

Leonardo  
HOTELS & RESORTS  
Mediterranean

PAPHOS • PROTARAS • NICOSIA • RHODES • ATHENS

**We  
Will  
Win**



**COVID-19 PREVENTION**

USEFULL INSTRUCTIONS FOR OUR GUESTS

## CONTENTS

CHECK IN	3
CHECK OUT	4
GENERAL SAFETY ADVISE FOR GUESTS IN COMMON AREAS	5 - 6
SAFETY IN YOUR ROOMS	7 - 9
ACTIONS IN CASE OF SYMPTOMS DURING ACCOMODATION	10 - 11
ACTIONS IN CASE OF SYMPTOMS AFTER DEPARTURE	11
GUIDELINES FOR OUR RESTAURANTS, CAFES AND BARS	12 - 14
GUIDELINES FOR SWIMMING POOLS, JACUZZI AND LAURA SPLASH WATER PARK	15 - 16
ACTIVITIES IN THE HOTEL	17 - 20
EVENTS - WEDDINGS	20
ANIMATION ACTIVITIES	21
ENTERTAINMENT IN CYPRUS	22



WISHING YOU A GREAT EXPERIENCE!

## DEAR GUESTS, WELCOME TO OUR HOTEL...

We wish you a pleasant and safe accommodation. We would like to inform you that all the required measures for Covid-19 prevention have been applied, and the Hotel's Management is committed through the Covid-19 **POLICY** to do anything is needed in order for its guests to stay safe.

To achieve this, we need your contribution, by strictly apply all the instructions you will find in all Hotel's areas as well as in this safety manual.

### CHECK IN

For your safety and better service during the check-in procedure, we kindly ask you to:



*Wear your surgical mask before entering the building and pass through the temperature control, to ensure the absence of any symptoms.*



*Use the alcohol-based solution you will find at the Hotel's entrance to disinfect your luggage.*



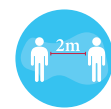
*Disinfect your hands using the hand sanitiser you will find at the Hotel's entrance.*



*In case you haven't registered prior travelling, complete the registration form you will find at the entrance before visiting the Front Office Desk. Extra registration and contact details are required for each traveler due to Covid-19 traceability actions.*



*In such case, provide along with the registration form your PCR test results or any other document required by the Cyprus Travel Pass, and inform the Front Office Staff weather you have travelled to a high infected country in the past 14 days.*



*Keep at least 2 meters distance from other guests and Hotel's staff.*

## CHECK IN *(continued)*



Step on the signs while waiting for check in. Only one person per time, can be in front of the Front Office Staff.



Receive your sanitised room key/card from the provided point.

## CHECK OUT

For your safety and better service during the check-out procedure, we kindly ask you to:



Get informed by the Front Office Representatives, about the suggested check-out time.



Inform on time the Front Desk for transportation requests, as there is limitation on the passengers that can be transferred in the same vehicle.



Disinfect your hands by using the hands sanitiser you will find on the front desk before and after checking out.



Keep at least 2 meters distance from other guests and Hotel's staff.



Step on the signs while waiting for check out. Only one person per time, can be in front of the Front Office Staff.



Sanitise and then return the room key/card to the Front Desk.



Prefer contactless payments during check out procedure.



Use a surgical mask on your way to the airport & when using transportation means.

## GENERAL SAFETY ADVISE FOR GUESTS IN COMMON AREAS

Please be aware that all the Hotel's Departments do their best to create a safe and pleasant environment for your accommodation. Our employees have been trained appropriately by the Hotel's Health & Safety Group Manager on the implementation of a high-level personal hygiene practices, as well as on effective cleaning and disinfection procedures.

The cleaning frequency has been increased and extra disinfections are applied throughout each shift.

Our public toilets are cleaned continuously, and they are fully equipped with warm water, hand soap, one use paper tissue and alcohol-based sanitiser (70%).

However, to achieve excellence, we need your contribution, as safety is a matter of personal responsibility and teamwork. So, for your safe accommodation please apply the following personal hygiene and safety instructions:



A surgical mask is mandatory to be continuously worn indoor and outdoor, unless during eating or drinking.



Do not forget to wash your hands with soap and water for at least 20 seconds and drying with one use paper towel.



Disinfect your hands very often by using the alcohol based (70%) sanitiser you will find in all Hotel's areas. Use it when you change areas all over the Hotel as well.



Avoid touching your nose, eyes, mouth.



Cover your nose and mouth when coughing and sneezing with tissue or flexed elbow.



Dispose any used tissues into close rubbish bins immediately after use.



Wash your hands as indicated after sneezing or coughing and drying with one use paper towel as air hand driers and air jets are not allowed.

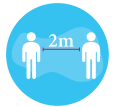
## GENERAL SAFETY ADVISE FOR GUESTS IN COMMON AREAS *(continued)*



*Avoid contact with anyone with cold or flu symptoms.*



*Avoid handshaking, hugs, and kisses with other people.*



*Maintain a distance of at least 2 meters and avoid physical contact.*



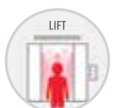
*Avoid crowded areas and try not to stay in the same closed area with other people more than 10-15 minutes, without using a mask.*



*Avoid touching commonly used surfaces in Public Areas.*



*Prefer contactless payments*



*Use the lifts only in case you are not able to use stairs. Lifts are used according to the instructions provided outside each lift, for the required personal hygiene and social distancing (50% less people than normal, wearing mask, family members together only).*

## SAFETY IN YOUR ROOMS

Our Housekeeping Department implements high level cleaning procedures and disinfection according to the instructions of WHO (World Health Organisation) and the Centres for Disease Control and Prevention (CDC).

Before the arrival of a new guest, the room is cleaned and disinfected by using the appropriate disinfectants. The disinfection procedure takes place even for the smallest item in the room, including TV and air-conditioning remote controls, door handles, wardrobes, telephones, light switches etc. The rooms are not allocated to new arrivals unless enough time has passed for cleaning, disinfection and aeration.

The Linen are washed by using the right detergents and ironed in high temperatures and/or sterilised with steam, for any virus and bacteria to be destroyed. Extra fabrics and decorations in the rooms have been eliminated, to avoid any contamination.

### Cleaning During Accommodation

During your accommodation, your room will be cleaned daily. The towels will be changed daily, and the linen will be changed every 4 days, unless it will be requested by the client earlier by using specific protocol.



## For your Personal & Family Hygiene in the Room



Apply daily personal hygiene.



When entering the room wash your hands for at least 20 seconds and dry with one use paper towel.



Use alcohol- based sanitiser.



Open the windows to airing the room.



Disinfect your personal items (mobile, keys, cards, bags, wallets, etc) and the room commonly used items.



Do not throw linen/ towels on the floor.



Keep the bathroom and toilet clean.  
Close the toilet lid before flushing.



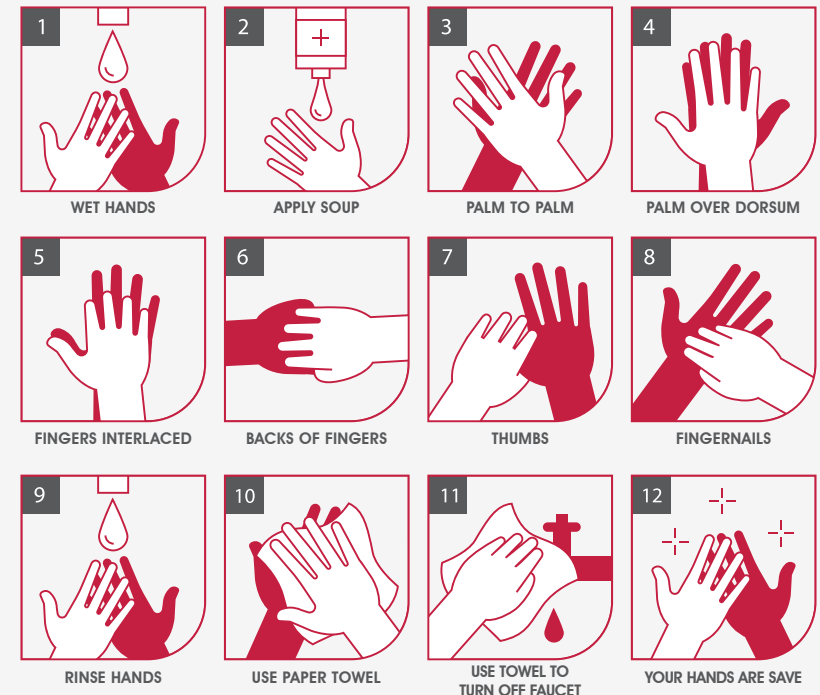
Leave the WC ventilator switched on.



Mini Bar content is eliminated due to safety reasons.

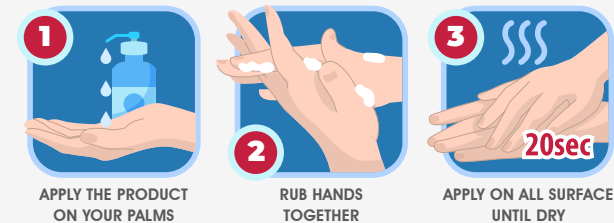
## Proper Hand Washing

For proper hand washing use warm water (35-40°C) and soap very well for at least 20 seconds.



## Proper Hand Sanitising

For proper hand sanitising use an alcohol based (70%) sanitising gel or liquid and apply for at least 20 seconds.





## ACTIONS IN CASE OF SYMPTOMS DURING ACCOMODATION

If you or a close person travelled with you, are showing flu symptoms (fever, cough, shortness of breath, sore throat)



COUGH



CHEST PAIN



HEADACHE



CHILL



RUNNY NOSE



FEVER

Please stay in your room and apply the following steps:



Immediately Inform the **Front Office Desk**.



You and your **close contacts** should immediately use surgical masks, which will be provided to you by the Crisis Management Team.



Open the windows to airing the room get in and stay **ALL** in your room until the Hotel's Crisis Management Team will contact you and **advise** for the next steps. Apply good hand hygiene (washing and disinfection).



Trust the Hotel's Crisis Management Team Members as there is an emergency Plan in place which will be applied immediately.



Keep them informed in case your symptoms are getting worst.



In case a PCR test is required, you will be requested to be self-isolated in your room for 24 hours until we have the results. During isolation, you will be room served as you will not be allowed to meet other guests or employees. One-use serving equipment will be used for safety reasons.



In case of a positive result, you, your family, and your close contacts may be transferred to a dedicated quarantine-hotel. In such case, the cost of lodging, food, drink, and medication will be covered by the Cyprus Government. A Covid-19 Hospital will also be available exclusively for travellers show critical symptoms.

## ACTIONS IN CASE OF SYMPTOMS AFTER DEPARTURE

If you or a close person travelled with you, are showing flu symptoms (fever, cough, shortness of breath, sore throat)



COUGH



CHEST PAIN



HEADACHE



CHILL



RUNNY NOSE



FEVER

Within 14 days after your departure, please apply the following steps:



- 1 Immediately **inform** our Reservations Department or **email** us
- 2 Provide to the Reservations Representative your reservations Details (arrival date, name, number of travellers)
- 3 Explain the current situation of your health and if you have proceeded to a PCR Test.
- 4 Stay in touch with the Hotel to inform them about the lab results

This procedure is applied for safety reasons, it is a requirement of the Public Authorities and the GDPR regulation is exceeded.

## GUIDELINES FOR OUR RESTAURANTS, CAFES AND BARS

Our restaurants, cafes and bars operate according to the National Guidelines, consequently some of our services may be eliminated due to safety reasons. According to each restaurant's available dining area (m<sup>2</sup>), there is a maximum number of guests that is allowed to dine at the same time and a maximum allowable number of currently **8** guests per table.

Additionally, we would like to inform you that:

- Our breakfast is served in buffet from **7.00 to 10.00**
- Our lunch is served in buffet from **12.30 to 14.30**
- Our dinner is served in buffet from **19.00 to 22.00**

As a result of the above restrictions and as all our guests should be served effectively, the dining procedure should be faster.

### Snacks

Our snacks will be served between the main meals in the specified areas.

### Dinning in Hotel's Restaurants

To dine in one of our Hotel's Restaurants, that are not part of the all-inclusive package, you need to make a reservation by:

- Using the Reservation's Kiosk, you will find in our Hotel's Lobby
- Informing the Hotel's Guest Relations Representative
- Informing the Restaurant Hostess
- Informing the Front Office Desk

Be aware that the sooner you make the reservation you will ensure the availability of a table.

## Visit our Cafeterias, Bars and Pool Bars

Visit our bars, cafeterias and pool bars any time. According to each bar's available area (m<sup>2</sup>), there is a maximum number of guests that can enter at the same time.

For safety reasons, counters will only be available for take away. The guest will be able to order, receive the drinks and go back to the table.

## Safe Experience in our Restaurants and Bars



*Do not forget to make a reservation, for our Hotel's restaurants (which are not part of the all-inclusive).*



*Consider the limitations of tables per restaurant and the maximum number of 8 people per table, so arrive on time.*



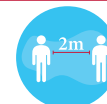
*Always wear your surgical mask and pass through the temperature control, to ensure the absence of any symptoms during your accommodation.*



*Get registered, on each restaurant's list, for safety reasons.*



*Use the alcohol-based sanitiser before entering the restaurant and at your exit.*



*Keep distance between you and other guests at least 2 meters (6 feet).*



*Follow the flow signs as indicated on the restaurant floors.*



*Follow the serving staff's instructions for your better service.*



*Keep your personal items in safe place, which can be easily contaminated (eg. mobile, cards, keys), and disinfect them regularly.*

## Safe Serving in Buffet



You will be driven on your table by the Restaurant Staff, who will inform you when you will be able to be served.



Once you go for serving, use the alcohol-based sanitiser before you touch and dishware.



Once you sanitize your hands, use carefully the clean tongs which must be placed in the provided plate and never in the food. Tongs are changed by the staff within 15 minutes.



Step on the signs to wait for serving.



Stay behind the buffet safety guards.



Follow the serving flows as indicated.



To move forward keep in mind where the next guest is and keep distance at least 2 meters (6 feet).



In case of self service drink stations, sanitise your hands before and after each use.



## GUIDELINES FOR SWIMMING POOLS, JACUZZI, AND LAURA SPLASH WATER PARK

Our Hotel's pools, jacuzzi and water park operate under strict hygiene and safety standards. Our Pool Attendants and Lifeguards are well trained, and they manage to keep the pool areas clean and sanitised. Our Lifeguards, in case of emergency, are excluded from the requirement of 2 meters distancing.

### How the swimming pool areas operate

- Due to the Covid-19, there is a minimum number of people that can attend the pool areas at the same time, for safety reasons. Additionally, there is a limited number of swimmers that can be in the pools at the same time.
- It is strictly required by all the swimmers to have shower before entering the swimming pool. Our hotel will provide shower gel, for a better hygiene.
- The sunbeds, tables, chairs and all the relevant equipment will be cleaned and disinfected before and after each guest. At each station, you will find available alcohol-based sanitiser (70%) for hands hygiene.

To help us keep these areas as safe as possible please pay attention on the following instructions:



Before getting to the swimming pool area ask from the gym staff, for a clean towel.



Before using any facilities use alcohol-based hand sanitiser, which can be found in the swimming pool area.



Have a shower before entering the swimming pool.



Get informed about the maximum number of swimmers allowed to be in the pool at the same time and maintain at least 6 feet / **2 meters** distance between you and other bathers (swimmers) **inside and outside the pool.**



## How the swimming pool areas operate *(continued)*

	<p>Do not spit or blow your nose in the swimming pool or other areas. Use tissue and dispose it in a closed rubbish bin.</p>
	<p>If you or a member of your family are showing flu symptoms don't use the swimming pool or any other facilities and return to your room to inform the front office desk.</p>
	<p>Choose and use a specific pair of sunbed, umbrella and table and do not move from one to another as each umbrella needs to be 4 meters away from the others.</p>
	<p>Always use your towel to lie down on the sunbed.</p>
	<p>Avoid carrying with you a lot of personal items, to avoid any contamination.</p>
	<p>In the waterpark area, keep distance of 2 meters from other guests and wait your turn to use the slides, according to the lifeguard's instructions.</p>
	<p>Take your towel back to the gym area and put them in the indicated closed basket before exit the swimming pool area.</p>
	<p>Before exit the facilities use alcohol-based hand sanitiser.</p>



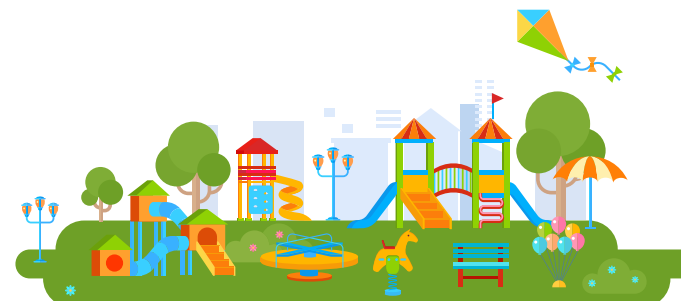
## ACTIVITIES IN THE HOTEL

### Kids Club & Playgrounds

Kids Clubs and Playgrounds operate normally, under strict hygiene and cleaning procedures. Specifically:

#### Specifically:

- There is a limitation on the number of kids allowed to play at the same time.
- Kids and parents, pass through medical screening (temperature & other symptoms) and are required to get registered for traceability reasons.
- You should disinfect hands before entering the kids club and playground areas
- If you, your kid, or any other member of your family are showing flu symptoms don't use the playground and return to your room to inform the front office desk.
- **Before and after** using each toy disinfect your hands with the sanitiser you will find available in the facilities
- Eating and drinking in the area is not allowed
- Keep social distancing in the area (2 meters). Parents are responsible for their kids to keep the physical and social distancing.
- Only activities which allow physical distancing (2m), will be applied.
- Before exit the facilities use alcohol-based hand sanitiser. Go straight to your room or public toilets for hand washing.



## ACTIVITIES IN THE HOTEL *(continued)*

### Fitness Club

Our Gym operates, under strict hygiene and cleaning procedures.

#### Specifically:

- There will be a limitation on the number of guests allowed to exercise at the same time as well as on the exercising duration. So, for your convenience, you need to make **a reservation** and inform the gym staff about your training hours.
- You are required to pass through medical screening (temperature & other symptoms) and to get registered for traceability reasons.
- Disinfection of your hands is a must before entering the fitness club area.
- If you or member of your family are showing flu symptoms you will not be able to use the gym.
- Clean towel will be provided to you by the gym staff to use.
- **Before and after** using each equipment, you need to disinfect them with the sanitiser you will find available in the facilities.
- Keep social and physical distancing in the gym (2 meters).
- Used towel should be put on the indicated closed basket before exit the gym area.
- Before exit the facilities use alcohol-based hand sanitiser. Go straight to your room for hands washing and personal hygiene (shower).
- Sauna will not be available for use due to Covid-19 safety measures, until further instructions.



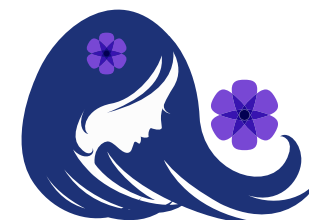
### Spa

- Our Hotel's Spa facilities operate according to the national Guidelines as well.
- There is a limitation on the number of guests that can be served at the same time, so the services are provided only with appointment.
- Guests must have shower in their Room before visiting the spa facilities.
- You will be required to pass through medical screening (temperature & other symptoms) and to get registered for traceability reasons.
- Clean towels are provided in the entrance of the spa.
- Hands should be sanitised before entering the spa and at the exit.
- Towels should be put in the indicated basket.
- Guests with flu symptoms should not visit the spa.
- Payments should be made with visa cards.



### Hair Salon

- Our Hair Salons operate only by appointment, as there is a limitation on the number of guests that can be served at the same time.
- You will be required to pass through medical screening (temperature & other symptoms) and to get registered for traceability reasons.
- Hands should be sanitised before entering the hair salon and at the exit.
- Clean towels are used for each guest, which are washed and sterilised.
- Guests with flu symptoms should not visit the hair salon.
- Payments should be made with visa cards instead of cash.



## ACTIVITIES IN THE HOTEL *(continued)*

### Cinema & Theatre

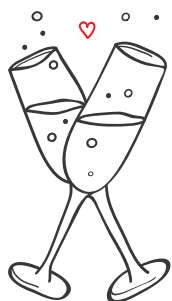
Our Cinema and outdoor theatre operate under strict hygiene and cleaning procedures will be implemented.

#### Specifically:

- There will be a limitation on the number of guests that can be in the theatre at the same time, so we advise you to reserve your seat on time.
- You will be required to pass through medical screening (temperature & other symptoms) and to get registered for traceability reasons.
- The staff indicates the guests where to sit.
- Food and Drinks are currently not allowed.
- Hands should be sanitised before entering the theatre and at the exit.
- Guests with flu symptoms should not visit the theatre.



## EVENTS -WEDDINGS



Events can be organised according to the National Guidelines for the safety of guests.

For more information you can contact our Hotel's Banqueting Coordinator through our website:

[www.leonardo-hotels-cyprus.com/weddings](http://www.leonardo-hotels-cyprus.com/weddings).

## ANIMATION ACTIVITIES

Animation activities are organised according to the National Guidelines for the safety of guests.

- As there is a limitation on the number of guests that are able to participate in each activity, you are requested to book your place in advance.
- You will be required to pass through medical screening (temperature & other symptoms) and to get registered for traceability reasons.
- Guests with flu symptoms should not participate in any activity
- Tools and instruments are carefully cleaned and sanitised
- Hands should be sanitised before and after each activity
- For more information you can contact our animation team anytime.





## ENTERTAINMENT IN CYPRUS

### Transportation

The transportation means like buses, taxis, safari jeeps etc, are required to operate according to the National Covid-19 Guidelines for passengers' safety. Frequent aeration and disinfection procedures are applied after each route. Use a mask for extra safety when using such transportation means.



### Personal Belongings

A tip to keep yourself safe is always to carry in your bag surgical face masks, one use gloves, antibacterial wipes, tissues, alcohol-based sanitiser, and water to stay hydrated. Try not to touch your phone, camera, and other personal belongings with dirty hands. Always use the alcohol-based sanitiser.



### Archaeological sites, museum, theme parks, mini cruises, diving sites, water sports

All these public areas operate under strict protocols for disinfection and hygiene. You will be able to find alcohol-based sanitisers in all places which is a must to use before entering and at your exit. Avoid crowded public areas for your own safety.



For more information regarding public areas in Cyprus you can visit the [www.visitcyprus.com/cyprus-covid19-travel-protocol](http://www.visitcyprus.com/cyprus-covid19-travel-protocol), or contact the dedicated team of destination experts through facebook [www.facebook.com/VisitCyprus.cy](https://www.facebook.com/VisitCyprus.cy)

YOUR FAVOURITE HOLIDAY DESTINATIONS!



I Love  
Cyprus

Thank you for  
your understanding!

Have fun, Stay Safe!

Leonardo  
HOTELS & RESORTS  
Mediterranean

**Leonardo  
Hotels & Resorts  
Mediterranean**

10, Theas Afroditis Avenue  
8204 Geroskipou, Cyprus  
P.O. Box 60456, 8127 Paphos, CY  
Tel: +357 26 964 111  
Fax: +357 26 964 125  
[info@leonardohotelscyprus.com](mailto:info@leonardohotelscyprus.com)  
[www.leonardo-hotels-cyprus.com](http://www.leonardo-hotels-cyprus.com)