Mobile App.

Staff & Guests will be equipped with the required PPE items.

Increase of required time between sessions in order to disinfect appropriately and prepare for the next therapy.

Gym Area (Hours 6am-8pm):

In operation with access monitoring, self-hygiene gear obligatory, very frequent disinfection of surfaces, equipment and air flow.

Strict reservation policy.
Increased water quality controls in all outdoor pools.
Indoor pools will not operate.
Disinfection of sunbeds, pool areas and equipment.
Ample space between umbrellas/sunbeds (possibility for reservation).
Monitoring of maximum number of swimmers allowed per pool according to governmental guidance (1 person per 5 sq. meter ratio).
Health and safety measures in place at the beach area.
PPE equipment available to guests and employees.
Contactless ordering and payment methods available from beach or pool area via QR code and room key cards.
LEISURE & ENTERTAINMENT

feel the energy.

Adjusted operation of adult/children animation activities, outdoor areas only.

No indoor children play rooms, reduced mini club hours for our young guests.

Babysitting services not available.

Live music shows available with physical distancing rules applied.

Open air tennis court.

Diving with PADI 5star Water Hoppers diving school.

Outdoor activities and workouts with our animation team.
Our overall procedures and compliance to health and safety guidelines and protocols is an integral part of our 28 years of Atrium Hotels Success.

It will be our pleasure to welcome you!