


Greetings from Lesante Blu Exclusive Beach Resort

As a member of **The Leading Hotels of the World** we are implementing the guidelines of LHW and Leading Quality Assurance standards (LQA), together with the World Health Organization (WHO) and the Greek authorities in order to offer a safe environment and a carefree stay in our premises.

Lesante Blu has been certified with the National “Health First” Certification by the Hellenic Chamber of Hotels, which verifies that the hotel adheres to the health content protocols against COVID-19.



Lesante Blu has been achieved Gold GBAC STAR™ facility accreditation from the Global Biorisk Advisory Council (GBAC), a Division of ISSA – The Worldwide Cleaning Industry Association, to prevent and respond to outbreaks.

 **GBAC STAR™ Accredited Facility**



Gold Standard for Prepared Facilities

GBAC STAR is the cleaning industry’s only outbreak prevention, response and recovery accreditation for facilities. This program verifies that this hotel has implemented best practices to prepare for, respond to and recover from outbreaks and pandemics. Under the guidance of GBAC, a Division of ISSA, the worldwide cleaning industry association, this hotel has applied the most stringent protocols for cleaning, disinfection and infectious disease prevention.

In order to achieve maximum results, everyone (including guests) should be involved and follow the basic protection measures.

It is IMPORTANT that you follow the link below & complete the form requested at least 48 hours prior to your flight.

<https://travel.gov.gr/#/form>

In addition, as per Greek authorities, guests traveling from Bulgaria, Romania, Sweden , Belgium, Spain and Netherlands, a negative result on a PCR test for Covid 19 prior to arrival (72 hours or less) is mandatory.

As for all guests arriving in Greece from land borders also a demonstration of a negative result on a PCR test for Covid -19 prior to arrival (72 hours or less) is mandatory.

These challenging times, dictate new procedure guidelines and protocols for the benefit of all but we want to assure you that:

“We changed our ways but didn’t change our hearts”

Welcoming guest from the airport to your suite became safer and faster. Private transfers and express check in procedures offer a smooth arrival.

During check in you will be offered a PPE Covid19 kit and a brief hotel orientation and updated procedures.

*Guest Temperature Check on a daily basis, is mandatory.

Beach / Pools and common areas are equipped with sanitizing stations and measures for safe distance have been applied.

Preparing your suite with care is not enough.

Disinfectants are used regularly and custom made housekeeping services are provided up on requests.

To guarantee proper suite disinfection new check in (15:00) and check out (11:00) out times, are applied. In addition, high touch In suite amenities have been removed such as:

- | | | |
|-------------------------|--------------------|--|
| ✓ Envelopes | ✓ Hotel menus | ✓ Hair dryer/ Iron & Ironing board |
| ✓ Magazines/ newspapers | ✓ Room Folders | ✓ Additional /decorative Pillows & linen |
| ✓ Advertising brochures | ✓ Minibar products | |

Your room is sealed-No one will enter your Suite unless requested therefore services like

- mini bar refilling
- In room dining
- Turn down service are suspended

All of the items and services mentioned above are available up on request.

Mini bar products can be customized according to your preferences.

Safety of our people consist also a priority. Taking care of the people who take care of us is essential. Our team members are trained properly concerning the hygiene practices during the service and know how to protect you and themselves from infections

Dining and food preparation measures.

Tables and chairs are positioned and cleaned accordingly to promote safety.

Table set up and service also changed by putting away unnecessary cutleries which are placed only after seating, for minimizing the risk.

Contactless Social conveniences/ interactions. Social distancing is no opposite of hospitality. Popular mobile apps including our own are available in order to offer contactless information and services for your convenience.

Spa Therapies are provided with caution

Massage rooms are disinfected with high temperature steam cleaners and rest for at least 1h after each treatment. Therapist is equipped with the necessary PPE. However for Covid-19 reasons, Indoor pools, steam rooms, Saunas and Gym must remain closed.

Health support.

Relevant procedures are established in order to isolate Covid 19 cases and our trained team members will proceed to all the necessary actions and bring you in contact with Zakyntos Medical center.

*All kitchen follow hazard analysis control points HAACP.

*We are certified with HEALTH FIRST certification, ensuring compliance to Greek government orders guideline and health advisories on the Covid-19.

*Non hotel guests are prohibited from entering our premises while, special cleaning and high disinfection frequency is applied in all areas.

Thank you for choosing Lesante Blu Exclusive Beach Resort for your holiday!