

## PROPOSAL FOR REOPENING BOOKINGS AND RENTALS

Whilst restrictions are being lifted across Europe and around the world it is only to be expected that consumer confidence in the travel and tourism industry will remain low in the immediate future and possibly beyond.

Greece will present and promote itself as one of the safest European holiday destinations due to our swift response to the pandemic and current record of low infection spread.

In accordance with EU directives and Greek National law, regulations regarding the management of touristic accommodation of any sort during the COVID 19 pandemic scenario are extremely stringent apropos check-in/check-out, cleaning protocols, swimming pool/JACUZZI care and usage, social distancing, dining and buffets, transportation to and from accommodations etc etc However it would seem likely that in the event of any touristic activity, particularly larger groups of guests, villas will be a preferred choice being more self contained than hotels and apartment buildings.

Under this scenario, what can we do in an effort to gain a slice of reduced but anticipated interest in Rhodes as a safe holiday destination?

At Alfa we are now ready with our protocols and procedures. Three key words encompass what we propose.

-SAFETY & PREPARATION

-CONFIDENCE

-SUPPORT

### **SAFETY & PREPARATION**

Safety is of the utmost importance and the basis on which all is based. The safety of you and your guests as well as our staff.

Whilst some necessary modifications and procedures will need to be made to the set up and management of properties I think it fair to say that the most guests will be aware that their experience may differ from previous years whilst trusting as well as appreciating the measures taken for their safety.

-The preparation of the property and removal of any moveable and decorative objects for common use that are seen as unmanageable and potentially dangerous virus 'magnets' (see attachment 1)

-The effective disinfecting and cleaning of properties between rentals (see attachment 2)

- Property management whilst guests in residence and helping residents protect themselves ( see attachment 3)

-Extract from Greek Law (see attachment 4)

[ΦΕΚ 2084/Β/30-5-2020](#)

## **CONFIDENCE**

Restoring client confidence and trust in a global crisis is of key importance.

This is very much based on the above proposals for the safe preparation, cleaning and disinfecting of accommodations before and between rental bookings.

The Greek Law is very clear about **AT LEAST 24hours** between check-out/ check-in and then equally clear about the procedure that will be obligatory to follow if to be carried out in less time. Of course this is geared primarily to hotel or small apartment accommodation...villas are a very different type of entity.

Cleaning as well as managing multiple villas puts us in a position where this would be near impossible and detrimental to your properties, guests and our staff .

All these protocols and procedures can be included on your websites or used for the promotion of the your properties giving potential renters the CONFIDENCE to make a reservation where all efforts have been made to eliminate the possibility of virus infection.

**PLEASE NOTE: TERMS SUCH 'COVID FREE' or 'VIRUS SAFE' SHOULD NOT BE USED AND DISCLAIMERS CONSIDERED**

**SUPPORT**

- PRECISE & CLEAR CLIENT INFORMATION:
- EMERGENCY CONTACTS AND PROCEDURES
- IN DEPTH INDIVIDUAL VILLA INFORMATION
- VISUAL SIGNAGE & SAFETY REMINDERS

ALL THIS TO BE INDIVIDUALLY DISCUSSED AND ARRANGED WITH OWNERS BUT IT IS SUGGESTED THAT AS MUCH INFORMATION AS POSSIBLE BE AVAILABLE DIGITALLY.