



Crystal Waters

Lefkada

Dear friends and visitors,

After a period full of challenges for all of us, we come back stronger and wiser, and we are delighted to announce the opening of **Crystal Waters Lefkada** on 25th June 2020.

As always, we strive to offer a safe and luxurious accommodation, taking all new safety and security measures in suites, restaurants, swimming pools 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.

STAFF TRAINING



- All our employees are trained and well informed on the sources and ways of transmission of the Covid-19, as well as on the implementation of necessary health measures. At the same time, we strictly comply with the basic protective measures (hand hygiene, physical distance, etc).
- We apply all methods and practices for cleaning and disinfecting identified sites based on the risk and likelihood of the virus transmittance.

RECEPTION (CHECK-IN & CHECK-OUT)



- All our suites feature a separate entrance; our guests can enjoy an autonomous and trouble free access to their accommodation without crowding indoors.
- 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 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 special disinfectants from the well-known company, ECOLAB.
- Disposable antiseptic wipes are provided in the rooms.
- Following hygienic rules and guidelines, we limit contact between our housekeeping staff and guests, therefore, rooms will be cleaned only upon guests' request. Likewise, clothing and towels will only be changed upon guests' request.
- Decorative items such as pillows, bedding, bathrobes, magazines, etc. are removed and will be provided only upon guests' request.
- TV and air conditioner controls will be covered by disposable covers.
- To ensure a safe and controlled environment, entrance to rooms and suites will not be allowed to non-residents.

RESTAURANTS



- Crystal Waters restaurants are in full compliance with the relevant safety standards and follow the HACCP principles and application guidelines for Safe Food Processing and Disposal in our premises.
- Following guidelines, safe distances between tables and seats are kept in all our restaurants and bars.
- Buffet breakfast is offered daily, safely served by our staff. A la Carte dining options available throughout the day.
- All snacks at our bars will be offered in individual packaging.

SWIMMING POOLS



- According to hygiene directives, the frequency of cleaning and disinfection is increased, both in the pool areas 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



- Crystal Waters 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, the restaurants, and in all public spaces.
- For safety and security reasons, the Shisha bar, the Kids Club, and the massage and beauty services will not be provided during 2020 season.

As we envision a safe future, the entire Crystal Waters Team look forward to welcoming you to the beautiful island of Lefkada for an unforgettable stay with us.

For additional information regarding reservations, changes or cancellations, you may contact us at info@crystalwaters.gr or at **+30 2645072383**.