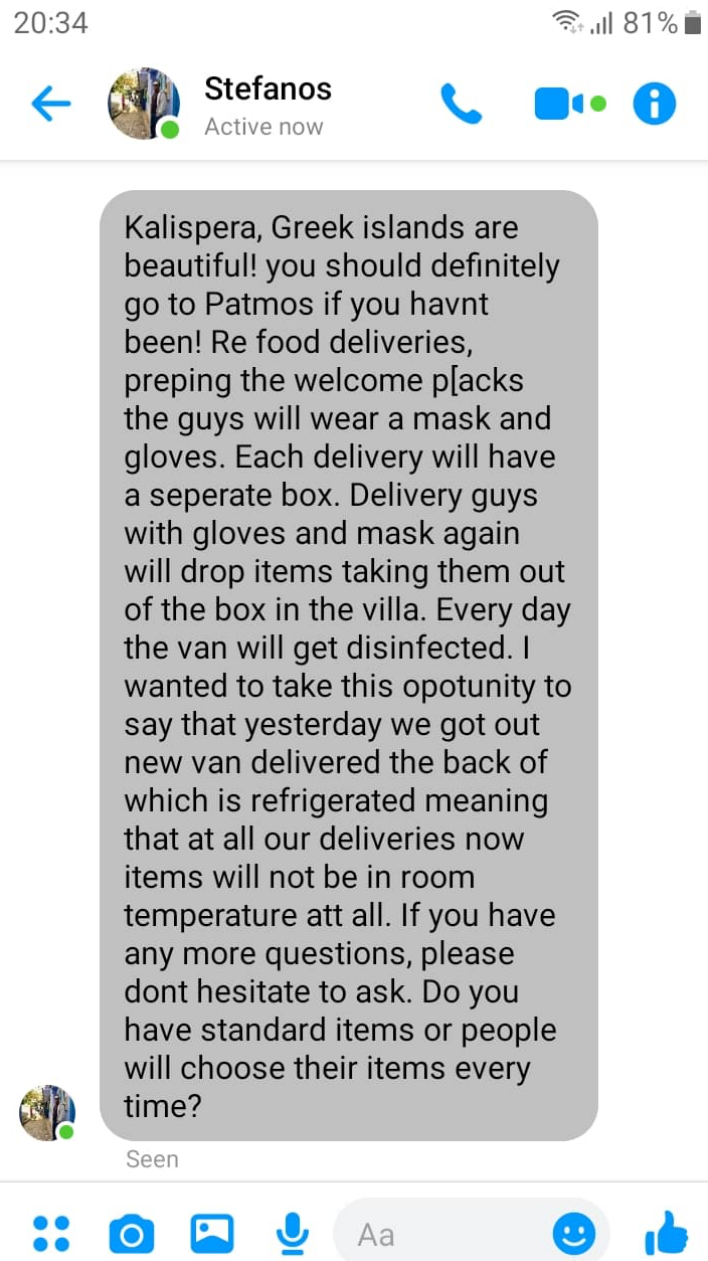


PROPERTY MANAGEMENT WHILST GUESTS IN RESIDENCE AND HELPING GUESTS TO PROTECT THEMSELVES

WELCOME PACKS—Other than those who have specific packs already prepared of TOILETRIES/wine/sweets—food package welcome packs cannot be obtained locally by *ALFA*. Suggest the use of ABC Online delivery <https://abconline.gr/en/> We have checked their protocols and spoken with Stephanos Pallas to facilitate delivery without contaminating the properties either before clients arrive or whilst in residence



SELF CHECK-IN/CHECK-OUT

- Precise procedure prior to arrival with **ALFA** contact for back-up. All villas have key boxes.
- Suggest all directions & villa manuals are made available digitally*
- Welcome visit to be with social distancing/**REPRESENTATIVE REMAINS OUTSIDE PROPERTY**-time confirmed prior to arrival.
- No cash deposits for damages held by **ALFA**/ checking of villa prior to departure/**GUEST MUST INFORM ALFA OF ANY DAMAGE OR MIS-FUNCTION** of equipment well in advance to enable maintenance within the 72 hour buffer. Therefor think about the time delay for security bonds to be returned by yourselves
- Clear departure information...see cleaning statement-see example done for our first changeover - attachment 2.

NO ROUTINE MAINTENANCE INSIDE PROPERTY DURING RESIDENCE-? EXCEPT IN DIRE EMERGENCY AND WE'LL FIRE FIGHT THAT SOMEHOW IN THIS SITUATION AS ALWAYS!!

***INCLUSION OF INDIVIDUAL VILLA 'QUIRKS/FIRE FIGHTING'/** suggest digital-can give you this information from my knowledge of problems that arise from your individual villas during a 'normal' season!! Will prepare myself for inclusion in the villa or on your websites.

-**EMERGENCY NUMBERS**-hard copies in properties;normal & covid related/embassy/consulate contacts-**VISUAL SIGNAGE** INCASE OF INTERNET/ELEC FAILURE

WHAT TO DO IF YOU THINK ONE OF YOUR PARTY MAY BE SICK OR EXPERIENCING THE BELOW SYMPTOMS

- persistent cough/high temperature/loss of taste or smell/severe shortness of breath and respiratory problems-*ie not able to speak...*
- who to contact immediately

CURRENTLY...

What to do when in Greece

- All those entering Greece are subjected to mandatory self-quarantine at home for 14 days.
 - If you develop fever and/or respiratory symptoms such as shortness of breath or cough 14 days after you have returned, it is recommended that you stay indoors and immediately seek medical attention mentioning your recent trip, or contact the National Public Health Organization (1135, 210-5212054).
 - Foreign nationals should keep the contact details of your home country's embassy or consulate in Greece in case they need to contact these.
- All should comply with the measures and guidelines of the local authorities [<https://eody.gov.gr/novel-coronavirus-covid-19-advice-for-travellers/>] and of the WHO [<https://www.who.int/>]

WHAT TO DO IN THE SHORT TERM

- CONTACT THE APPROPRIATE HEALTH AUTHORITY* (NATIONAL PUBLIC HEALTH ORGANISATION OF GREECE
FREEPHONE 1135.<https://eody.gov.gr/en/npho/>)
- INFORM **ALFA CLEANING** info@alfacleaning.gr
- Try to isolate the infected party
- All in the property party should stay home and not circulate in the community
- GIVE GOOD VENTILATION AND CLEANING TO THE PROPERTY WITH PRODUCTS MADE AVAILABLE
- WAIT PATIENTLY ...

LOCAL PRIVATE DOCTOR INFO-*Waiting for protocols...*

SUGGEST THAT GUESTS ARE ADVISED TO BRING WITH THEM

- A basic first aid kit to include: FULLY FUNCTIONING THERMOMETER/PARACETAMOL/BRUFEN..
- As most communal use items will be removed from properties: CARDS/GAMES ETC..

LINKS: UK & GREEK GOV/WHO/CDP ETC

<https://www.gov.uk/world/organisations/british-vice-consulate-rhodes>

<https://travelhealthpro.org.uk/news/499/novel-coronavirus-covid-19-general-advice-for-travellers>

<https://www.mfa.gr/en/coronavirus-covid-19-useful-information.html>

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

<https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>

<https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>

<https://eody.gov.gr/en/novel-coronavirus-covid-19-advice-for-travellers/>

https://www.who.int/health-topics/coronavirus#tab=tab_1