

Note: Based on the new Health and Safety protocols concerning covid19 some hotel facilities might not be in operation and some services might have to be modified operationally during your stay. As an example, a choice of set menu might be offered instead of a buffet at our restaurants. We apologize for this possible inconvenience, but the health and safety of our customers is of a prime concern.

[CYPRUS HOTELS](#)

[GREECE HOTELS](#)

CYPRUS HOTELS

Dining

- **Will breakfast be held for all guests at the same time?**
No, there will be different slots and each client needs to pre-book the available slot through the Louis Hotels Mobile App.
- **Will there be limited seating arrangement during lunch or dinner in restaurants?**
Yes, based on the COVID health and safety standards, tables and chairs in all F&B outlets are spread out according to legislation, 1 person per 2 square meters indoors & 1 person per 1.5 square meters in outdoor spaces.
- **Will all-inclusive be operated as normal with buffet?**
Yes it will. During buffet service, all guests will wear disposable gloves & masks when serving themselves from a buffet or self-service dispense bar. Tongs and ladles will be changed frequently, restaurant Team Members will clean and disinfect all buffet surfaces as often as possible, all cutlery, crockery and glassware will be washed and disinfected in high temperatures and finally, all trays and other service equipment will be disinfected after each use.
- **Will there still be buffet service or will the meals be served?**
We will still offer buffet service. During buffet service, all guests will wear disposable gloves & masks when serving themselves from a buffet or self-service dispense bar. Tongs and ladles will be changed frequently, restaurant Team Members will clean and disinfect all buffet surfaces as often as possible, all cutlery, crockery and glassware will be washed in high temperatures and disinfected, as well as all trays and other service equipment will be disinfected after each use. Also clients will need to make a reservation through our Louis Hotels Mobile App.
- **Is all inclusive possible, especially at self service points?**
We will still offer all-inclusive buffet service. During buffet service all guests will wear disposable gloves & masks when serving themselves from a buffet or self-service dispense bar. Tongs and ladles will be changed frequently, restaurant Team Members will clean and disinfect all buffet surfaces as often as possible, all cutlery, crockery and glassware will be washed in high temperatures and disinfected & all trays and other service equipment will be disinfected after each use. Also clients will need to make a reservation through our Louis Hotels Mobile App.

Staff

- **What are the basic hygiene standards that the staff will follow?**
Every team member will strictly comply with the basic protective measures against COVID-19 announced by the World Health Organization (WHO). Also, every day we will conduct temperature checks upon arrival of all Team Members. Every Team Member will wear disposable gloves & masks throughout their entire shift.

Lifts

- **If there are lifts, keeping the lift keys sanitised & how many per lift?**
All keys / key cards will be disinfected and offered to guests sealed in an envelope. Guests will be advised to use the stairs more frequently than the elevators & only guests on the same booking are allowed to use the lift together, i.e. a family of 4. Outside every lift, Disinfection Dispensers will be installed for the use of guests

Social Distancing

- **How are you safely managing social distancing?**
A discrete Floor Sticker is installed in front of reception desks for social distancing purposes. Tables and chairs in all F&B outlets are spread out according to legislation; 1 person per 2 square meters at indoor spaces & 1 person per 1.5 square meters at outdoor spaces. Also, all breakfast & dinner meals in restaurants will require prior online reservation via the Louis Hotels Mobile App. Reservation lists will only allow a permitted number of guests per time slot. At the pools there will be a distance of 4 meters between umbrellas around the pool and sunbeds will have a distance of 2 meters from each other. Several areas will have specially designed signs to remind our guests to keep their distances.

Guests' health

- **Are you giving every guest a temperature check to make sure no one staying there is sick?**
In some of our hotels we will have thermal cameras at main entrances and discreetly check the temperature of every guest upon entry and exit.
- **What is the standard procedure of the hotel if a guest is suspended with COVID-19?**
We will follow the Action Plan as per the legislation of Ministry of Health.

Multi-use items

- **How are you deep-cleaning regularly multi-use items such as key cards and safes, abs, TV remotes and light switches?**
All multi-use material will be discontinued and will be available digitally on the Louis Hotels Mobile App. Key cards and keys will be disinfected and given to the guest in a sealed envelope and will not be given back to the reception until check out. TV & AC controls will be placed in a case that will be sanitized and changed in each check in.

Check-in

- **Will there be contact with the reception during check-in or will there be a digitally pre check-in?**

A digitally pre check-in will be available by downloading the Louis Hotels Mobile App #myhappyplace!

Housekeeping

- **How many times will I receive housekeeping services and linen changing?**
We keep the same policy like before, linen and towels are changed every other day.
- **Will rooms be cleaned throughout our stay or will this need to stop temporarily?**
This is at the discretion of each guest. If a guest requests to clean their room we will do so. Maids will wear disposable gloves and masks during their shifts and their trolleys will be sanitized before use each day. Also, handles of mops, dusters, vacuums, toilet brushes & spray bottles will be disinfected after each shift.
- **Do you keep each guestroom vacant for an extended amount of time between guests?**
Each checked-out room will be left empty for 48 hours before being prepared for the next check-in. This is subject to occupancy and may be reduced according to needs. The minimum amount of time between check-out and check-in will be 4 hours at periods of high occupancy and back-to-back room bookings. All relevant safety measures and disinfection protocols will always of course be followed
- **Will there be a maid service or none until each family leaves?**
This is at the discretion of each guest. If a guest requests to clean their room we will do so. Maids will wear disposable gloves and masks during their shifts and their trolleys will be sanitised before use each day. Also, handles of mops, dusters, vacuums, toilet brushes & spray bottles will be disinfected after each shift.
- **Cleaning of rooms between guests - will this take longer?**
In case a guest requests that they don't wish to clean their room then the housekeeper will not clean the room. If guests request it then we will conduct normal cleaning. Between check-out and check-in (after guests check-out and before a new arrival), all surfaces in rooms will be disinfected. Special attention will be given to: door jams, the sides of doors, coffee facilities (kettle, cups, spoons), remote controls (TV and AC), showerheads & shower valves, in-room telephones, safe boxes, sides of shower curtains or glass, hairdryers: body, plug and cord, electric sockets and charging stations & toilet brushes.

Entertainment

- **Will the entertainment be available during our stay as normal?**
Daytime outdoor activities are encouraged.
- **Which hotel facilities will be open and operational?**
You may enjoy F&B outlets, pools, waterpark where available, as well as a number of daytime activities.
- **Is there enough outdoor seating for evening entertainment with a safe distance?**
All tables and chairs are spread out according to legislation.

Swimming Pool Area

- **What about the sun-beds by the pool and beach? Will they be sterilized for each guest before use?**
Sunbeds will be disinfected by pool Team Members at the beginning of the day and at the end of the day. A Ballistic Virus Killer will be used to disinfect sunbeds after each use.
- **Can we use the pool / sunbeds and what restrictions there are? Also, are there any other places open at the resort as we still want to get out and about and explore?**
Sunbeds will be disinfected by pool Team Members at the beginning of the day and at the end of the day and a Ballistic Virus Killer will be used to disinfect sunbeds after each use. Also, there will be a distance of 4 meters between umbrellas around the pool, hence sunbeds will have a distance of 2 meters from each other. Tables will be cleaned and disinfected at all times and pool towels must rotate as often as possible.
- **Will guests need to social distance in the swimming pools?**
All our outdoor pools will be available for use following all the standards as per the legislation.
- **Will there be sprays provided to wipe down the sunbeds?**
Sunbeds will be disinfected by pool Team Members at the beginning of the day and at the end of the day. A Ballistic Virus Killer will be used to disinfect sunbeds after each use.
- **What about pool usage and deep cleaning of the pools every day?**
Our pools are filtered and chlorinated. 4-5 times per day, we check the PH of the water and we recirculate it.
- **How are you cleaning the sun loungers every day?**
Sunbeds will be disinfected by pool Team Members at the beginning of the day and at the end of the day. A Ballistic Virus Killer will be used to disinfect sunbeds after each use.

Weddings

- **Will you continue the weddings in hotels?**
We will wait for the official legislation from the government.

Guests

- **Is the hotel open for all nationalities?**
We will follow the travel instructions of Cyprus government and welcome tourists according to schedule.

Kids Clubs

- **Kids clubs will operate as normal with all kids?**
Kids clubs will have a limit in number of kids and all children will have their temperature recorded before they enter kids clubs. Also, all the equipment and toys will be disinfected one by one and in detail and we will offer children their own set of crayons to use throughout their stay.

- **How will kids clubs work?**

Kids clubs will have a limit in number of kids and all children will have their temperature recorded before they enter kids clubs. Also, all the equipment and toys will be disinfected one by one and in detail and we will offer children their own set of crayons to use throughout their stay.

GREECE HOTELS

- 1) Is your property cleaned with disinfectant? Is contactless check-in/check-out available?
All rooms and public areas are cleaned with disinfectant and there is the possibility of contactless check in through the Louis Hotels mobile application which a client can download before arrival "myhappyplace application"
- 2) Is there an acrylic protective shield between staff and guests in main contact areas?
No
- 3) Does your staff wear personal protective equipment, like masks and gloves?
Yes all our staff wears masks and gloves. Our masks are certified COVID-safe, made with waterproof material on the exterior and with 100% soft cotton on the interior.
- 4) Do you provide masks or gloves to guests?
As per the Greek regulations, this is not required but we will offer upon request.
- 5) Do you provide hand sanitizer to guests?
Yes. we placed hand sanitizers in all public areas of the hotel & next to each lift in each floor
- 6) Do you keep each guestroom vacant for an extended amount of time between guests?
Each checked-out room will be left 48 hours empty before being prepared for the next check-in. **This is subject to occupancy and may be reduced according to needs. In case 48 hours are not possible we will disinfect the rooms with steam cleaner**
- 7) Do you have social distancing measures in place?
A discrete Floor Sticker is installed in front of reception desks for social distancing purposes. Tables and chairs in all F&B outlets are spread out according to legislation, 1 person per 2.2 square meters inside & 1 person per 1.5 square meters outside. During breakfast & dinner meals in restaurants will require prior online reservation via the Louis Hotels Mobile App. Reservation lists will only allow a permitted number of guests per time slot. At the pools there will be 4 meters between umbrellas around the pool and sunbeds will have 2 metres from each other. Several areas we will have specially designed signs to remind our guests to keep their distances
- 8) Are individually wrapped food options available?
Afternoon snacks will be individually pre-packaged and pre-portioned, for the safety of each guest.
- 9) If breakfast will be held for all guests at the same time.

No there will be different slots and each client needs to pre-book the available slot through the Louishotels mobile app.

- 10) If there will be limited sitting arrangement during lunch or dinner in restaurants.
Yes based on the covid health and safety standards tables and chairs in all F&B outlets are spread out according to legislation, 1 person per 2.2 square meters inside & 1 person per 1.5 square meters outside .
- 11) If all-inclusive will be operated as normal with buffet.
Yes, it will. During buffet service all guests will be served by our restaurant Team Members & whenever this is not possible i.e. salad buffet areas, we will prepare individual portions
- 12) What are the basic hygiene standards that the staff will follow?
Every team member will strictly comply with the basic protective measures against COVID-19 announced by the World Health Organization (WHO), every day we will conduct temperature checks upon arrival of all Team Members, all Team Members will wear disposable gloves & masks throughout their entire shift.
- 13) If they will be in contact with reception during check in or will be done digitally pre-check.
Digitally pre check-in by downloading "myhappyplace" mobile app
- 14) How many times will receive housekeeping services and linen changing (some hotels do not change linen and towels daily).
We keep the same policy that we had, linen and towels are changed every other day.
Limited cleaning for stayovers, unless requested by customers.
- 15) Will the entertainment be available during our stay as normal?
Daytime outdoor activities are encouraged.
- 16) Kids clubs will operate as normal with all kids?
Kids clubs will be open with some restrictions. Outdoor activities are encouraged.
- 17) What about the sunbeds by the pool and beach, will be sterilized for each guests before?
Sunbeds will be disinfected by pool Team Members at the beginning of the day and at the end of the day. A Ballistic Virus Killer will be used to disinfect sunbeds after each use.
- 18) What is the standard procedure of the hotel if a guest is suspended with covid?
We will follow the Action Plan as per the legislation of Ministry of Health.
- 19) If we will continue the weddings in hotels
We will wait for the official legislation from the government
- 20) If the hotel will be open for all nationalities.

We will follow the travel instructions of Cyprus government and welcome tourists according to schedule.

- 21) Will there still be buffet service or will the meals be served?
We will still offer buffet service. During buffet service all guests will be served by our restaurant Team Members & whenever this is not possible i.e. salad buffet areas, we will prepare individual portions Also clients will need to make a reservation through our Louishotels mobile app.
- 22) Which hotel facilities will be open and operational?
F&B outlets, pools, waterpark were available, a number of daytime activities
- 23) My questions before we go will be whether we can use the pool / sunbeds and what restrictions there are and if other places in resort are open as we still want to get out and about and explore.
Sunbeds will be disinfected by pool Team Members at the beginning of the day and at the end of the day. A Ballistic Virus Killer will be used to disinfect sunbeds after each use. There will be a distance of 4 meters between umbrellas around the pool, hence sunbeds will have a distance of 2 metres from each other. Tables will be cleaned and disinfected, at all times and pool towels must rotate as often as possible.
- 24) Cleaning of rooms between guests - will this take longer?
In case a guest requests that they don't wish to clean their room then the housekeeper will not clean the room. If guests requests, it then we will conduct normal cleaning. Between check-out and check-in (after guest's check-out and before a new arrival), all surfaces in rooms will be disinfected. Special attention should be given to: Door jams, the sides of doors, Coffee facilities (kettle, cups, spoons), Remote controls (TV and AC), Showerheads & Shower valves, In-room telephones, Safe boxes, Sides of shower curtains or glass, Hairdryers: body, plug and cord, Electric sockets and charging stations & Toilet brushes.
- 25) Is all inclusive possible?? Especially at self-serve points.
We will still offer all-inclusive service. During buffet service our staff will serve food & drinks by taking all necessary precautions and following our cleaning procedures. Self-service points are not available anymore, hot or cold beverage will be available by our staff and snacks will be on offer in individual portions. For breakfast, lunch and dinner guests will need to make reservation through our Louishotels mobile app.
- 26) If there are lifts, keeping the lift keys sanitised & how many per lift?
All keys / key cards will be disinfected and offered to guests sealed in an envelope. Guests will be advised to use the stairs more frequently than the elevators & only guests on the same booking are allowed to use the lift together, i.e. a family of 4. Outside every lift, Disinfection Dispensers will be installed for the use of guests.
- 27) How will kids clubs work?
Kids clubs will be open with some restrictions. Outdoor activities are encouraged.
- 28) Is there enough outdoor seating for evening entertainment with a safe distance?
All tables and chairs are spread out according to legislation

- 29) Will guests need to social distance in the swimming pools?
All our outdoor pools will be available for use following all the standards as per the legislation.
- 30) Will rooms be cleaned throughout our stay or will this need to stop temporarily?
This is at the discretion of each guest. If a guest requests to clean their room we will do so. Maids will wear disposable gloves and masks during their shifts, their trolleys will be sanitized before use each day & handles of mops, dusters, vacuums, toilet brushes & spray bottles will be disinfected after each shift.
- 31) Will there be sprays provided to wipe down the sunbeds?
Sunbeds will be disinfected by pool Team Members at the beginning of the day and at the end of the day. A Ballistic Virus Killer will be used to disinfect sunbeds after each use.
- 32) Pool usage and how you are deep cleaning the pools every day?
Our pools are filtered and chlorinated. 4-5 times per day we check the PH of the water and we recirculate it.
- 33) How are you cleaning the sun loungers every day?
Sunbeds will be disinfected by pool Team Members at the beginning of the day and at the end of the day. A Ballistic Virus Killer will be used to disinfect sunbeds after each use.
- 34) How are you disinfecting rooms between guests and how much time has it been since the last family stayed in that room?
Between check-out and check-in (after guests check-out and before a new arrival), all surfaces in rooms will be disinfected. Special attention will be given to door jams, the sides of doors, Coffee facilities (kettle, cups, spoons), Remote controls (TV and AC), Showerheads & Shower valves, In-room telephones, Safe boxes, Sides of shower curtains or glass, Hairdryers: body, plug and cord, Electric sockets and charging stations & Toilet brushes. All decorative fabrics in the room, such as pillows and bed runners will be discontinued. The same applies for quilts. Coffee sachets, tea sachets, sugar sachets, and milk items for coffee facilities will be kept at a minimum and thrown away and replaced after each check-out and before check-in. Mini-bar facilities will be discontinued from all rooms, all printed material in rooms, such as travel guides, will be discontinued and will be available digitally on the Louis Hotels Mobile App. Each checked-out room will be left 24 hours empty before being prepared for the next check-in or it would be cleaned with a steam cleaner and disinfected.
- 35) Will there be a maid service or none until each family leaves?
This is at the discretion of each guest. If a guest requests to clean their room we will do so. Maids will wear disposable gloves and masks during their shifts, their trolleys will be sanitized before use each day & handles of mops, dusters, vacuums, toilet brushes & spray bottles will be disinfected after each shift.

36) How are you safely managing social distancing?

A discrete Floor Sticker is installed in front of reception desks for social distancing purposes. Tables and chairs in all F&B outlets are spread out according to legislation, 1 person per 2 square meters inside & 1 person per 1.5 square meters outside. During breakfast & dinner meals in restaurants will require prior online reservation via the Louis Hotels Mobile App. Reservation lists will only allow a permitted number of guests per time slot. At the pools there will be a distance of 4 meters between umbrellas around the pool and sunbeds will have a distance of 2 metres from each other. Several areas we will have specially designed signs to remind our guests to keep their distances.

37) Are you giving every guest a temperature check to make sure no one staying there is sick?

In some of our hotels we will have thermal cameras at main entrances and discreetly check the temperature of every guest upon entry and exit.

38) Multi use items like key cards and safes abs tv remotes and light switches. How are you deep cleaning these regularly?

All multi use material will be discontinued and will be available digitally on the Louis Hotels Mobile App. Key cards and keys will be disinfected and given to the guest in a sealed envelope and will not be given back to the reception until check out. TV & AC controls will be placed in a case that will be sanitized and changed in each check in.

39) How is water heated at your property?

We ask this because of Expedia's international traveler safety policies. Individual gas water heater or boiler within accommodations. Centralized gas boiler system for the whole property

Boiler System who varies from hotel to hotel

40) Only electric, solar, or other power is used at our property - no gas

Electric and generators available in case of an emergency (power cut)

41) Kitchen/Room Safety Features

Carbon monoxide detector / Yes in all places that danger may occur

Fire extinguisher/ Yes

First aid kit / We do have in all our receptions, lifeguard stations, in all our kitchens and in other key places of the hotel. Moreover, we have trained teams on ER.

Security system/ Yes

Smoke detector / Yes

Window guards / There are safe protective railings on all balconies with height according to the Cypriot and European legislation. In cases where there are windows, we have a protective railing up to the height provided by law.