MYKONOS CARES

STAY SAFE,
STAY SANITIZED!

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clubmykonos.co.za
GUEST & STAFF ARRIVAL
The following protocols have been implemented at guest and staff arrival points to assist with the prevention of the spread of the coronavirus:
- Travel declaration to be completed on arrival
- Sanitizing stations at all entry points of the resort
- Facemask is required before entering the resort
- Key cards are sanitized before use
- Glass screens are in place at the reception desk
- Dedicated sanitizing teams will ensure that arrival areas are sanitized frequently
- Electrostatic sprayers and SDST are used to disinfect all surfaces and areas

NON-INVASIVE TEMPERATURE SCREENING
Non-invasive temperature checks will be done on all arrivals at the resort to assist in the detection of the coronavirus.

COMPLIMENTARY HEALTH PACK
All guests will receive a complimentary health pack with sanitizing wipes and alcohol-based hand sanitizer. Facemasks and gloves will be available on request.

PPE
Staff will be provided with personal protective equipment (PPE) and training will be provided on the use of PPE.
ADVANCED CLEANING PROTOCOLS
Our cleaning standards and disinfection procedures have been advanced to reduce the spread of the coronavirus:
- High volume touch areas are disinfected more frequently
- Electrostatic sprayers and SDST are used to disinfect all surfaces and areas
- TV remotes and telephones are disinfected
- Regular deep cleaning will take place on all upholstery
- Housekeeping services are on request only in order to minimize contact

SOCIAL DISTANCING
- Floor decals will be used at check in to indicate the spacing at queuing points
- Maximum capacity protocols will be strictly enforced in any given area, as per Government regulations.
- Occupancy levels are monitored and kalivas will be allocated as per social distancing protocols

PUBLIC AREAS
- Dedicated sanitizing teams are assigned to do regular cleaning and disinfecting procedures at all public areas of the resort
- Electrostatic sprayers and SDST are used to disinfect all surfaces and areas
- Sanitizing stations will be placed at all entry points to the public areas
- Maximum capacity protocols will be enforced across all public areas as per Government regulations

‘WE CARE’ TRAINING AND AWARENESS INITIATIVE
- Signage are placed across the resort to remind and educate guests and staff members about health and safety procedures, hygiene protocols and the correct wearing of PPE
- Specialised training will be provided for staff members and will include support, response and reporting in the case of a suspected case
HEALTH AND SAFETY MANAGER
- On-site Health and Safety Manager available
- Health inspection certification by external suppliers

ISOLATION AND QUARANTINE PROCEDURE
- All guest details will be recorded, including recent and planned travel information
- A designated quarantine unit will be available in case of a suspected case. The on-site Health and Safety officer will further assist with necessary arrangements

ROOM SERVICE
- A full room service menu is offered
- Room service deliveries are done by staff who are wearing the necessary PPE and are trained in social distancing and sanitization when delivering food and beverage

RESTAURANTS
- The resort restaurants have implemented revised protocols for sit down customers. These include temperature screening, personal health questionnaire, regular cleaning and sanitizing
- A selection of the resort restaurants will be open for order and collection
- All restaurant spaces have been redesigned to adhere to the social distancing requirements
- All restaurant staff will wear the necessary PPE and are trained in social distancing and sanitization
- All POS stations will be sanitized before and after every use

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