



SANTORINI HEIGHTS
S U I T E S

Coronavirus (COVID-19) Awareness

To comply with the Greek government's COVID19 related Health & Safety hotel protocols and always with our guests' best interest in mind, we have taken extra safety measures for your stay at Santorini Heights.

The newly established social distancing protocols imply the utmost protection for our valued guests, so do not feel unwelcome if we do not greet you with a handshake or a hug. Our smile is still here for you under this mask, and we are ready to offer you a unique hotel experience.

Please find below some of the measures we have taken to ensure our guests' safety:

1. Online and in-class training of all our staff members on hygiene protocols and management of potential incidents.
2. Every staff member comply with the WHO hygiene and safety protocols (hand-cleaning, keeping distance, etc.)
3. Frequent disinfection of all public areas and high-touch spaces during the day.
4. Increased cleaning and focusing on high-touch areas like associate entrances, laundry rooms, and staff areas.
5. Enhanced in-room cleaning using COVID-FREE certified products and cleaning in high temperatures of all bedding.
6. All employees use personal protection equipment (masks, gloves, sanitation products).

7. According to the official Government notice, we have established an appointed doctor near our premises and an official representative for COVID-19 related incidents and health & safety procedures.

8. In order to ensure proper ventilation and sterilization of all our suites between check-in and check-out, the time of check-out has been altered to 11 am and the time of check-in time has been altered to 3 pm.

9. We have added sanitizing stations throughout the property, and we also offer protection masks, single-use gloves, and hand cleansing gels.

10. Throughout the property, we have added labels with useful guidelines on how to ensure our guests' health & safety.

11. We ensure that all private pools have the proper pH and chlorine measures by analyzing the water every 4 hours.

12. Non-residents are not allowed in the premises during the season to minimize the possibility of a virus spread inside the property.

13. Disinfection of rooms before arrival and deep cleaning of public spaces throughout the day is performed. We use UVC light advanced technology, and steam cleaning with high temperatures (over 70°C) to ensure proper sterilization.

14. We invest in technology for contactless solutions, where possible, designed to cater to those who prefer no physical or material contact. We have developed an application for the guest experience to be as contactless as possible. By simply scanning a mobile phone's camera on a QR code, guests can view our room directory, including our extra services, all-day menus, beverage lists, and our recommendations for restaurants & activities.

15. Guests can always use our WhatsApp number from their mobile device to contact Front Desk, and we will be there to handle every special request for you.

16. We have established a few open-air private experiences that guests can book by contacting our front desk, such as private tours, sailing cruises, morning yoga, open-air massage treatments, etc.

17. Minibar menu is available online to order via room service.

18. Complimentary room service champagne breakfast and unique candlelit dining experiences in the privacy of our guests' suite, will be available for those who would like to stay more distanced.

19. Guests can use single-use recyclable tableware for their room service orders.

20. Housekeeping service, change of linens, and turn down service during the stay will be only upon request. Fresh towels are at our guest disposal 24/7 only by calling or emailing our front desk office.

21. Open-air massage treatments with a view are also available upon request.

Santorini Heights staff is available 24/7 to assist guests with any inquiry and inform on our detailed health & safety protocols. All the above precautionary actions are taken to ensure our guests' peace of mind and personal safety. Our times require a high sense of personal responsibility, and we feel now more responsible for your safety than ever.

