

OUR STAY SAFE COMMITMENT

Dear guests,

We would like to share some important information with you concerning your stay at Mediterraneo Home during this challenging period of covid-19 outbreak.

Our business complies with the guidelines of the Greek Ministry of Tourism, that is why we have developed a health protocol, which includes an ***Action Plan and Suspected Case Management Plan***. The purpose of our Action Plan is to protect both guests and staff and to treat a suspicious case in the best way for everyone's health.

First of all, staying in our villas will give you the advantage of being autonomous, as both of them are provided with a private parking space, pool and garden. There is not a reception, so guests are led straight in the villa when they arrive, avoiding people contact.

In addition, in Lefkada island a brand new hospital was established in 2019, while there is a list of well-trained doctors to cope with covid-19 cases. Finally, a specific hotel in the island is well organized to accommodate patients in case that a covid test is positive.

We briefly mention some of the main points of our protocols and Action Plan:

Individual Hygiene Measures and Personal Protective Equipment

- Managers and staff are very well trained and informed in Hygiene Practices, as well as in demanded housekeeping practices.
- Free fabric masks, gloves and hand sanitizers are provided to our guests in order to feel safe and use them when necessary.

Accommodation File and Event Book

- For public health protection we keep a record of all guests staying at the resort, so that it is possible to track all the people who have come in close contact with an identified COVID-19 case.

Medical kit

- In case of a suspicious covid-19 case, there is a medical kit fully equipped with infrared thermometer and all necessities to treat a patient.

Housekeeping

- Check-in and check-out have changed so that there is enough time between departures and arrivals for cleaning and disinfection of the two villas and outdoor areas. New time for check-out is 11:00 and for check-in is 15:00.
- All surfaces are meticulously cleaned and disinfected with certified disinfectants.
- Sofas and bed mattresses are cleaned with a steam cleaner machine.
- During cleaning a very good ventilation is applied.
- A special cover is placed on remote controls, which can be easily disinfected.
- The villas are cleaned every three days, while bedsits and towels are changed.

Swimming Pools

- The pH values of the water in the pools are maintained within the limits that are required by the Greek law. Regular measurement and record keeping of pH levels is performed every eight hours during the operation of the swimming pools.

Air-conditions

- All devices have been disinfected by a specialist.
- Filters are often steam cleaned.
- The supply of fresh air to all Air Conditioning Units has been increased.

Kids playground and common areas

- All surfaces are regularly cleaned and disinfected.
- Hand sanitizers are available in the area.
- In common areas close to the beach separate furniture and sunbeds of each villa are placed accordingly in order to guarantee that there is not close contact among guests.

Mediterraneo Home is a small business with a long experience in tourism. It is family-operated, thus contact with other people is scarce. Our main purpose is to offer relaxed and unforgettable vacation to people, while paying special attention to safety and hygiene rules. We welcome our guests in this difficult season with the commitment to follow all demanded guidelines, without making any compromises on the quality of our guests' experience.