ACTION PLAN

PAP HOTELS

1ST EDITION

COVID 19
ABOUT THIS DOCUMENT

The Operational Strategy has been produced in May 2020 from P.A.P Hotels SA with the collaboration of the Health & Safety Manager & Company Doctoral team in accordance with

- The official guidelines of EODI (Greek National Public Health Organization)


- The official guidelines of the Greek Tourism Confederation (SETE)

- The official guidelines of the Hellenic Hoteliers Federation (HHF)

- The official guidelines of (EFET) for the HACCP in COVID-19.

The purpose of this document is to PREVENT and sufficiently handle the cases of COVID-19 in the hotel operation in order to keep the stuff, co workers & guests safe.

P.A.P Hotels keeps a strict implementation of the measures described in this document in order to preserve the health & well being of its employees, partners and guests.

All measures described in this document against the spread of COVID-19 per department have been communicated, trained and simulated among to all staff of the hotels and are available for further education and training every 15 days during our hotels operation.

A printed version of this document can be found in each hotel’s managerial dossier and a digital version is found on our company’s website: www.paphotels.com

This document serves as an addition to the official certification & Health Pass issued for each individual hotel by the Hellenic Chamber of Hotels & Greek Ministry of Tourism.

IMPORTANT NOTICE

This document represents a “shortened” communication version of the detailed Greek Version which described in full detail all actions taken for the safe operation of P.A.P Hotels. The detailed Greek Version is also available to you upon request.
Special Designed Logo for Summer 2020 by P.A.P Hotels
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# Management Team - Action Plan COVID 19

## Xenia Ouranoupolis

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Be **SMART** & inform yourself about **#coronavirus**

- Follow accurate public health advice from WHO & your local health authority
- Follow the news on latest coronavirus updates
- To avoid spreading rumors, always check the source you are getting information from
- Don’t spread rumors

Learn more to Be **READY** for **#COVID19**:
www.who.int/COVID-19

Communication source: World Health Organisation
Dear Colleagues

P.A.P Hotels has been welcoming guests for over half a century to its hotels in Northern Greece with priority in the safety of our international clientele and high professionalism in the implementation of the Housekeeping & Maintenance HACCP codes of operation.

Today, our entire industry faces a challenge that PAP Hotels is tackling on again proactively and with great enthusiasm. With this document we are highlighting the importance of not only of the increased cleaning & disinfecting of all private & public areas of our hotels, but the creation of an overall new approach to welcoming & catering for individual guests from all over the world again to our unique hotel premises.

Our aim with this new approach is to GIVE CONFIDENCE to our partner agencies & guests that a stay with P.A.P Hotels is not only 100% enjoyable but also 100% safe.

This Handbook is an additional to all Local & International public health recommendations and regulations. As those evolve, so will this document be updated on a regularly basis.

Please make sure that these recommendations & regulations are communicated to the entire managerial & operational structure of our company.

If we are to set out the resume of this new strategy in just 5 bullet points those would be

- Follow our long standing company principles of AUTHENTIC Greek Hospitality
- ACKNOWLEDGE Guests at each encounter
- COMMUNICATE & WORK in a natural non pretentious way. You work with us because of your natural personality traits.
- Show PROFESSIONALISM but also EMPATHY to all our guests
- STAY UPDATED from official resources only (World Health Organization, European Union, National Ministry of Health, National Ministry of Tourism etc)
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Wash your hands

Wash your hands with soap and running water when hands are visibly dirty

If your hands are not visibly dirty, frequently clean them by using alcohol-based hand rub or soap and water

Communication source: World Health Organisation
Protect others from getting sick

When coughing and sneezing, cover mouth and nose with flexed elbow or tissue

Throw tissue into closed bin immediately after use

Clean hands with alcohol-based hand rub or soap and water after coughing or sneezing and when caring for the sick

Communication source: World Health Organisation
Be SUPPORTIVE
Be CAREFUL
Be ALERT
Be KIND

Be READY to fight
#COVID19

For the latest health advice, go to:
www.who.int/COVID-19

Communication source: World Health Organisation
WHAT IS COVID-19

Corona Virus Disease (COVID-19) is an infectious disease caused by a newly discovered coronavirus.

Most people infected with the COVID-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment. Older people, and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer are more likely to develop serious illness.

The best way to prevent and slow down transmission is be well informed about the COVID-19 virus, the disease it causes and how it spreads. Protect yourself and others from infection by washing your hands or using an alcohol based rub frequently and not touching your face.

How does the COVID-19 spread?

The COVID-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes, so it’s important that you also practice respiratory etiquette (for example, by coughing into a flexed elbow).
At this time, there are no specific vaccines or treatments for COVID-19. However, there are many ongoing clinical trials evaluating potential treatments. WHO will continue to provide updated information as soon as clinical findings become available.

**WHAT ARE THE MOST COMMON SYMPTOMS?**

The most common symptoms of COVID-19 are fever, dry cough, and tiredness. Other symptoms that are less common and may affect some patients include aches and pains, nasal congestion, headache, conjunctivitis, sore throat, diarrhoea, loss of taste or smell or a rash on skin or discolouration of fingers or toes. These symptoms are usually mild and begin gradually. Some people become infected but only have very mild symptoms.

**WHO ARE THE MOST EFFECTED?**

Most people (about 80%) recover from the disease without needing hospital treatment. Around 1 out of every 5 people who gets COVID-19 becomes seriously ill and develops difficulty breathing. Older people, and those with underlying medical problems like high blood pressure, heart and lung problems, diabetes, or cancer, are at higher risk of developing serious illness. However, anyone can catch COVID-19 and become seriously ill. People of all ages who experience fever and/or cough associated with difficulty breathing/shortness of breath, chest pain/pressure, or loss of speech or movement should seek medical attention immediately. If possible, it is recommended to call the health care provider or facility first, so the patient can be directed to the right clinic.

**SHOULD THE HOTEL STAFF WEAR PROTECTION?**

The usage of a mask is recommended to:

Persons with COVID-19 symptoms or persons who accompany people with symptoms.

At P.A.P Hotels it is obligatory that ALL employees and higher management team members to wear masks.
**WHEN IS THE COVID-19 HIGH CONTAGIOUS?**

A case is more contagious when the symptoms are created, but in the case of COVID-19 1-4 days before the symptoms it is possible that the case can spread the virus to the people they get close contact. A case is no more contagious 72 hours after symptoms are gone.

**WHAT IS DEFINED AS CLOSE CONTACT OF A CASE IN A HOTEL ENVIRONMENT?**

- Staying in the same room with a case of COVID-19
- Close body contact with a COVID-19 case (e.g. handshake)
- Close face contact or stay in a closed space with a COVID-19 case in a less than <2 meters distance and for a period of time that is more than >15 minutes.
- Touch with no protection of contagious secretions of a COVID-19 case.

**WHEN IS IT RECOMMENDED TO THE HOTEL STAFF THAT THEY DO NOT WORK THEIR SHIFT?**

- When they have fever as they are checked daily
- When they have symptoms of short breathing
- Up to 14 days when they had close contact with a COVID-19 case with no protection.
GENERAL RULES

1. Disinfection gels and sprays in all common areas of the hotel.

2. Strict implementation of the rule that no member of the staff works in the hotel with symptoms. In order to return to their duties a written confirmation of the doctor is obligated.

3. Strict daily program for sanitation and cleaning in all the hotel facilities.

4. Special sanitation every 15 days.

5. Recommendation to all the guests that they inform us immediately upon any symptom.

6. Daily sufficient natural ventilation of all areas.

7. Strict implementation of all the GOOD PRACTISES from the Housekeeping, the Maintenance, the Kitchen & the F&B Departments ( gloves, masks, uniforms, special litter management e.g )

8. For the hotel workers health, safety & well being, it is obligatory that each of them gets tested for their temperature before upon arrival on a daily basis.
DISPOSABLE ITEMS & PROTECTIVE EQUIPMENT IN PAP HOTELS

For the prevention of the COVID-19 spread the following items & equipment are available at all our hotels.

- Soap & Water and Alcohol Sanitiser of 70% for Hands
- Infrared Thermometer with body function & log
- Hand care chives
- Surgery Masks
- Gloves Disposable
- Disposable aprons for the kitchen, laundry & inventory.
- Disposable litter bags & biohazard bags
- Special sanitation liquids for the hard surfaces
- Special sanitation liquids for all hardware
HYGIENE EQUIPMENT & MEANS OF PERSONAL PROTECTION

GLOVES & SANITISER

Gloves are not an absolute barrier against infection. Washing hands on a regularly basis proves to be much more effective in protecting your selves and others against COVID-19. Clean your hands frequently & thoroughly. Use alcohol-based hand sanitiser or wash your hands with soap and water. If you use an alcohol-based hand sanitiser, make sure you use and store it carefully.

Gloves will be available for all hotel’s colleagues in all departments of P.A.P Hotels and also located central in each hotel’s main storage rooms. Kindly contact your Department’s supervisor to restock whenever you might require extra gloves. Also gloves will be made available for guests to purchase in our hotel’s mini markets.

IMPORTANT NOTICE: GLOVES MUST BE ALWAYS DISPOSABLE AND IN IMMACULATE CONDITION, WASHED & SANITISED LIKE OUR HANDS WITH AN ALCOHOL BASED SANITISER.

YOU SHOULD CHANGE GLOVES IN EVERY NEW WORKING POSITION, ESPECIALLY WHEN WORKING IN THE ROOMS.

YOU SHOULD CHANGE GLOVES IN EACH ROOM, & WHEN WORKING IN THE KITCHEN IN EACH DIFFERENT FOOD SEGMENT.

PLEASE CHANGE IMMEDIATELY GLOVES WHEN IN TOUCH OF HIGH RISK OBJECTS (CELLPHONE, PC, DOOR HANDLE) OR IF THEY GET TORNED. PLEASE THROW THEM IMMEDIATELY IN THE LITTER.
ТЕХНИΚΗ ΕΞΑΓΩΓΗΣ ΓΑΝΤΙΩΝ

1. Πιάστε το εξωτερικό μέρος του γαντιού, στο σημείο που βρίσκεται κοντά στον καρπό.
2. Τραβήξτε προς τα έξω το γάντι γυρίζοντας ταυτόχρονα το μέσα-έξω.
3. Κρατήστε το με το άλλο χέρι που έχει ακόμα το γάντι.
4. Εισάγετε το δάκτυλο του χεριού που δεν έχει γάντι κάτω από το γάντι, στο σημείο του καρπού.
5. Τραβήξτε από μέσα προς τα έξω δημιουργώντας ένα σακουλάκι και για τα δύο γάντια.
6. Απορρίψτε τα γάντια.

Hotel Staff guidelines on Disposable Gloves (Greek)
**MASKS**

P.A.P Hotels have created special cotton masks that cover the mouth & nose.

The use of a mask is obligatory all hotel departments.

They are available in the main PURCHASE department of each hotel, and they should be carried **IN ALL AREAS** of our hotel operations, **FRONT & BACK OFFICE**.

Masks will also be available to our hotel guests for purchase in our reception desks & mini markets of P.A.P Hotels. We encourage the usage of ECO FRIENDLY WASHABLE face masks and will be providing individual sets of reusable masks for each member of our company. Masks are individual and should not be traded or exchanged among colleagues or guests of the hotels. After usage they should be washed in 75 Degrees with Chlorium and ironed.

Hotel Guests **ARE NOT OBLIGED** to wear FACE MASKS or GLOVES during anytime of their stay in our hotels. Thus it might be that some guests will wear masks especially in common areas, as the lobby, restaurant, mini market e.g This is completely fine and there are no limitations from the company’s side regarding personal hygiene measures our guests would like to take.

**Obligatory Mask usage based on Greek Law** :

1. Housekeeping staff
2. Kitchen staff
3. F & B staff

*Note: At PAP HOTELS also Reception Staff wears Protective Masks.*
HOW TO WEAR A MASK

The proper use of mask is the key to it’s efficient protection!

• Before wearing the mask please wash your hands. Same applies when you stop using it.

• Place the mask properly so that it covers the nose, the mouth and chin. DONT touch your mask when you use it because you might carry the viruses to your fingers.

• When take out of the mask you must first grab it from the cords and take it of upwards.

• Do not touch the front part of the mask!!!

• You must take out the mask if it gets wet.

• Wash it in 75 Degrees with common soap, or wash it with some drops of chlorium and iron it.
HOW TO WEAR A MEDICAL MASK SAFELY

Do’s

- Wash your hands before touching the mask
- Inspect the mask for tears or holes
- Find the top side, where the metal piece or stiff edge is
- Ensure the colored-side faces outwards
- Place the metal piece or stiff edge over your nose
- Cover your mouth, nose, and chin
- Adjust the mask to your face without leaving gaps on the sides
- Avoid touching the mask
- Remove the mask from behind the ears or head
- Keep the mask away from you and surfaces while removing it
- Discard the mask immediately after use preferably into a closed bin
- Wash your hands after discarding the mask

Don’ts

- Do not Use a ripped or damp mask
- Do not wear the mask only over mouth or nose
- Do not wear a loose mask
- Do not touch the front of the mask
- Do not remove the mask to talk to someone or do other things that would require touching the mask
- Do not leave your used mask within the reach of others
- Do not re-use the mask

Remember that masks alone cannot protect you from COVID-19. Maintain at least 1 metre distance from others and wash your hands frequently and thoroughly, even while wearing a mask.

Communication source: World Health Organisation
POIOS EINAI O SOSOSTOS TROPOS
PLUSIMATOS TON XERION;

Pliunte ta xeria me sapouni kai nevo monon ótan auta einai
emfanwos lepwmena! Alliws efaromoste alkooloucho antisspittiko!

Dimateia tis syvnikis diasidakias: 40-60 deuteroplepta

Guidelines of Proper Wash Handing for PA.P Hotels staff (in Greek)
ΠΟΙΟΣ ΕΙΝΑΙ Ο ΣΩΣΤΟΣ ΤΡΟΠΟΣ ΕΦΑΡΜΟΓΗΣ ΤΟΥ ΑΛΚΟΟΛΟΥΧΟΥ ΑΝΤΙΣΗΠΤΙΚΟΥ;

Εφαρμόστε αλκοολούχο αντισηπτικό στα χέρια!
Πλύνετε τα χέρια με σαπούνι και νερό μόνο όταν αυτά είναι εμφανώς λερωμένα!

Διάρκεια της συνολικής διαδικασίας: 20-30 δευτερόλεπτα

1a. Βάξιμε την παλάμη μας την ενδεικνυμένη δόση του αλκοολούχου αντισηπτικού διαλύματος, ώστε να καλύπτονται όλες οι επιφάνειες.

1b. Τρίβουμε τις παλάμες μεταξύ τους.

2. Τρίβουμε την παλάμη του δεξιού χεριού πάνω στην ροσάια επιφάνεια του αριστερού χεριού βάλοντας τα δάκτυλα του δεξιού στα μεσοδακτύλια διαστήματα του αριστερού χεριού και αντιπρόσωπως.

3. Τρίβουμε τις παλαμίες επιφάνειες των χεριών και τα μεσοδακτύλια διαστήματα τοποθετώντας τα δάκτυλα σταυρώματα.

4. Τρίβουμε ταυτόχρονα τις ραχιάδες επιφάνειες των ακροδακτύλιων και των δύο χεριών κλεινόντας το κάθε χέρι μέσα στην παλάμη του άλλου χεριού.

5. Κλείνουμε τον αντίχερο του αριστερού χεριού μέσα στην παλάμη του δεξιού χεριού, τον τρίβουμε με περιστροφικές κινήσεις και αντιπρόσωπως.

6. Τρίβουμε τα ακροδακτύλια του δεξιού χεριού με περιστροφικές κινήσεις (της ίδιας και αντίθετης φοράς) στην παλάμη του αριστερού χεριού και αντιπρόσωπως.

7. Εφόσον στεγνώσουν τα χέρια σας είναι ασφαλή.

Guidelines of Proper Usage of Hand Sanitiser for P.A.P Hotels staff (in Greek)
HAND WASHING & DISTANCING

WASH YOUR HAND REGULARLY - FRONT & BACK OFFICE

As often as possible, and very regularly, you must ensure to wash your hands. Before starting your shift and entering guests facing areas (Reception Desk, Lobby, Restaurant, Bars, Mini markets etc) you must disinfect your hands and put on your FACE MASK and gloves. Once you enter make your first priority the existence of further Alcohol Based Sanitiser and gloves for the rest of your working shift and also next shift. In case you require additional stock kindly contact your Supervisor.

Disinfect your hands also in the back -of - house as often as you can and minimum once every 30 minutes. Hand Sanitisers must be available in all Staff Only areas as the the employe eating facilities, restrooms, locker rooms, copy machines and management offices etc.

ATTENTION: Wash all sides of your hands and between fingers for at least 20 seconds and always wash hands before you put on and take off your mask.

DISTANCING

Ensure that you keep a distance of 1.5 to 2 meters distance between your self guests when talking or interacting with guests & colleagues. Please reference "SCENARIO for COMMON AREAS" and ensure waiting spots are marked accordingly in the next section.

Hospitality and Expression of Joy when welcoming Guests is in our mentality and temperament and we encourage keeping it this way. Thus Hand Shaking and Hugging is at the moment not encourage. New Ways of greeting as Elbow Touching, Open Arm gesture and distant greeting is more than just welcome. And remember that SMILING is also visible behind the face mask.
Communication Material - Greek Tourism Ministry
Hotel Staff Video Links

1) Proper Removal of Gloves

2) Proper Hand Washing

3) Proper Removal of Face Mask

Optional

4) Wearing Protective Suite against Corona Virus

To prevent COVID-19 it is safest to avoid physical contact when greeting. Safe greetings include a wave, a nod, or a bow.

World Health Organization

How should I greet another person to avoid catching the new coronavirus?

Communication Material - World Health Organization
SCENARIO FOR COMMON AREAS

All Hotels must simulate, train and re-train common area distancing scenarios for guests. New Furniture Distribution must be arranged as to avoid “over crowding” as per the international & nation regulations.

• ARRIVAL IN HOTEL GATE & LOBBY

Security Employees at Hotel Gates must carry marks & gloves during their duty. Alcohol based Sanitizer must be present & available at any time.

No Valet Service is currently allowed by National Health Ministry

Doormen & Bell Boys must carry masks & gloves during their duty. Club Cars used for our luggage service must be sanitised with a chlorine based disinfectant after each service. Seats & Luggage parts of the golf car must be sanitised by an alcohol based disinfectant after each service.

Entrance Doors if manual should be kept open for as long as possible as this ensures minimum contact when guests arrive and increased ventilation of the reception desk & lobby. Entrance Door Handles should be disinfected by the Reception Staff at every possible moment after a guests has touched the door handles and at a maximum time interval of 30 minutes during all day from 08:00 - 24:00
**Check in Process**

Receptionist & Front Office Managers must use new touch-free technology for check in and all following instruction below.

More Specifically:

**No Hand Shaking** with the guest upon arrival. Just Wave, Nod, Smile. If guest wants to shake hands kindly please decline in a friendly manner, saying that “due to Safety reasons and measurements we take towards all guests, we will exceptionally not shake hands” Kindly stay polite & friendly as you usually do.

**Hand Sanitiser** must be available on the Reception Desk for the guests to use after is journey to the hotel.

**Masks & Gloves** must be be carried during anytime of duty.

**Passports & Travel documents** information should be scanned using gloves.

Whenever a contact less check in is not possible follow those instruction:

**Pens** must be used only once by each room. Please inform guests that the pens have been disinfected properly. After the pen is used, please collect the used pens in a box and after each shift, ensure that the are cleaned and disinfected properly so that they can be used again for the next shift.

**Key Cards & Room Keys** must be disinfected prior to hand out to guests and infant of the guests. Returning Key Cards & Room Keys must be collected in a box and disinfected properly before placing it back in the designated storage.

**Credit Card Scanner & Payment** is used by the contact-free POS machines. Whenever the machine is handed to the guest it should be disinfected infant of the guests prior to usage. Wipe of the number buttons thoroughly. Inform the guest that the device has been freshly sanitized. In cas the contact-free payment can not happen please ask the guest to enter their credit card them selves, giving them the right instructions. Do not touch the credit card.
Wipe Off the reception desk with the designated desk wipes after each guest.

Besides giving usual information about the hotel ensure to inform guests about changes in the Restaurant Times, Pool Usage Times, or any other new measure that will be introduced by the National Tourism Ministry H&S protocols and industry standards and the following new Service from P.A.P Hotels “DO NOT ENTER ROOM”

• DO NOT ENTER ROOM AT PAP HOTELS - MUST BE OFFERED & ASKED DURING CHECK IN

At Front Office of the PAP Hotels, during check in process our guests will have the possibility to request a “DO NOT ENTER MY ROOM” process, which must be registered by the Front Office employees into the PMS software (This is not the Do not Disturb Sign)

This process ensures that all services are performed front of the room door (eg luggage delivery, in-room service, delivery of notes & garments, turn down service, handing over amenity & towels etc)

We must ensure that during check in, our guest are informed that we keep on offering all our daily services but value also the desire of guests for more privacy and the option that no-one else enters their room during their stay. A simple way to inform guests is the following

“Mrs. Bauer, we continue to offer all our services to you while on holidays with us but with the current situation as you are aware off, you may wish not to have other persons -employees of our hotel entering your room. With respect to social distancing we are offering our guests this option. If you wish this option I will inform our team accordingly. For All housekeeping services please indicate this with the “Please Make my Room” door hanger and only our Housekeeping team will enter your room. Or please feel free to call us anytime you might wish for us to make up your room.”
CHECK IN PROCESS MOVING INTO THE ROOM

Luggage Cleaning. As an additional Service to housekeeping offer guests the service of disinfecting the luggage. Please ask guests if they wish the luggage to be disinfected before proceeding. Clean the luggage handles and wheels with the specially designated sanitiser wipes infant of the guest. Do not use any kind of material. IMPORTANT Bell boys must received explicit permission of guests to disinfect their luggage. Do not used sanitiser of luggage made of soft material as fabric and only clean handles and wheels.

Rooming with Gloves. It is the Front Office responsibility who checks-in the guest to ask if the guests wish to be leaded to their room. If confirmed

• Do not use the elevator (if applicable) with guests but indicate which floor the guests must go to and use the stairs.
P.A.P HOTELS - COVID 19

• Explain where hand sanitisers are available

• Refraining from touching personal belongings (in your effort to help)

• Refrain from touching handles, switches, furniture inside the room (do not open wardrobes, mini bars, electricity switches)

• Rooming is only permitted with Marks & Gloves.

Disinfect Club Car after rooming of the guest has been complete and wash hands.

PUBLIC AREAS

• SANITIZING STATIONS & HAND SANITIZERS are available in all common areas of our hotels and are clearly visible to our guest with following signs

Available at all Public Areas in all P.A.P Hotels
PUBLIC AREA CLEANING

- A frequent thoroughly program has been developed that includes special attention to critical touch points in our hotels as following examples

- Elevator Handles, Buttons and Handrails with medical grade antimicrobial agent. Entire cabin with antimicrobial sanitising disinfectant every 30 minutes.

- Elevator Buttons & Handles on each floor every 60 minutes.

- Staircases Handrails with medical grade antimicrobial agent

- Furniture Armrests with sanitising disinfectant every 2 hours

- Door Handles with antimicrobial sanitising disinfectant every 2 hours in addition to Reception Staff sanitising
RESTROOMS

The public area restrooms will be cleaned on an hourly basis with visible to guests cleaning schedule. A special board is placed to indicate to guests how often, and at what time the restroom has been cleaned and disinfected.

NIGHT CLEANING

When minimal guests traffic is present and before breakfast time an extra cleaning shift has been added to our daily cleaning program to our Reception Desk & Lobby.
ROO M S & H O U S E K E E P I N G

The new “DO NOT ENTER ROOM” option is available at all P.A.P Hotels in Thessaloniki and Halkidiki from 1st June 2020 and has been described above. Thus a certain number of guests will still desired daily housekeeping services as provided by P.A.P Hotels. Below are the new guidelines in addition to the standard policies already applied in our hotels.

Room Amenities: All room amenities are provided as usual. Special attention is given to the mini bar which is filled only upon request OR prefixed agreements as per national guidelines. Hand Sanitizers & Personal Masks are available at purchase at the Front Desk & Mini Market at purchase rates and with reduced VAT during all times. Enough capacity based on number of guest and forecasting will be available at any given time.

Protecting our Housekeepers. It it essential that our housekeepers stay safe & healthy in order to be able to provide in P.A.P Hotels the increased cleaning services required by global circumstances at the moment. Oral & Nasal protection is essential. But even before beginning of their shift we must ensure that they are healthy and capable of providing this essential increased workload. For this purposes following measure are undertaken:

Daily Temperature Control and Log Book for all members of Housekeeping

Self Cross Examination for any Symptoms similar to COVID 19

Changing of Gloves after each room

Clear Separated Handling of Clean Laundry & Dirty Laundry of Towels / Linen / Bathrobes etc in pairs of Housekeepers.

Clear Separation & 2 way movement of clean & dirty laundry through different input & output routes from / to the main laundry department.

Disposable Full Body Garment for all our housekeepers is provided and is disregarded after end of shift.
In case a confirmed COVID 19 case has occupied a hotel room kindly follow the local & international safety instruction as issued by the Greek Government & World Health Organization. Increase Housekeepers safety with full body suite and do not occupy room for at least 72 hours after the case has check out.

**SPECIAL ATTENTION ITEMS IN ROOMS & PUBLIC AREAS INCLUDE**

Door Handles

Hard Surfaces like Furniture, Tables, Nightstand

AC & Light Controls mounted on Walls *(special attention needed)*

Furniture Knobs & Handles

Telephone & TV remote *(special attention needed)*

Hairdryers / Towel Racks / Bathrobe Hangers

Wardrobe Hangers

Source: Diversey
A leading cleaning company DIVERSEY has traced and highlighted the high risk touch points requiring special attention in a typical hotel room.

The cleaning material used.
NEW DOOR SIGN

A new door sign has been designed in addition to the available one already existing.

As we ask guests during front office check in about “privacy” - meaning that if the guests want we will not enter the room for any instance during his stay in our hotels.

Also guests have the chance to change their minds during their stay and by placing the new door hanger outside the room.

All employees standing in front of a guest room must pay attention to this new door hanger. The guest does not want us to enter his / her room but we are still allowed to knock on the door and deliver goods or services to infront of the guest’s door.
REMOVE ALL LINEN AND ALL TOWELS upon check out, including non used towels, bathrobes and turndown mats

LINEN & TOWELS are divided into laundry bags where they can be sealed en route to the laundry room.

NOT SHAKING MATTRESSES when changing bed linen as shaking is into air particles from previous guests

THE STANDARD CLEANING MATERIALS USED FOR HOUSEKEEPING ARE THE FOLLOWING

1) hypochlorite solution 1000 ppm (parts per million) ie 0.1%

2) Alcohol Based Sanitizer Solution of minimum 60% ethanol or 70% isopropanol

3) Standard Cleaning Products as usual shown in Diversey table.

4) All cleaning clothes and dusting clothes are disposed after each room.

5) All cleaning tools are washed and disinfected after each shift

List of Certified Sanitizing Materials by ECOLINE in all P.A.P Hotels (in Greek)
SOME GENERAL CLEANING PROCEDURES ALREADY IMPLEMENTED IN P.A.P HOTELS ARE THE FOLLOWING

Clean from high to low.

Start from the furthest point of the room and work backwards to the door.

Clean from dry to wet.

Maintain a constant flow such as working in a clockwise direction around the room so no areas are missed.
P.A.P Hotels have a wide variety of Restaurants & Bars in their hotels which will operate under already implemented HACCP program (Hazard Analysis Critical Control Points)

Further to the already implemented HACCP system following measures are undertaken:

**GLOVES & MASKS** for all personnel during their duty including the delivery of goods by the procurement department. Short Manicure for the protection of gloves

**SANITIZING STATIONS** in all food & beverage outlets clearly visible to guests

**DISTANCE FLOOR PLAN** for all restaurant, bars and kitchen floors ensuring the minimum kept distance of 1.5 to 2 meters for all guests and hotel employees.

**SEATING ARRANGEMENT** of a max of 6 persons of the same room or Suite per table at a distance of minimum 1.70 meters from chair to chair as per National Health Regulations. 4 tables per 20 square meters. Seating shifts are introduced during check in so that guest congestion is avoided. Of course changing time slot is possible as the guests wishes during their stay in our hotels.

Source: Greek Ministry of Development
“Mrs. Bauer, further to the new Health & Safety regulations and in order to avoid crowd congestion during breakfast and dinner we have created specially designated time shifts for you to enjoy your breakfast / dinner with as few other guests as possible in our main Restaurants. The available shifts for Breakfast are 07:00am - 08:00 am / 08:00 am - 09:00 am or 09:00 am to 10am. Which time would you like to enjoy your breakfast?

GRAB & GO BREAKFAST

P.A.P Hotels was one of the first hotel companies to develop the GRAB & GO breakfast basket initially thought for guest departing early for an excursion or their flight back home. Given the new circumstances we believe that an increase number of guest might want to enjoy their Grab & GO breakfast basket also during their stay. So we extend this service free of charge to all guests during their stay in our hotels

“Mrs. Bauer, more over we would like to inform you about our Grab & Go breakfast basket that is available to you not only during your check out day anymore at all P.A.P Hotels but any day you might wish. Your Grab & Go breakfast will be available anytime from the reception desk and includes cold breakfast items, juice and hot coffee as well.

NAPKIN & TABLE CLOTHS

until further notice all cloth linen and napkins are replaces by disposable recycled paper mats during breakfast, lunch and dinner in all main restaurants and a la carte restaurants. Tables are disinfected with alcohol based sanitisers after each guest leaves the table.

ROOM CHARGES & CREDIT CARDS

Room charges are signed off by the guests. The same PEN Policy as the Reception desk is required in all Restaurants & Bars. The same applies for contact free Credit Card payments

SNACKS & SUGAR

No open snacks will be offered to accompany beverages in the bars & restaurants or as an aperitif. No “open” sugar bowls will be available during all bars & restaurants. Only single packages of sugar will be available that guests unwrap and open them selves.
IN ROOM DINING SELECTION

Due to the new social distancing behaviour of guests, a high volume of guests might desire to consume more often in room dining or drinking. For this reason our entire selection of Food & Beverage items will be available for Room Service as well.

BREAKFAST & DINNER BUFFETS

P.A.P Hotels has introduced the “served” buffet option before the outbreak of COVID-19. Experiences Kitchen Staff is explaining buffet dishes to guests, while the entire selection of cold / warm / sweet / action buffet is protected against a glass wall and constantly heated by special designed buffet infrastructure.

COFFEE MACHINES & TEA FACILITIES

Being a high risk touch point Coffee & Tea Machines will be operated by our waiting staff in our main restaurants as it is virtually impossible to clean the buttons after each guest using it multiple times during one breakfast session.

BARS

Barstools per couple will be placed with 2 meters distance from each other
PVC MENUS & CONTACT FREE MENUS

To further reduce the spread of the new Coronavirus, P.A.P Hotels has made exclusive use of PVC customer menus in all parts of the hotels that allow easy disinfection with 70% Ethyl Alcohol antiseptic during the shift of each department. Also on the beach we proceeded to the use of menu-price lists from PVC that in addition to individual disinfection from Ethyl Alcohol 70% can be disinfected during and the general daily disinfection of the beach with hypochlorite sodium 1000ppm ie 0.1% dissolution.

QR Codes have also been integrated into all menus that allow the customer wishing to scan each printed code with their smartphone, without touching the menu and seeing each price list of each hotel department
EXTENSIVE DISINFECTION PROGRAM BY HOUSEKEEPING & RESTAURANT / BAR STAFF

A leading cleaning company DIVERSEY has traced and highlighted the high risk touch points requiring special attention in a typical Restaurant & bar. Prior to each serving shift the entire restaurant area is disinfected with hypochlorite solution 1000 ppm (parts per million) ie 0.1% or steam cleaner.

Key touch points for disinfection
For recommended disinfectants get in touch with your local sales representative

- Sneezeguard
- All handles (not only doors)
- Dispensers (loaded, in good order, clean)
- Trays
- Condiment dispensary
- Switches
- Chairs
- Table tops
- Menu cards
- Cashier / credit card machines
- Touchscreens

The cleaning material used.

General surface cleaning:
- Machine dishwash detergent
- Glass cleaner
- Coffee machine cleaner
- Floor cleaner
- Coffee machine milk cleaner
- Wood polish
- All purpose cleaner
- Cleaner disinfectant
A leading cleaning company DIVERSEY has traced and highlighted the high risk touch points requiring special attention in a typical KITCHEN. Prior to each cooking shift the entire kitchen area is disinfected with hypochlorite solution 1000 ppm (parts per million) ie 0.1% or steam cleaner.

The cleaning material used.
POOLS & BEACHES

Our beaches & Pools at all P.A.P Hotels are definitely one of the highlights during the stay of any of our guests. In order for our guests to continue enjoying those premises we have introduced new precautionary measures based on the current Health & Safety national regulations.

DISTANCE POOL FLOOR PLAN

A new distant floor plan for pool loungers has been created with simulated scenarios and loungers & tables distribution based on new H&S regulations. A

DISINFECTION OF POOL LOUNGERS & SEATS / TABLES

All equipment used by guests is disinfected after each usage and before set free for usage by next guest. All guests are encouraged to use their own personal towel and place it on top of the lounger. In case of increased demand a reservation system via the Front Office of each hotel will be implemented with specific time slots available for guests to choose from.
MAXIMUM CAPACITY

Based on new Health & Safety Regulations the maximum capacity of sun loungers and guests inside the pool is set to

ALEXANDER THE GREAT BEACH HOTEL

14 persons simultaneously in the pool

XENIA OURANOUPOLIS

15 persons simultaneously in the pool

Responsible for the implementation of this new measure is each hotel’s lifeguard and pool service personnel.

CHEMICAL PROCESS OF POOL WATER & FILTERING

CHLORINE is used as the most efficient pool water sanitiser in form of both granules & tablets. Local authorities allow a concentration of 0.5 to 0.8 ppm (parts per million) i.e 0,00005 to 0,00008%.

Due to the current situation the desired level will be on the top range of the allowed & safe levels of swimming.

CHLORINE STABILISER which helps chlorine’s effect to last 3 to 5 times longer in outside conditions and the sun.

ALGAECIDE which helps pool preventing gathering algae

16 HOURS of Pool Water filtering per 24 hours is imposed & a chlorine shock every 15 days.

DAILY manual pool bottom (suction) & Hourly Surface Manual Cleaning

CHEMICAL TEST KITS on a twice a week basis that measure following parameters

- pH: 7.2 – 7.6
- Alkalinity: 80 – 120 ppm
- Calcium Hardness: 180 – 220 ppm
P.A.P HOTELS - COVID 19

- Chlorine: 1-3 ppm
- Bromine: 3-5 ppm
- Cyanuric Acid: 30 – 50 ppm

DISTANT BEACH PLAN

A new distant beach plan for beach loungers has been created with simulated scenarios and loungers & tables distribution based on new H&S regulations.

BEACH LOUNGERS & UMBRELLAS are set with distance of minimum 5 meters or more from each umbrella’s main axis to each direction. A maximum of 4 beach loungers per umbrella are allowed.

DISINFECTION of each beach lounger after it has been used. Disinfection of Beach Menu after each guest has left the umbrella. Evening general disinfection of all beach loungers with hypochlorite solution 1000 ppm (parts per million) ie 0.1%

CHILDREN PLAYGROUNDS

A social distancing safety measure of 1 person per 3 sq. meters is advised

AIR CONDITIONING

There are no air ducts in any P.A.P Hotels hotels - so there is no room-to-room transfer. There are only individual air conditioning units and the adequate ventilation is ensured by the continuous opening of the windows / balcony doors by housekeeping & customers. There are no rooms or common areas without natural ventilation.
WATER

The cold water of our hotel’s networks and throughout the networks has a residual chlorine value at 0.5 ppm, even in the most remote part of the network.

We record daily the prices of chlorine in various places, with emphasis on a nearby and a distant point.

15-day sampling & laboratory testing of water quality for human consumption and laboratory testing of water circulating in the internal network for the Legionella spp parameter.

2 six-month water / boiler sampling through the collaborating analysis laboratory

STORAGE

The Storage Supervisor is responsible for carrying out all the checks required in accordance with the existing procedure, but in particular oversees the cleanliness of the supplier's means of transport. So:

1. As long as the COVID-19 crisis lasts, all finished products (eg breads) must be pre-packaged. Exceptions are fruits and vegetables that need to be stored protected.

2. Requires the supplier during the process of unloading his order to wear gloves as of course himself.

3. The Storage Manager arranges the products in the warehouse or refrigerators by unpacking the products that are in boxes while maintaining the traceability data.

4. At the end of each work he removes the gloves and washes his hands thoroughly according to the instructions.
SPA

Disinfection of equipment after each customer use.

Indoor pools do not work.

In personal treatments (face, body, massage, hair removal, manicure, pedicure) use antiseptic before and after treatment and use mask & gloves (except massage) necessarily.

Keeping a daily customer file.

WASTE MANAGEMENT & RECYCLING

All protective equipment such as gloves, disinfectant wipes, masks, disinfectants are not recycled and must be disposed of.

Trash bags should not be left open or half open. They must be filled to 2/3 and sealed.

Garbage bags should be placed in bins and bins kept closed so that there is no contact or chance of contamination with humans or stray or passing pets. There should be no bags left in and around the bins. In case the bucket is already full, a nearby bucket is sought.

3RD PARTY PROVIDERS

TRANSFER:

Drivers who transport our customers from the airport or port to our hotel must have cleaned and disinfected their vehicle. It is also not allowed to transport other customers together, and the use of the passenger seat by customers is prohibited. Full compliance with the health protocols of their field of activity is required. P.A.P Hotels does not provide customer transfer services with its own vehicles.
Crisis Communication

1. Calm treatment of the crisis (presence of suspected or confirmed case) and avoidance of panic and spasmodic measures.

2. Activate the above mentioned crisis response team. Inform the occupational physician & safety technician.

Crisis Communication is managed by the Hotel Manager, who each week renews the special self-assessment form listed at the end of this document, completing it and adding a date, stamp and signature. (provided in Greek version of the document)

3. Inform other customers and provide instructions to make them feel safe.

4. Informing the staff about organised and calm treatment and avoiding the creation of panic situations. Early planning and effective prevention and information will ensure the health of visitors and staff, as well as maintaining the proper functioning of the unit. A meeting of staff appointed by the Director with the heads of departments is appointed every 15th and 30th day of the month, who in turn inform the staff of their department on the same day. The relevant check list is in the details Greek Version of the document.

5. In the case individual customers then the Director in cooperation with the Department of Reservations communicates with all parties (airline, embassy, family of the patient) in order to organise both the stay in hospital and the return of customers after their recovery at home. In case of an Tour Operator Reservation the local DMC is contacted.

6. Strict adherence to medical confidentiality and the protection of the personal data of all customers, including patients.
P.A.P. HOTELS - COVID-19

IN CASE OF A SUSPECTED CASE INSIDE A HOTEL

If a guest shows COVID-19 suspected symptoms as mentioned above even if there is no need for hospitalisation and has fulfilled following criteria

- Close contact within last 14 days with another confirmed or suspected COVID-19 patient and / or
- Travelled to 2 High Risk areas based on at the time current epidemiological data

Following measures are to be undertaken immediately

- Health & Safety Officers of the hotel is to contact official authorities under the national helpline from the Greek National Public Health Organization (EODY) at +30 210 5212054 (24 hours helpline)

- Advise the suspected case to stay inside his/her room with the room door shut. Ventilation and Air Conditioning can remain in operation

- Provide with gloves & mask in case he/she does not have

- Allow the spouse to remain in the room by providing mask & gloves and encourage to wash hands every 15 minutes or less.

- Designate a specific member of staff that will cater for all needs of the guests. All other hotel staff is not allowed to enter the room. Entering the room is strictly done with mass and gloves which are disposed after leaving the room. Hand Washing is immediate undertaken

- Food & Beverage is served exclusively in room by the same designated member staff.

- Minimise Contact with suspected case and reduced close encounters which are defined as following:

  a) Staying in same room with suspected cases
  b) Handshaking
  c) Face to Face contact
  d) Remaining in an closed environment for more than 15 minutes with a suspected case
IN CASE OF A CONFIRMED CASE INSIDE A HOTEL

If a current or past guest has been medically confirmed with COVID-19 following measures are to be undertaken immediately.

--Health & Safety Officers of the hotel is to contact official authorities under the national helpline from the Greek National Public Health Organization (EODY) at +30 210 5212054 (24 hours helpline). Guest is to be moved to the closest COVID 19 Reference Hospitals by official authorities only. The evacuation of the confirmed case by any other non official person is strictly prohibited.
DISTANT FLOOR PLANS - PAP HOTELS

ASTORIA HOTEL THESSALONIKI RECEPTION / LOBBY

Astoria Reception

A≈93m²

■ = Couches
leftrightarrow = Distances between couches two meters

OPERATIONAL STRATEGY - 55 OF 72
ASTORIA HOTEL THESSALONIKI RESTAURANT

A ≈ 300m²

= Tables
☐ Distances between tables is two meters

Astoria Restaurant

Conference Room

Bar

Entrance
ALEXANDER THE GREAT BEACH HOTEL LOBBY / RECEPTION
ALEXANDER THE GREAT BEACH HOTEL RESTAURANT

= Tables
= Distances between tables two meters

HAND MADE PRODUCTS GALLERY

ENTRANCE

ROXANI RESTAURANT

611m²

60m²

72m²
ALEXANDER THE GREAT BEACH HOTEL POOL BAR

PANORAMA POOL BAR
524m²

= Tables

= Distances between tables two meters
ALEXANDER THE GREAT BEACH KASSANDRA ROOFTOP BAR

KASSANDRA BAR

= Tables

= Distances between tables and stands is two meters

264m²

290m²

42m²

EXIT

STAIRS

ENTRANCE

STAIRS

OPERATIONAL STRATEGY - 61 OF 72
ALEXANDER THE GREAT BEACH KASSANDRA OASIS
BEACH BAR

50m²
LEFT KIOSK

BEACH BAR

60m²
RIGHT KIOSK

OASIS BEACH BAR

= Tables

↔ = Distances between tables and stands is two meters
ALEXANDER THE GREAT BEACH BLUE FLAG BEACH

- Beach Set
  Includes an umbrella and two sunbeds

- Distances
  Distances between Beach Sets is arranged
  4 meters from each other

- Blue Flag

SEA

REST AREA

BEACH SET

STAIRS

LIFT

Ramp for access
for people with disabilities
XENIA OURANOUPOULIS HOTEL RESTAURANT 1
XENIA OURANOUPOLIS BEACH / BEACH BAR 1

BEACH BAR XENIA

- Tables
- Distances between tables two meters

ΕΠΙΠΕΔΟ Α: 55,00 m²
ΕΠΙΠΕΔΟ Β: 8,82 m²
ΕΠΙΠΕΔΟ Γ: 16,97 m²
ΕΠΙΠΕΔΟ Δ: 23,30 m²

OPERATIONAL STRATEGY - 66 OF 72
XENIA OURANOUPOLIS BEACH / BEACH BAR 2
Greek Ministry of Tourism official certification example: Visible at all hotel’s reception / lobbies
Communication Material available at P.A.P Hotels: Greek Ministry of Tourism
As mentioned this English Version of the ACTION PLAN represents a communicative documents for guests and partners of PAP Hotels. The detailed ACTION PLAN in Greek is available to all interested parties upon request.

ENGLISH VERSION - GOOGLE DRIVE LINK

Also available at our website www.paphotels.com