



***“Health First”
Hotel Information Guide***

The logo is set against a dark blue background. On the left is a circular emblem with a white outline. Inside the circle is a profile of a man's head, with the text "KEEPING YOU SAFE" at the top and "MINISTRY OF TOURISM" at the bottom. To the left of the head is the text "HEPPOCRATES 460 BC" and to the right is a small circular seal. To the right of the emblem, the text "HEALTH FIRST" is written in large, bold, white capital letters. Below this, in smaller white capital letters, is "SAFETY PROTOCOLS ARE IN PLACE". Underneath that, in a smaller font, is "This hotel follows the Government guidelines". At the bottom right of the text area is a white QR code.

Dear Guest,

As we welcome you back to our hotel, we are committed to providing you with a safe environment that aligns with expert protocols for working to protect from COVID-19. Our teams carefully follow the adequate cleaning, sanitation, and disinfection protocols. These protocols assist in illness prevention and include:

- Regular sanitation training for our team members.
- Clearly established time-schedule for cleaning and disinfection in all areas.
- Conspicuous placement of hand sanitizers for both our guests and our employees.
- Frequent cleaning and wash down of outdoor and high touch locations.

Given the current concerns related to the new coronavirus 2019 (covid-19), we have established house rules that, along with adequate sanitation protocols, safety methods and operation procedures, guarantee the well-being of our guests during their stay with us. These rules include:

- We advise our guests to keep one and a half (1.5) meters distance from the person next in line while approaching any indoors help-desk (reception, bar, buffet).
- We propose our guests to buy a face mask in case of coughing and/or sneezing in any indoors public space of the hotel.
- We have reduced our restaurant's capacity by arranging our spaces to meet the new required distances. All packaging is for one use, ecological, and the utensils used, meet the hygiene standards for the indicated temperatures.
- For our guests' Room Service, we apply new procedures for ordering, delivering, and collecting trays.
- To avoid any health issues that may be caused from goods and/or services brought from third parties and consumed in-house we do not allow off-property food delivery services.
- We encourage our visitors to get in touch with any member of our team for recommendations and/or remarks that will improve our operations.

Our aim is to provide high-quality personalized services. All our team members are enthusiastic professionals at our guests' disposal, responding promptly and effectively to their requests.

For our team members of the operating departments who join the daily shifts we took the following actions:

- Restrictions for a limited number of people in the workplace are respected.
- We have provided everyone with all recommended protective gear.

- We continue to regularly disinfect work surfaces, as well as public and back-office areas.
- We took measures to limit social hubs and keep a safe distance between team members (1,5m+).

Based on the guidance we have received and our general state of readiness, we are confident our operations continue to be safe and ready to serve our guests.

We are very proud of our company's teams who in these unprecedented circumstances show a very high level of self, social, as well as professional responsibility. In addition to their immediate compliance with strict hygiene, operational, communication, and coordination rules, they are exemplary hosts.

In close cooperation with experts in hygiene, and in line with the Greek government and the European Union's health and safety guidelines, we have designed our strategy to ensure that guests will enjoy a delightful, yet safe stay.

Yours Sincerely,

The Hotel Manager



General Information About Santorini & Kamari Beach

Santorini is a unique place due to its volcano and awe inspiring scenery. Originally named Strongili, meaning round in Greek because of its circular shape, it was renamed Kallisti meaning the most beautiful and later on Thira by the king Thiras. The name Santorini came during the medieval times by the Venetians because St. Irene died here while in exile in 304 A.D.

Santorini covers 74sq.km and is located 127 nautical miles from Piraeus port Crete is 70 miles to the South. Santorini's group of islands is consisted of Thera, Thirasia, Aspronisi, Palea & Nea Kameni (Volcanoes) islands and is located in the most southern part of the Cyclades in the Aegean sea. The island's capital town is called Fira. The population, distributed among 13 villages, is about 12.500 people. Most of the villages are keeping the traditional style and architecture.

Santorini is the most popular island in Greece. Beautiful beaches with crystal clear water, and significant archaeological sites. In Santorini the past and the present come together and it is the perfect place to find lively cosmopolitan night life and at the same time tranquillity and romance.

The cosmopolitan Kamari is 10km away from Fira. It is a continuously developing seaside resort that attracts the preferences of those who want to spend their vacations by the sea and not by the Caldera side. It is worth mentioning that Kamari is of the great historical importance, as in Mesa Vouno, the ruins of the

Ancient Thira were discovered – a city that was the only urban centre of the island until the expansion of Christianity.

Kamari has a well organized beach that stretches in many kilometres and is awarded with a blue flag. It has black sand, water sports, diving centres and a life-guard. Near the rock you will see the arch, the once Customs, where the most daring ones will find a good place for diving. Not far away, you will see the ascetic residences, natural caves found inside the rock or small buildings that ascetics used in order to retire since the late 17th century.

Hotels, travel agencies, cafeterias, beach bars, vivid night life and numerous of choices for food make up the image of Kamari. At night, when the red full moon is rising from the dark waters, a walk in the coastal pedestrian precinct is a perfect idea. If you want something different, however, the open-air cinema will offer you an alternative way of entertainment and of course a beautiful atmosphere. But if you prefer to go shopping, a walk in the market will persuade you!

Hotel Information

Reception Desk

Open non-stop, always at your disposal.

Check In / Check Out

Check out time is at 11:00pm.

Check in time is at 15:00pm.

Late Checkout – Day Use (extra charge)

If an extension of your stay is required (day use), please contact the Reception the day before to check availability and price.

Breakfast

is served from 08.00-11.00am daily, at our lobby and it is a Greek Buffet Breakfast (authorized by the Greek Chamber of Hotels).

Due to the Health and Hygiene Protocols, breakfast is served only from our authorized staff so that all measures are taken to protect against the virus.

We advise our guests to keep one and a half (1.5) meters distance from the person next in line while approaching the buffet.

Complimentary in-room breakfast is available as well as early breakfast service.

Internet

An ADSL internet connection is available all over the hotel. You may use your personal computer in all common places by using wireless internet connection without any charge.

If you experience any problems with your connection please contact Reception.

Wake – up Service

Not to miss your early start in the day, let us wake you up in the morning. Please contact Reception to place your wake-up call.

Luggage Storage

If you are leaving from the hotel after your check out time you may leave your luggage here with us, with no charge. Please contact the Reception.

Lost and Found

All found items are stored in our Housekeeping department for 2 months. Please contact our Reception team if you are missing something.

Credit Cards

In our hotel you may use one of the following cards: VISA & MASTERCARD. If you have questions in regards to payment methods please contact Reception.

Transfer - Taxi

Kindly contact the reception at least 30-45 minutes in advance. When is for airport or port, please do so, a day in advance.

Swimming Pool

The frequency of cleaning and disinfection of our pool & hydromassage area will be increased and disinfectant products suitable for the current situation will be used for the water.

Outdoor Pool is open from 10:00-18:00 (Mid September to end of October) and 10:00 – 20:00 (July to mid September).

After this time it is prohibited to use the pool.

Children must always be accompanied by their parents.

We provide our guests complimentary pool service based on the operating hours of our restaurant and bar.

Due to the Health and Hygiene Protocols, we advise our guests to keep one and a half (1.5) meters distance from the persons sitting in the next sun bed, as well as a distance inside the pool which is 5 m² from each other.

Business Centre

If you would like to make a copy or print your boarding passes, please contact our Reception Team to assist you.

Car parking

The closest free parking area is about 5-6 minutes walking distance from our hotel.

Concierge Service

Our Reception team assists with all your requests and wishes. Places to visit, restaurant recommendations, flower arrangements, excursions, car or even catamaran rentals as well as mailing your correspondence.

Restaurant - Bar

Our Restaurant "Melitis" serves you Mediterranean dishes and our Bar refreshes you with fresh fruit juices, beverages, cocktails and drinks.

Restaurant operating hours : 12:00 am – 15.00 pm for lunch

& 19.00 pm - 22.00 pm for dinner

Bar operating hours : 11.00am – Midnight

Please inform us if there are any special nutritional needs (such as gluten-free, lactose-free products etc) in order to take care of it accordingly.

Complimentary in-room service is available during the operating hours of our restaurant and bar.

Room Service

is available from 08.00am to 11.00 am for breakfast, 12.00 am to 15.00 pm for lunch and 19.00 to 22.00 for dinner.

If you want to enjoy your coffee, drink or cocktail at the privacy of you balcony, you can order from 11.00 am to Midnight.

You can find the menu in your room or you can contact our Reception Desk.

Due to the Health and Hygiene Protocols, we apply new procedures for ordering, delivering and collecting trays.

Smoking

Smoking is not allowed in the rooms, in the reception and the lobby area. You can smoke in your terrace or balcony and in the restaurant open area.

Sun beds & Umbrellas

The sun beds and umbrellas are totally free for our hotel guests. Our beach boy is there to help you and serve you refreshing beverages, cold beers, coffees, fresh fruit juices and snacks.

Fresh beach towels are available daily for you at the Reception.

There is a button on the table in front of your umbrella – by pressing it our waiter will be there to help you and serve you refreshing beverages, cold beers, coffees, fresh fruit juices and snacks. You can also find mini deposit boxes under the umbrellas.

Due to the Health and Hygiene Protocols, we advise our guests we advise our guests to keep one and a half (1.5) meters distance from the persons sitting in the next sun bed.

Medical Services (extra charge) / Pharmacy

A Doctor is available on 24 hours call. Please contact the Reception. The nearest pharmacy is located in the main square of the village. Please ask Reception for opening times and further assistance.

Important indoor telephone numbers

- Reception: press 0
- Calling room to room: call the reception first by pressing 0

Room Information

Air Conditioning (Cool / Heating)

All our rooms are equipped with an individual temperature setting for your comfort. Please use the regulator to set the air conditioning. If you need any assistance or you have questions about the system please contact our Reception for help.

Due to the Health and Hygiene Protocols, we recommend to our guests that they prefer to have their windows open for the natural ventilation of the space.

Water

Tap Water is not drinkable. We offer you one bottle of water daily. You can buy water either from our bar or in minimarkets, supermarkets and kiosks.

Electricity

The electricity supply in Greece is alternating current, 220-250 volts, 50 cycles. Appliances for 110 or 120 volts may be operated by using step down transformers of 220-250/110 volts connected to each outlet.

Adaptors are at your disposal, free of charge.

Please ask reception for the appropriate adaptor.

Iron, Laundry and Dry Cleaning (extra charge)

Please contact the reception if you wish to have delivered the iron and ironing board, free of charge.

Laundry and Dry-cleaning Service is available in an additional cost.

Please leave your laundry at the Reception in the laundry bag provided in your room and you will receive your freshly cleaned laundry the following day.

Pillows - Blankets – Beach Towels

For additional pillows and blankets please ask the housekeeper or the reception.

Beach towels are provided daily in the reception desk.

Safe Deposit Box

The hotel Management is not responsible for any valuables left unattended in the rooms. No article of value should be left in rooms, even in locked luggage. Jewellery, money, passports and valuables should be deposited for safe keeping in safety deposit boxes in the rooms supplied by the hotel free of charge.

Television

Several channels available and as well satellite*, with no extra charge. For more instructions of how to use the TV, please contact the Front Desk.

*Satellite channels might be changed in the future.

Baby cot / Baby sitting

We have some baby cots available. If you need one, please contact our Reception. If you wish to spend a night alone, we can arrange you a baby sitter for your children, so you can meet the nightlife of Santorini. For details please contact the Reception.

Bathrobes

Due to the Health and Hygiene Protocols we are not allowed to leave bathrobes in the room. For bathrobes please ask the housekeeper or the reception.

Bath & Face Towels Change

Due to the Health and Hygiene Protocols, housekeeping will not change your bath and face towels daily. Please ask the housekeeper or the reception in order to provide you with fresh bath & face towels.

Make my room

Due to the Health and Hygiene Protocols, housekeeping is not permitted to enter and clean your room daily. Please inform the Reception Desk if you want your room to get cleaned.

In room kitchen

All our suites and apartments have a fully equipped kitchenette. Due to the Health and Hygiene Protocols, we are not allowed to leave in the room all the equipment for cooking or tea and coffee facilities. If you wish to make a quick meal, please ask the Reception and we will provide you with all necessary equipment.

Linen Change

Due to the Health and Hygiene Protocols, we can not change your linen daily. In case you need linen change, please contact the Reception Desk.

Personal Hygiene

We have shaving kits and dental kits available upon request, at no extra charge. Simply call Reception and it will be brought to your room. If you need anything else please also contact our Reception team and they will be more than happy to assist.

Laundry Bag

Due to the Health and Hygiene Protocols, we are not allowed to place laundry bags in the room. Please ask the reception Desk to provide you with a bag.

Due to Health and Hygiene Protocols we are not allowed to place decorative pillows and runners on the bed.

General Useful Information

Banks

The banks of Santorini are open 08:00-14:30 Monday to Thursday and 08:00-14:00 on Friday. ATMs are available in almost all villages in Santorini. Most accept Visa and MasterCard as well as debit cards of internationally recognized networks.

Local Transportation

Local Bus Transportation Network (KTEL) buses carry out daily bus routes to almost all destinations. The KTEL terminal is also located in the square of Fira. Bus service information :

<https://ktel-santorini.gr/ktel/images/pdfs/ktel.pdf>

Due to Health and Hygiene Protocols, it is mandatory to use a face mask when you are on the bus.

Telecommunications

The international access code for Greece is 0030. The outgoing code is 00 followed by the relevant country code (e.g. 001 for the USA or Canada, 0044 for the UK). Public phone cards are available all over the island and cards can be bought from kiosks, mini markets and OTE (Hellenic Telecommunications Organisation).

Useful telephone numbers in Santorini

- Police (Fira) (+30) 22860 22649
- Fire Brigade (+30) 22860 33199
- Port Authority (+30) 22860 22239
- Airport (+30) 22860 22218 / 31525 / 31538
- Customs (+30) 22860 22230
- Archaeological Museum of Santorini (Fira) (+30) 22860 22217
- Prehistorical Museum of Santorini (Fira) (+30) 22860 23217
- Archeological Site of Akrotiri (+30) 22860 81366

- Folklore Museum of Santorini [Em. A. Lignos] (Fira) (+30) 22860 2792
- Maritime Museum (Oia) (+30) 22860 71156
- **Hospital (+30) 22860 23123-4 / 23333**
- District Firts Aid Station (Kamari) (+30) 22860 31175
- **Pharmacy (Kamari) (+30) 22860 32440**

Hand washing technique with soap and water

- Wet hands with water
- Apply enough soap to cover all hand surfaces
- Rub hands palm to palm
- Rub back of each hand with palm of other hand with fingers interlaced
- Rub palm to palm with fingers interlaced
- Rub with back of fingers to opposing palms with fingers interlocked
- Rub each thumb clasped in opposite hand using a rotational movement
- Rub tips of fingers in opposite palm in a circular motion
- Rub each wrist with opposite hand
- Rinse hands with water
- Use elbow to turn off tap (if no elbow tap available use paper towel to turn off tap)
- Dry thoroughly with a single-use towel
- Hand washing should take 40-60 seconds

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World Health Organization Adapted from World Health Organization Guidelines on Hand Hygiene in Health Care 2009

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When the hand hygiene indication occurs before a contact requiring glove use, perform hand hygiene by rubbing with an alcohol-based handrub or by washing with soap and water.

I. How to don gloves:



1. Take out a glove from its original box



2. Touch only a restricted surface of the glove corresponding to the wrist (at the top edge of the cuff)



3. Don the first glove



4. Take the second glove with the bare hand and touch only a restricted surface of glove corresponding to the wrist



5. To avoid touching the skin of the forearm with the gloved hand, turn the external surface of the glove to be donned on the folded fingers of the gloved hand, thus permitting to glove the second hand

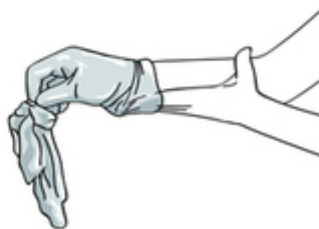


6. Once gloved, hands should not touch anything else that is not defined by indications and conditions for glove use

II. How to remove gloves:



1. Pinch one glove at the wrist level to remove it, without touching the skin of the forearm, and peel away from the hand, thus allowing the glove to turn inside out



2. Hold the removed glove in the gloved hand and slide the fingers of the ungloved hand inside between the glove and the wrist. Remove the second glove by rolling it down the hand and fold into the first glove



3. Discard the removed gloves

4. Then, perform hand hygiene by rubbing with an alcohol-based handrub or by washing with soap and water.

Emergency Information

Safety Information for Guests

Procedure in the event of fire :

Santorini Crystal Blue Suites is equipped with a fire alarm system. All our staffs are trained to deal with emergency situations quickly and efficiently. The hotel also has an electronic internal alarm system that constantly monitors the interior of the entire building and automatically passes any fire alarms onto the nearest Fire Brigade Station.

In case of emergency:

We urgently request that you familiarize yourself with the location of the emergency exits, fire alarm system and fire extinguisher as well including the following Safety Instructions.

What to do if you notice fire

If there is fire or smoke in your room, leave immediately. If you are in the corridor activate the nearest fire alarm. Alarm buttons are installed in several spots around the outdoor space.

If possible, close all doors near the fire so that it cannot spread.

Please do not take any personal risk, only attempt to put out small fires with the aid of an extinguisher, if safe to do so.

In case of a large fire, leave building immediately. Please keep calm!

If you notice a fire, please remember the following points :

- Call reception if you can
- Close all windows and doors
- Keep calm

What to do if you cannot leave your room

- Call the reception and inform of your situation
- Remain in your room, if exit is blocked, this is the safest place to be
- Place wet towels and sheets against the foot of the door to prevent smoke from entering your room.
- Take the curtains down, if the fire reaches the window from outside at least no material will be set alight
- Keep wastepaper baskets ready for use as buckets so that you can keep towels and sheets at the door wet
- Make yourself noticeable and wave a sheet at the window as a signal to Fire brigade that your room is occupied
- Remain close to the floor
- Cover your mouth and nose with a damp clothe to ease breathing
- Do not break any windows unless necessary
- Closed windows help to prevent draughts of air feeding the fire
- Consider your actions carefully and remain calm

Kindly help us to avoid fires:

Please do not empty hot ash into the trash can.

Do not use your own cooking and heating appliances

Thank you for your attention and assistance!