

Dear Esteemed Guests, Greece has done a very good job to protect its citizens against the COVID-19 pandemic. Recently, the effects of the health crisis have decreased significantly, making it possible for the country to gradually get back to normality. Over the last couple of weeks, the new coronavirus cases per day are very close to zero. This means that the opening of the tourist season is finally here, and the Greek Government has already announced an official plan for the safe re-start of Greek tourism. I would like to let you know some of the most important information in view of the upcoming summer season.

- *First of all, the official dates for the opening of Greek borders is on the 1st of June for business purposes and on the 15th of June for tourism.*

- *The official opening date for year-round hotels is the 1st of June, while seasonal Hotels, Resorts & Apartments will open on the 15th of June*

- *The Official Health protocols for Hotels & Apartments have been announced and you can find the information in English*

here. https://news.gtp.gr/2020/05/22/greek-hotels-health-protocols-post-covid-19-restart-officially-announced/?utm_source=GTP+headlines+list&utm_campaign=fd6af812c6-Headlines+Newsletter+25-5-2020&utm_medium=email&utm_term=0_742e571d31-fd6af812c6-64884073

- *Restrictions on international air travel will be eased allowing tourists to land from abroad at Athens International Airport from the 15th of June. Direct international flights to other tourist destinations in Greece will gradually resume from July 1, however according to a new update International flights will be*

able to land at Thessaloniki Airport, as of June 15 instead of July 1 as originally planned.

- The reopening of Greece to international tourism will only apply to countries that meet certain epidemiological criteria with regards to COVID-19 – meaning countries where the spread of the coronavirus has been contained to low levels.

- The first countries expected to be able to send tourists to Greece include Germany, Cyprus, Israel, China, Japan, Australia, Norway, Denmark, Austria, Bulgaria, Serbia, Romania, Albania, North Macedonia, Bosnia, Croatia, Poland, Hungary, Slovakia, and the Czech Republic.

- Incoming tourists to Greece will not need to have a coronavirus test prior to travel nor will they be quarantined after arrival. However, visitors will undergo sample tests when deemed required.

- Regarding road transport services, at the moment there is a 50% restriction on the maximum capacity of tour buses, which however is under great pressure to change.

- As of the 25th of May, coffee shops, bars & restaurants have resumed operation, under the new health & safety regulations, which allow them to operate open-air premises only. Interior spaces of restaurants and coffee shops will also open within early June

- As of May 25th, Travel by ferry to and from islands is also permitted, under a maximum capacity restriction of 50%. Masks are required and passengers must complete a health status questionnaire and submit to a temperature check prior to boarding for trips longer than 30 minutes.

DILION HOTEL POLICY DUE TO COVID-19

The safety of our guests and our staff is a top priority. We have provided our business with helpful guidelines and safety information provided by the World Health Organization (WHO), the U.S. Centers for Disease Control and Prevention (CDC) and Greek National Organization of Public Health (EODY), detailing how to identify COVID-19 symptoms and mitigate its transmission. We have standard cleaning and disinfecting supplies in achieving the highest standards of cleanliness, disinfection and hygiene.

Guests who are prohibited from traveling under applicable law will have their cancellation or change penalties waived on direct bookings.

For new or existing direct bookings with arrivals after June 30, 2020, are required to accommodate non-cancellable rate reservation changes if the request is received at least 5 days prior to arrival and the same number of room nights or more are booked for a future stay.

For bookings made by a travel agent or online booking platform, guests are advised to contact the agent or booking platform directly.

Additionally, due to the current situation with coronavirus, our hotel is implementing new processes to protect the safety of our guests and team members. This may result in a reduction in certain services and amenities that are normally available at our hotel. If guests have questions or concerns, we kindly ask them to contact the hotel directly to info@dilionhotel.com

Stronger Health and Sanitation Measures

We are monitoring the information that becomes available about Covid-19 and are closely adhering to guidance from the major official sources, while we will be implementing a sanitation protocol on our hotel for this summer enforcing the following measures:

Professional cleaning and certified, eco-friendly sanitization and disinfection processes in-between bookings, quick, and safe for the guests to enter the premises instantly. Our staff which accessing your room wears Personal protective equipment during the cleaning service.

A rigorous daily cleaning procedure with certified cleaning products, as well as daily disinfection of higher risk area.

Disinfection of surfaces and areas that come in contact with hands. Check in online or outdoors.

Room keys are disinfected before customers pick them up.

The rooms are intensively cleaned and disinfected based on the protocols of government and public authorities.

At each arrival the customer will find in his room, a hand antiseptic.

Each room (including the filter of the A/C) is disinfected with the ULV fogger system before the customer arrives.

Hand sanitizers will be found at the reception.

Strictly enforced rules about the personal hygiene of on-site staff based on the protective measures against COVID-19 recommended by WHO, such as hand hygiene, physical distancing, and continuous health checks to ensure the good health of the staff employed on the premises.

Our priority is to enjoy your holidays in a safe environment.

Thank you in advance for your trust in DILION Hotel as you plan for your future holidays.

Keep Distances and Stay safe!

Dilion Hotel Team