

COVID19 Information

Dear guest,

We are delighted to welcome you to Vanoro Hotel, and we would like to inform you about our customised hosted programme, in response to the security measures and health protocols due to COVID19 pandemic.

Vanoro Hotel follows the government guidelines mandatory by Greek law, having an action plan in accordance with all set health protocols to protect both the staff and the guests of the hotel.



Our personnel are fully trained and consider all personal protection measures (using Personal Protective Equipment - PPE e.g., face masks and so on) for your enjoyable experience.

In Vanoro Hotel we take the safety of our guest seriously. So, we move one step further, since the hotel is Certified with the Private Certification Scheme Q-CERT SAFE, developed by Q-CERT, with a direct focus on Health and Safety on Tourism Accommodation Companies.



Q-CERT SAFE procedures ensure the quality of our services in the COVID19 era.

Your flexibility in booking procedures is one of our top priorities, for your peace of mind. Please review our cancellation policy

If cancelled up to 24hours prior arrival, no cancellation fees apply. 50% of the booking value will be charged if cancelled 24hrs and less prior to arrival. Non shows will be charged at 100% of booking value! Early Departures will be charged with the 100% of the remaining nights!

Finally, we would like to thank you for your understanding, and we are looking forward to welcoming you in our facilities.

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Accommodation.

For the checking in/ out procedures all protective measures have been incorporated:

- Check in from 15:00.
- Check out until 11:00.

- Spacious lobby and appropriate configuration of the reception area to maintain safe distancing (floor markings etc.).
- Electronic check in/ out procedures available to avoid overcrowding and reduce waiting times.
- Hand sanitation stations and hand sanitizer gels are available.
- Personal Protective Equipment can be provided upon request.
- All surfaces are sanitized regularly and thoroughly.
- Key cards of the rooms are sanitized after each use.
- Electronic means of payment are recommended.
- Contact tracking, in case of coronavirus case, paying attention to the General Data Protection Regulation (GDPR) for the sensitive information of our guests.
- Recommendation to avoid using the lifts.
- Prompt for self-service parking instead of Valet Service. The valet personnel take all personal protection measures.
- All third parties entering the hotel are required to use Personal Protective Equipment respecting the protection policies taken by the hotel.
- The entrance to the rooms is strictly allowed to our guests.

Rooms & Housekeeping.

Between two stays all rooms are cleaned up thoroughly and naturally ventilated, followed by a disinfection process, using steam cleaners and appropriate disinfection products. Afterwards, the room remains empty for at least one hour before the next guest. Moreover:

- Most frequently contacted surfaces (door handles, switches and so on) are cleaned thoroughly.
- Protective disposable covers are placed to all room remote controllers that are replaced after each stay.
- Fabric surfaces are cleaned using a steam device.
- Daily natural ventilation to all rooms with fresh air.
- Hand sanitizer gels and protective masks can be provided to each room upon request.
- Prompt for Room Service for the Breakfast.
- Prompt for our ALL-DAY Breakfast service using the room service.
- Digital menu for our ANZA lounge bar & restaurant is available in our smart TV.

ANZA lounge bar & restaurant.

Feel safe to step into casual elegance at ANZA lounge bar & restaurant, for a tasty lunch, brunch, or dinner straight coming from an open kitchen:

- Kitchen staff must comply with HACCP protocols.
- In the kitchen strict hygiene protocols are being followed.
- All areas have been designed to ensure the required distances between tables and guests.
- All common surfaces, menus, as well as all tables and chairs are cleaned and disinfected regularly and after each use.
- À la carte breakfast is served by a member of our staff.
- Digital menu is available through the Vanoro app.
- Hand sanitation stations and hand sanitizer gels are available in every table.
- Electronic means of payment are recommended.

Health & Wellness Centre (Sauna, Jacuzzi, Massage & Gym Area).

- Services available upon booking.
- Before every use the equipment and the area are thoroughly cleaned and disinfected.
- The gym capacity follows the rules set by security measures and health protocols.
- In the gym the use of the towel is mandatory.
- Air-conditioning and fresh air ventilation in all areas.
- Hand sanitation stations and hand sanitizer gels are available.



Business & Meetings.

The private meeting room is ideal for meetings, conferences, and corporate events:

- Service available upon booking.
- Spacious meeting room with a safe distance between chairs and equipment to maintain safe distances.
- Air-conditioning and fresh air ventilation.
- Before every use the room is thoroughly cleaned and disinfected.
- Hand sanitation stations and hand sanitizer gels are available.

Emergency Numbers.

- European Emergency Number: 112.
- COVID19 related inquiries: 1135.

Enjoy your stay and do feel safe with us.

Yours sincerely,

Alexandros Papatheodorou

Hotel Manager