



Dear friends and visitors,

We are delighted to announce the opening of The Victoria Lefkada for summer 2020. As always, we strive to offer a safe and luxurious accommodation, taking all new safety and security measures in suites, swimming pool and communal areas, adhering to health protocols and hygiene rules as instructed by CDC, WHO, and the local authorities. Our goal, and top priority, is the safety and wellbeing of our guests and employees.

#### **RECEPTION (CHECK-IN & CHECK-OUT)**

- Following the protocols, check-out is transferred at 11:00 and check-in at 15:00 so that there is enough time for meticulous cleaning and disinfection of each suite, prior to a new arrival.
- All room entrance cards (keys) are disinfected before they are delivered to new guests.
- Physical distancing is practiced. Handshakes are avoided.

#### **SUITES & ROOMS**

- All rooms are naturally ventilated upon departure.
- Fabric surfaces are thoroughly cleaned and disinfected with steam cleaners.
- Towels, linen and bed linen are washed with specialized disinfectants.
- Following hygienic rules and guidelines, we limit contact between our housekeeping staff and guests, therefore, rooms will be cleaned only upon guests' request. Likewise, bedding and towels will only be changed upon guests' request.
- To ensure a safe and controlled environment, entrance to rooms and suites will only be allowed to registered guests.

## **SWIMMING POOL**

- According to hygiene directives, the frequency of cleaning and disinfection is increased, both in the pool area and in all shared spaces.
- Sunbeds, chairs and tables will be disinfected after each individual use.
- To ensure the optimal and safe use of the swimming pools, the number of swimmers using each pool simultaneously is limited.

## **IN GENERAL**

- The Victoria Lefkada has a specific action plan, based on guidelines, for dealing with a potential or confirmed case of a guest or staff, within its premises.
- In the scarce event of an incident, specific rooms are provided for the immediate isolation of the patient and those living together. Special equipment (medical kit) is available.
- We are in direct and constant consultation with a contracted doctor of EODY (National Public Health Organization) to ensure that our routine is well structured and in line with guidelines and regulations.
- Hand-held antiseptics will be available for use at the reception area, and in all public spaces

For additional information regarding reservations, changes or cancellations, you may contact us at [thevictorialefkada@gmail.com](mailto:thevictorialefkada@gmail.com) or at:

**-00302645022229**

**-00306947217567**