



CONSTANTINOU BROS  
HOTELS  
PAFOS CYPRUS

# WELCOME BACK

SUMMER 2021

Updated 24/3/2021





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In our hotels our top priority has always been the safety, health and well-being of our valued guests.

We have now enhanced and maximised the existing hygiene and safety measures based on the protocols of World Health Organisation thus when you do return to our hotels, you, your loved ones and our staff will be safe and protected.

We are ready to offer you  
Safe Holidays!







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## BEFORE YOU ARRIVE

THE SEASIDE LOCATIONS OF OUR HOTELS WITH MANY OPEN-AIR GROUNDS  
SECURE SOCIAL DISTANCING

- Compliance to the Cyprus Health and Safety protocols
- Enhanced Health and Safety training seminars and programs for all our staff
- Personal Protective Equipment (PPE) worn by all our staff throughout all our hotels
- 24/7 Doctor available

Please note that the existing health protocols may be modified subject to the Cyprus epidemiological progress.



# WHEN YOU ARRIVE

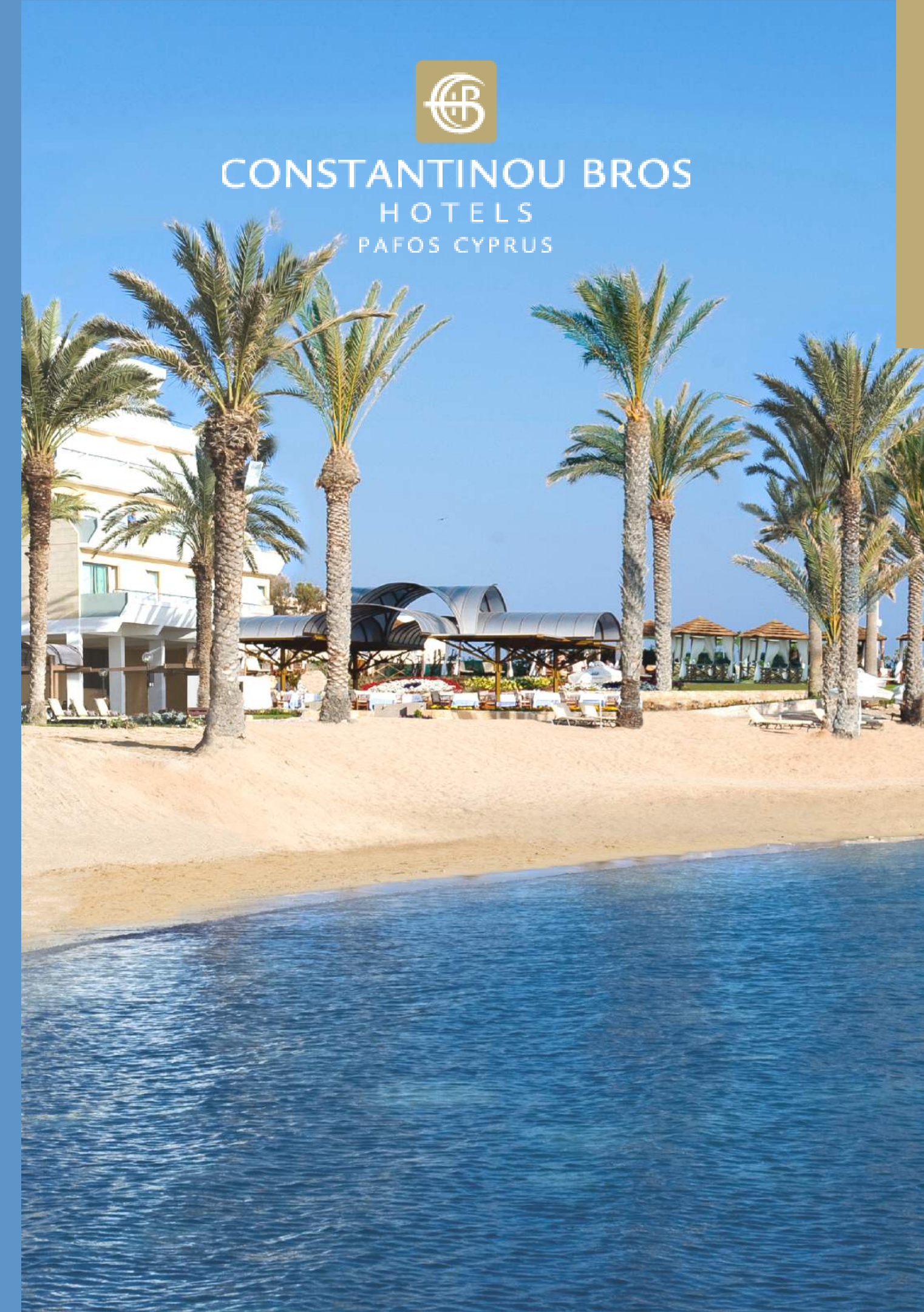
OUR GUESTS ARE ENCOURAGED TO ADVISE US OF ANY SPECIAL REQUESTS AT THE TIME OF RESERVATION TO REDUCE PERSONAL CONTACT AT THE HOTEL

- Entrance from the hotel lobby permitted only for hotel guests
- Online completion of pre-registration form (either via our website or the CONSTANTINOU BROS HOTELS Mobile App.) before arrival is encouraged
- Disinfection of guests' luggage and transfer to just outside the room unless otherwise desired by client
- Complimentary face mask offered at the check-in.
- In designated spots in our hotels we offer single use gloves
- Enhanced cleaning protocols at the Reception and in the lifts comprising extra disinfection and sanitisation of high touch surfaces such as doorknobs, handles, rails, buttons.
- In line with the protocols, staff will avoid any physical contact with the guests such as handshakes and/or hugs and will maintain whenever possible a 2m social distancing
- Mandatory use of facemasks in all indoor areas unless you are dining and drinking.

Our Guests are kindly requested to observe all the safety measures, to keep the necessary 2m distance from other guests, to use the hand sanitisation stands and personal protective equipment.



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# IN YOUR ROOM

WE HOPE YOUR ROOM IS THE CLOSEST TO YOUR REQUESTS GIVEN TO US AT THE TIME OF YOUR RESERVATION AND THAT YOU WILL HAVE A MOST ENJOYABLE STAY

- After departure all rooms are thoroughly cleaned, aired and disinfected and offered to the next guest two hours later.
- Enhanced room cleaning protocols comprising extra disinfection and sanitisation of high touch surfaces such as doorknobs, handles, taps.
- Complimentary bottle of antiseptic for your personal use.
- On arrival you will find your mini bar stocked as per the terms of your stay and this will not be replenished for the duration of your stay.
- Coffee, tea, and sugar sachets as well as milk portions will be supplied.
- Cutlery, cups and drinking glasses in the room are of single use.
- The turn down service is temporarily suspended.
- Decorative cushions, throws, menus, magazines, information sheets, brochures directory of services have been removed from the room.
- Extra pillows and blankets remain in the room packed and sealed with sanitization tape.





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## GASTRONOMY

MEALS OFFERED IN THE RESTAURANTS, INDOORS AND OUTDOORS (WEATHER PERMITTING)

- Safety distance corresponding to 3m<sup>2</sup> per guest inside the restaurants and 2m<sup>2</sup> outside
- Staff wearing PPE during the operation of the restaurants and bars.
- Hand sanitisation stands for guests and staff. Guests are kindly requested to sanitize hands before entering the buffet area and wear their masks.
- If necessary breakfast and dinner operating hours will be extended.
- Second seating will be available if necessary
- Guests will continue to have a variety of dining options available including Buffet, Set Menu and A La Carte, where restaurants will gradually open according to the occupancy of the hotel.
- Laminated menu cards or digital menus available through CONSTANTINOU BROS HOTELS Mobile App.
- Additional sanitisation procedures in all food production areas.
- Only table service available at bars and beach bars
- All Food & Beverage Departments cash free (Room charge or Credit card payment only)







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## BEACH AND POOLS

THE SPACIOUS GROUNDS OF OUR HOTELS ALLOW FOR GENEROUS DISTANCES FOR OUR GUESTS

- Safe distances between umbrellas and sunbeds
- Enhanced cleaning and disinfection of sunbeds after use
- Hand sanitisation stands for guests and staff
- Regular chlorination of pools with disinfectant products as advised by our consultants







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## COMMON USE AREAS

### TAKING THE UTMOST CARE OF YOU EVERYWHERE

- In the lifts the protocol allows for only 50% of the total passenger capacity and dictates the mandatory use of a face mask as well as hand disinfection before entering.
- Enhanced cleaning program of all common use areas, restaurants, bars, lifts, mini markets, gym, hairdressing and spa.
- Frequent disinfection of high touch areas
- Hand sanitisation stations for guests and staff
- Mandatory use of face masks in the Mini Market
- Mandatory use of facemasks in all indoor areas unless you are wining and dining
- Mini markets operating in strict compliance with new health and safety protocols





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## KIDS

- The operation of the Kids' Club indoors is temporarily suspended. Children's pools, water slide and outdoor playground will operate as per the existing measures.
- Hand sanitisation stands for guests and staff

## SPORTS & ACTIVITIES

- Tennis courts, mini golf, table tennis, mini bowls and bowling greens will be available
- Frequent disinfection of equipment
- Hand sanitisation stands for guests and staff
- Variable entertainment will be available for our guests

## GYM & SPA

- Gyms, hair salons, spas, including changing rooms, sauna and steam baths will be operating strictly in accordance with the protocols.
- Equipment is not to be shared with other guests, or be used in turns without prior disinfection.
- Frequent cleaning and disinfecting of areas and equipment after every guest and intensive sanitisation of high touch surfaces
- Hand sanitisation stands for guests and staff





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## DEPARTURE

- The company has secured an arrangement with a local laboratory to offer onsite PCR testing at all our hotels for guests requiring mandatory negative test results to travel and return home. The onsite testing will take place at regular intervals, where samples will be taken from our hotel guests and results provided within 48 hours prior to boarding their flights. The fee for this service will be charged directly to our guests by the laboratory.
- Frequent cleaning and intensive disinfecting of high touch surfaces
- Hand sanitisation stands for guests and staff
- Although contactless payment options are encouraged and available, cash payment is also possible at the Reception.
- Check out procedure while keeping the distances and adhering to all health and safety protocols





We look forward to welcoming you back soon!



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