

# COVID-19 PREVENTIVE MEASURES

## A GUIDE FOR OUR PARTNERS/ TRAVEL AGENTS



Leonardo  
HOTELS & RESORTS  
Mediterranean

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**Dear partners,**

We hope you past this difficult period safe and healthy.

This manual is to inform you about our Hotels' preventive measures against Covid-19, for the safety of our employees, guests, and visitors.

We would like to inform you that 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 developed a Plan with the actions we need to apply

- Before opening
- At the opening
- For monitoring and improving our activities

## **COVID-19 POLICY**

The main concern of the Management of our hotel "Leonardo Hotels & Resorts Mediterranean" was and will remain the safety and protection of our guests, employees, and partners.

In the midst of the situation due to corona virus ( COVID-19), the management of the group has taken all necessary actions to ensure and maintain a safe and healthy environment in the hotel areas, taking the necessary measures and precautions to continuously prevent and eliminate the spread of coronavirus (COVID-19).

For a safe experience in our Hotels:

Each hotel in the group implements a strict Safety and Health Management System, which is constantly updated regarding Coronavirus (COVID-19), based on the instructions and suggestions of the World Health Organization (WHO), the authorities of the Republic of Cyprus and the Centre for Disease Control and Prevention (CDC). More specifically we ensure that:

1. All hotels have a specific action plan and Crisis Management Team
2. Alcohol based solutions 70% for hands sanitations have been placed in all areas of the hotels
3. The frequency of cleaning & disinfection of common areas has increased, using appropriate disinfectants
4. Hotel staff apply strict rules of personal hygiene and the use of appropriate personal protective equipment
5. Strict controls are carried out on suppliers and partners
6. There are regular strict checks on staff
7. Anti-overcrowding measures are in place in public areas (social & physical distancing)
8. Regular trainings and staff briefings are carried out on the subject
9. All necessary resources are available to implement the measures and solve any problems that may arise.
10. The implementation of the proposed measures, which are constantly improving, is being monitored.

The management of the company and the management of each hotel of the group declares its commitment to the effective operation of the measures, as mentioned above and thus the provision of a safe experience in our hotels.

For the Management

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Below, we briefly explain the key points of our operation plan per department. As there are guidelines for specific areas of the Hotels that government did not published yet, please be aware that our plan is continuously updated.

## HUMAN RESOURCES

Our HR Department, considering the seriousness of the situation, have already scheduled training sessions for all our employees. Specifically:

- **Managers and supervisors** – have already been trained, by our Health & Safety Consultants, on the Plan the Hotels will apply as described above, including Hygiene, Cleaning and Disinfection and Social Distancing Measures as well as the Covid-19 Action Plan.
- **Line Staff of each Department** - training sessions have been scheduled to be applied in June and before opening, by our external partners. Training includes information about:
  - covid-19 and its symptoms,
  - hygiene measures (personal hygiene, hands washing procedure and sanitation etc)
  - Protective Equipment Correct Usage
  - health protection
  - cleaning and sanitation methods
  - social and physical distancing measures,
  - implementation of the Covid-19 Action Plan in case of a potential or a confirmed infection of a guest or an employee etc.
  - departmental actions/ operation

More training sessions are scheduled before opening, by the head of Departments and the Group Health & Safety Manager, to ensure that our staff is ready and confident to apply all the planned actions.

Additionally, a Covid-19 Manual for employees, has been prepared, which explains step by step all the General Hygiene Measures the staff needs to apply as well as the Operation of each Department.

The staff will be trained on this Manual and the HR Manager is responsible to provide the specific Manual to each employee.

The measures we are taking for our employee's protection indicatively include:

- Employees will be medical screened daily- at entrance (temperature control and symptoms) and in case of symptoms they will not get to work. Sampling temperature controls will be made throughout the day as well and when finished their job, at exit.
- The names and arrival, departure time of each employee are registered in the access control, so they can be identifiable any time in case of a problem. Each employee's working position is established through the working schedule.
- There will be a reduction on the number of employees per area, so they can work by keeping the required distancing.
- Shifts will be consisted by the same employees, to make the traceability procedure easier in case of a potential infection.
- Employees with health problems that are included in the high-risk categories will change positions, to eliminate their contact with guests and colleagues.
- In the staff room a specific number of employees will be allowed to enter at the same time (1 person per 8 m<sup>2</sup>). Hand sanitisers will be available for employees and cleaning, disinfection and aeration procedures of the canteen, will be applied continuously to prevent any contamination.
- Changing rooms and staff WC will have all the required equipment (hand soaps, sanitisers, bins with lids, paper towels etc) and they will be cleaned and disinfected accordingly.
- Meetings will be placed in rooms that have the right size to achieve (1 person per 8 m<sup>2</sup>) and the duration of each meeting will be reduced.
- Signs and Work Instructions will be provided to our employees

## RESERVATIONS/ FRONT OFFICE DEPARTMENT

Our reservation officers will communicate with our guests (at least 14 days before arrival), to inform them about our hotel's policy regarding the Covid-19 pandemic and the procedures they must follow before travelling. In case contact details of guests are not available to the Reservations Department, our **Partner will be required to inform the guests accordingly.**

This communication with our guests is required, in order to eliminate the waiting time in the lobby area upon arrival for the registration and check in procedure. Additionally, we want to urge our guests (from specific countries according to our Government's protocol), to have their Covid-19 PCR Test before travelling, otherwise they will need to be self-isolated in our accommodation for 24 hours until we have the results.

Consequently, before arrival our guests will be required to:

- Complete and submit the registration form that will be available in **our website**.
- Inform the Hotel in case they have travelled to a high infected country in the past 14 days.

### **At arrival/ departure:**

- Guests will get from the transportation mean (bus, taxi, car etc), slowly one by one and they will pass through medical screening (temperature control and symptoms), to ensure absence of any symptoms. Special thermal cameras have been purchased for more accurate temperature control.
- In case of identification of a guest with symptoms, the guest and its family/ and or group will be isolated in a specified area/ or their room (depending on the number of people). In such case, our Action Plan will be activated accordingly.
- There will be available stands with alcohol (70%) based sanitizers and signs that will encourage the guest for hands hygiene.

- An alcohol-based disinfectant will also be available for luggage disinfection. This disinfection will be made by the guest, but our porter will also be available to help.
- Luggage carrying will only be applied for old or disable people. In such case, our porter will be replaced by another well trained employee for the entrance procedure monitoring. Our porter will be using surgical mask and one-use gloves, which will be changed in case of luggage carrying.
- Guests that have already completed the registration form online, will be driven to a specific area for check in, and those that haven't complete it they will be asked to do it at the lobby area.
- A table with sanitized pens and the documents will be available in the lobby area. The guest will receive its registration form and a pen, and he/she will sit on the designated area to complete it.
- At the Front Office desk plexiglass barriers are already placed for the safety of both employees and guests. Additionally, signs for social distancing and dividing ribbons will be in place to keep guests apart.
- Only 1 guest can approach each Check In station, where the employee will **verify** the availability of a PCR Test, the ID/Passport and will deliver the room keys/card. This procedure will be fast.
- In case of a departure, where the guests need to check out at the same time, the Front Office Desk will be divided in two areas. The one area and entrance will be used for arrival and the second area for check out and exit.
- Guests are encouraged to do contactless payments
- Lobby furniture will be placed in such a way for the prevention of crowding and for achieving social distancing.
- Guests will be encouraged to wear mask when using transportation means like busses, taxis.
- Our **Guests Covid-19 Flyer** will be available both in our website and in their room.



## MEASURES FOR PUBLIC AREAS/ LIFTS

Our Hotels' Management and Staff will do their best to create a safe and pleasant environment for our guest's accommodation. Indicatively:

- The cleaning frequency has been increased and extra disinfections will be applied throughout each shift.
- Our public toilets will be cleaned continuously, and they fully equipped with warm water, hand soap, one use paper tissue and alcohol-based sanitisers (70%). Specific documents will be completed to prove the cleaning frequency.
- Guests will be encouraged to use the stairs instead of lift. However, in case lift is used there will be restrictions:
  - Less than **50%** of the current allowable number of persons will be able to get in the lift at the same time.
  - Guests will be encouraged to use surgical mask to use the lift
  - Alcohol based sanitisers have been placed outside each lift in all levels to sanitise their hands before purchasing the buttons, getting into the lift and when exit the lift.
  - Guests will be encouraged to use the lift only with their family members and not with strangers
  - In case they get into the lift with a stranger they need to wear mask and take a position back to back, as the signs will indicate.
  - Instructions will be placed outside the lift for guests
  - Lifts will be cleaned and sanitised continuously.
- The same restrictions will be applied for staff lifts. They will be able to use lift when wearing a mask
- Stands with alcohol-based sanitisers will be available all over the Hotels.

## HOUSEKEEPING

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

Our procedure will indicatively include the following:

- Departures Cleaning:
  - Our Housekeeping staff will use the appropriate Protective Equipment for the cleaning procedure (surgical mask, gloves, face shield or goggles, one use apron)
  - Shoes will be disinfected before entering the room and before exit the room, or shoe covers will be used.
  - The cleaning trolleys will be separated into clean and dirty. Baskets (right colour coding) with chlorine solutions, hand sanitisers, masks, gloves, one use aprons etc will be available on the trolleys.
  - A designated maid will enter the empty room and her first job is to open the windows for aeration. Then she will collect the dirty sheets and towels, which will be placed in baskets with plastic bag and a lid on the trolley. The room will be left for at least 20 minutes for aeration with the air-conditioning on.
  - The maid will come back, she will close the air-conditioning and she will start the cleaning and the disinfection procedure. All the items will be cleaned and disinfected appropriately, and the linen will be sterilised with steam.
  - Clean sheets will be placed by another maid who will carry the clean linen trolley. Pillows will be sealed for the next guest to feel safe. TV and air conditioning controls will be disinfected and sealed in nylon bags as well.
  - Extra fabrics and decorations in the rooms have been eliminated, to avoid any contamination.
  - Room will be able to be delivered to the next guest, at least **2 hours after** the disinfection procedure.

- **Cleaning During Accommodation:**
  - Basic Cleaning and aeration of the Rooms will be applied daily
  - Towels will be changed daily, and sheets will be changed every 4 days or upon request, under a specific protocol

Our aim is to eliminate the time our Housekeeping staff spends in an occupied room, for their safety.
  
- Of course, our pre-opening procedures include all the actions required for Legionella Prevention. The same procedure will be applied in all rooms that will not be occupied for at least 3 days.
- Signs and instructions will be available in the guest's rooms as well as the Guests' flyer which includes instructions in case, they have the flu symptoms.
- Mini bar products will be eliminated, and they will be disposed if they are not used by the guest.
- Linen are handled by trained personnel, washed by using the right detergents and ironed in high temperatures and/or sterilised with steam, for any virus and bacteria to be destroyed.
- Public Areas will be used frequently as its has already been mentioned. Special attention will be given to switches, door handles, stair railings and generally in commonly touched items.

### **Cleaning & Disinfection Verification**

Our cleaning verification methods include visual inspections by the executive Housekeepers, the Department's Managers as well as the Health & Safety Group Manager and Swab (Lab Analysis) for the identification of pathogens and TVC.

LAB Analysis is also applied as a verification for the effectiveness of our Legionella prevention procedure.

## **TECHNICAL**

Our Technical Department will manage to apply all maintenance and repairing jobs according to the hygiene and social distancing measures, so our guests and staff will remain safe.

Indicatively, our Technicians will manage to:

- Apply all the required chlorination in deposits and water for legionella prevention
- Adjust air-conditioning systems/ units to operate according to the government's requirements
- Continuously maintain and clean air-conditioning systems and filters
- Well maintain the ventilators all over the Hotel
- Keep the exhaust ventilation systems of toilets on 24/7
- Disinfect all tools and used equipment after each use
- Apply quality checks in rooms after each department to eliminate the frequency of entering an occupied room for repairing.
- Use the appropriate protective equipment (at least surgical masks, gloves, safety shoes and uniform). When entering an occupied room, a one-use apron will be used.
- Apply all the relevant cleaning and disinfection procedures in the swimming pools, jacuzzi, water park etc.

## **Swimming Pools**

Our Hotel's pools, jacuzzi and water park will 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 will 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. Although, our government's guidelines for

swimming pools have not been established yet, we set our standards to be **(1 person/ 5m<sup>2</sup>)** at the same time in the swimming pools (bathers).

- Guests will receive their clean towel from the gym area, which will be used for the sunbeds. At the end, they are required to return their towel in the gym and put them in the specified closed basket with plastic bag, so it can be easily, and safety transferred to the laundry.
- No other complementary items will be given to the guests.
- Hand sanitising stations will be placed at the entrance of the swimming pool and water park areas.
- 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 sets of sunbeds will be placed in 2 metres distance. Umbrella to umbrella the distance will be 4 meters.
- Sunbeds, tables, chairs and all the relevant equipment will be cleaned and disinfected before and after each guest by the pool attendants.
- Rubbish bins with lid will be available in the swimming pool area.
- Guests are requested to maintain at least 6 feet / **2 meters** distance between them **inside and outside the pool**.
- Signs will be placed in the area with all the relevant instructions

## Water Treatment

Our Technical Department will implement strict standards to treat swimming pool water, to inactivate microorganisms including viruses. Indicatively:

- Swimming pool water will be filtered and disinfected to meet physical, chemical, and microbiological criteria.
- As our government's Covid-19 guidelines for swimming pools have not been established yet, our set standard is to maintain a free available chlorine residual of 1-4 ppm or for bromine a 2-5 ppm residual. However, these limits may be changed according to our government's instructions.
- Pumps will continually operate to ensure proper circulation and filtration and filters backwash will be applied daily.

## F&B DEPARTMENT

### Stores

Products are purchased from approved suppliers. During this Covid-19 crisis, our stores department will manage to:

- Reduce the delivery frequency, to avoid contact with suppliers' employees
- Have more than one supplier for specific items, in case of emergency
- Receive the products, without letting the delivery staff to get in the Hotel's facilities.
- Provide surgical mask and gloves to the delivery staff in case they do not use ones. Hand sanitisers will be available at the entrance.
- Register the delivery staff that gets into the Hotel, in case of heavy products that are required to be placed in the storeroom or fridge.
- Apply the usual quality and safety controls on the products
- Use gloves and surgical mask before touching any products or supplier's documentation. Use his/her own pen to sign papers.
- Control the purchased chemicals and to keep them in safe place. To be aware of the content and the effectiveness of the purchased chemicals (e.g. chlorine and alcohol-based sanitisers 70%) and to have available the Safety Data Sheets and the Biocide Licenses by Cyprus Republic.

### Kitchen

Kitchen will operate with high hygiene and safety standards as always, according to the HACCP System. The staff will use the appropriate Protective Equipment, and the hand washing, and sanitising stations will be fully equipped. Extra measures in the Kitchen regarding Covid-19 prevention, indicatively are:

- Working stations will be dedicated for each employee, to keep the social distancing of 2 metres.
- Extra signs will be placed in the kitchen to indicate the working and movement flow.

- Reduction of the staff number in a food preparation area at any one time
- Extra cleaning and sanitising procedures will be applied.

## Restaurants / Bars/ Pool Bars

Our restaurants, cafes and bars will 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 **10** guests per table.

More specifically:

- The allowable number of guests in our indoor restaurants is **1 person / 3m<sup>2</sup>**.
- The allowable number of guests in our outdoor restaurants is **1 person / 2m<sup>2</sup>**.
- Our night club will be currently closed as per the National Guidelines.
- The tables will be placed in **2 meters distance** (corner to corner) and the maximum number of guests per table is **10**.
- Outside each restaurant/ bar/ pool bar, there will be a stand with alcohol-based solution (70%) for hands sanitation before entering.
- At breakfast restaurant, the guests will pass through an extra temperature control, to ensure absence of symptoms.
- In Hotel's restaurants that local guests can dine, there will be a registration (guests' logbook), for traceability reasons.
- For safety reasons, bar counters will only be available for take away. The guest will be able to order (by keeping the distance of 2 meters from the bar staff), receive the drinks and go back to the table.
- Signs will be placed outside each area to provide information about the number of guests, hygiene, and social distancing requirements.
- Our hostess will lead the guests to the tables.

### **How our guests will be served:**

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

As a result of the covid-19 measures and 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. Our effort is to provide pre-packed snacks so the procedure will be easier and safer.

### **How our buffets will operate:**

- Restaurant Staff will inform guests when they will be able to be served.
- Buffet will work with buffet runners. Guests will not be allowed to be served on their own.
- Alcohol-based sanitizers will be placed at the beginning of each buffet/station.
- Clean dishware will be taken by the buffet runner who will stand on the other site of the counter/ station.
- Guests will follow one-way directions, as it will be indicated on the signs.
- Guest will stand 2 meters away from the food, as per the indications.
- Once guest is served, the buffet runner will give the guest the plate to return to his/her seat.
- The buffet is protected with safety guards and runners will use surgical mask and gloves during serving.
- Drinks will be self-serviced, however there will be hand sanitisers and alcohol-based sanitisers to use before and after using the coffee or soft drink dispensers.
- Counters, equipment, and tools will be frequently disinfected by the restaurant staff. Once a table is emptied, the staff will clean and disinfect the table, the chairs and will dispose anything left on the table.
- Only single use packed sugar, salt, pepper, and other similar products will be served. Nothing will be displayed in refillable containers.



## Dinning in Hotel's Restaurants

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

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

## ACTIVITIES IN THE HOTEL

### Kids Club & Playgrounds

As per the National Guidelines for Covid-19, the Kids Clubs are currently not operated, until further instructions. Playgrounds will operate normally, under strict hygiene and cleaning procedures. The government's guidelines have not been established yet, but we set our standards, which may be slightly changed depending, on the requirements. Specifically:

- There will be a limitation on the number of kids allowed to play at the same time (**1 person/ 8m<sup>2</sup>**).
- Kids and parents will pass through medical screening (temperature & other symptoms) and are required to get registered for traceability reasons.
- They should disinfect hands before entering the kids club and playground areas
- In case of showing flu symptoms they will be encouraged to return to their room and the staff will inform the Crisis Management Team.
- **Before and after** using each toy the kids will be asked to sanitise their hands and the staff will disinfect the toys, games etc.
- Eating and drinking in the area is not allowed
- Social distancing measures will be applied 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 kids and parents will be asked to use the alcohol-based hand sanitizer.

## Fitness Club/ Gym

Our Gym will operate, under strict hygiene and cleaning procedures. The government's guidelines have not been established yet, but we set our standards, which may be slightly changed, depending on the requirements. Specifically:

- There will be a limitation on the number of guests allowed to exercise at the same time (**1 person/ 8m<sup>2</sup>**), as well as on the exercising duration.
- The number of equipment will be reduced in order to keep 2 meters distancing.
- Guests will need to make a reservation and inform the gym staff about their training hours.
- They will be required to pass through medical screening (temperature & other symptoms) and to get registered for traceability reasons.
- Disinfection of their hands will be a must before entering the fitness club area
- Clean towel will be provided to them by the gym staff to use.
- **Before and after** using each equipment, guests will need to disinfect them with the alcohol (>70%) based disinfectants they will find available in the facilities
- Social and physical distancing measures will be applied in the gym (2 meters).
- Used towel should be put on the indicated closed basket before exit the gym area.
- Before exit the facilities guests will be requested to use alcohol-based hand sanitizer and go straight to their room for hands washing and personal hygiene (shower).
- Sauna will not be available for use due to Covid-19 safety measures, until further instructions.
- Gym Instructors will use the relevant protective equipment (mask, gloves) and apply strict cleaning and sanitisation in the room during exercising sessions.

## Spa

Our Hotel's Spa facilities will 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 (**1 person/ 8m<sup>2</sup>**), so the services will be provided only with appointment.
- Guests will be required to apply personal hygiene in their Room before visiting the spa facilities
- Guests will be required to pass through medical screening (temperature & other symptoms) and to get registered for traceability reasons.
- Clean towels will be provided in the entrance of the spa
- Beds and chairs will be disinfected, and single-use paper cover will be used where is required.
- Hands should be sanitised before entering the spa and at the exit
- Towels should be put in the indicated basket with lid
- Guests will be encouraged to pay with visa cards or contactless
- Spa beuticians/ therapists will use the relevant protective equipment (mask, gloves, single-use aprons etc) and apply strict cleaning and sanitisation between the services.

## Hair Salon

- Our Hair Salons will operate only by appointment, as there is a limitation on the number of guests that can be served at the same time (**1 person/ 8m<sup>2</sup>**).
- Guests 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 will be used for each guest, which will be washed and sterilised.
- Hairdressers will use the relevant protective equipment (mask, gloves, single-use aprons etc) and apply strict cleaning and sanitisation between the services
- Guests will be encouraged to pay with visa cards or contactless

## **Cinema & Theatre**

As per the National Guidelines for Covid-19, our Cinema will currently not operate, until further instructions. However, our outdoor theatre will 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 a seat reservation will be suggested.
- Guests will be required to pass through medical screening (temperature & other symptoms) and to get registered for traceability reasons.
- The staff will indicate the guests where to sit
- Food and Drinks are currently not allowed
- Hands should be sanitised before entering the theatre and at the exit
- Chairs and equipment will be disinfected before and after each use.
- Staff will use the relevant protective equipment (mask, gloves).

## **EVENTS -WEDDINGS**

Events can be organised according to the National Guidelines for the safety of guests. Currently, the maximum number of guests in a party is 10. From June 24<sup>th</sup> the number will be increased to 50, according to the indications of Health Department and if things goes well. For more information you can contact our Hotel's Banqueting Coordinator through our website <https://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 (**1 person/ 8m<sup>2</sup>**), guests will be requested to book their place in advance. In case the activity is in the swimming pool, the relevant standards will be applied.
- Only activities that allow us to keep the social distancing measures (2 meters) will be organised.
- Guests may be required to pass through medical screening (temperature & other symptoms) and to get registered for traceability reasons.
- Tools and instruments will be carefully cleaned and disinfected before and after each use.
- Hands will be sanitised before and after each activity

Our main target remains in serving our guests with the best, traditional, personal, and excellent service taking into consideration all the above procedures.