





GREECE'S RE-OPENING

Greece is ready to restart Tourism

General Information

On the 30th of April the Greek Government announced a long-awaited plan for the gradual lifting of restrictive measures imposed to curb the spread of the coronavirus. Since the 1st of May our country has begun to slowly move towards normality.

In order to prevent the spread of the virus and its transmission, all services will take hygiene and sanitation measures according to the indications of the General Health Authorities, with specific rules for various sectors of activity which have been opening doors to the public at different times.

Greek International Airports

- Greek Government announced the opening of the airports as per following schedule:

- ✓ *15th of June*

Release of the Flights to **Athens (ATH) and Thessaloniki (SKG)** International Airports.

Release Entry to passengers from: *Albania, Australia, Austria, North Macedonia, Bulgaria, Germany, Denmark, Switzerland, Estonia, Japan, Israel, China, Croatia, Cyprus, Latvia, Lebanon, Lithuania, Malta, Montenegro, New Zealand, Norway, South Korea, Hungary, Romania, Serbia, Slovakia, Slovenia, Czech Rep., Finland.*

- ✓ *1st of July*

Release of the Flights to **all Greek Airports.**

Release entry to passengers from all Countries (Countries with negative epidemiological features will be excluded) which will be announced soon.

Important Note: Possible random sampling tests for the Covid-19 may apply upon arrival in the country.

General Information – Hotels

As already informed, the Greek Government announced Special Health Protocols for the Tourism enterprises of which operate complementarily and prevail in their case current terms of operation of these companies. The Health Protocols include an Action Plan for the Accommodation Properties to take preventive measures to effectively manage suspected Covid-19 cases in order to limit the spread of the virus to staff and guests.

More specifically, a certification is established with the title “**Health First**”, which is mandatory for all tourist accommodations that will operate again the year 2020. This certification must be posted in a prominent place in the common reception area of the accommodation and proves that the company complies with health care protocols’ content.

- **Accommodation Protocol details / Action Plan**

- ✓ Coordinator appointment: Each Accommodation has to appoint a certified coordinator to oversee the implementation of the action plan and to train the rest of the personnel.
- ✓ Coordinator appointment per department / Doctor (applicable to accommodations over 50 rooms): Each Accommodation has to appoint a coordinator in each dept. (F&B, Housekeeping, etc.). The coordinator will be responsible for the training of the rest of the staff and for the compliance of the protocols for each individual section of the Accommodation. The cooperation with a doctor is mandatory. The Doctor acts on the guidelines as given by EODY (The National Organization of Public Health), for the control, examination and monitoring of possible COVID-19 cases.
- ✓ Staff training in health care protocols (per service / dept.):
 - Training includes:
 - Sources and modes of transmission of the virus
 - Information procedures for those in charge of the accommodation and the customers themselves
 - Observance of the basic measures to avoid contamination of COVID-19
 - Behavior and actions in case of illness from the staff
 - Methods and practices of cleaning and disinfection of identified hazard points and the likelihood of transmitting the disease

General Information – Hotels

- **Accommodation Protocol details / Action Plan**
 - ✓ **Accommodation Obligations:** Each accommodation is obliged to provide all personnel with sufficient number P.P.E (Personal Protective Equipment) and ensures continuous adequacy stock reserves.
 - ✓ In case any of the staff members shows symptoms of the COVID-19, he/she is obliged to stay home and notify his/her supervisor and appointed coordinator.

- **Action Plan on confirmed or suspected Covid-19 incidents**
 - ✓ Doctor is called to assess the situation and treat the customer.
 - ✓ If the patient is in urgent need of hospitalization and presents a severe clinical picture, he/she must be transferred to the nearest appointed for Covid-19 incidents Health Unit, as a suspected COVID-19 case.
 - ✓ If the patient has a mild clinical picture, a sample is taken by the doctor for laboratory confirmation COVID-19 and stays in the hotel room until the results are announced.
 - ✓ Upon waiting for the examination results and ONLY for very important reasons, hotel staff can enter patient's room. If there is a special need an exclusive staff member can be appointed to deal with the Patient.
 - ✓ If the incident is assessed as possible COVID-19 by the examining physician, the hotel manager communicates IMMEDIATELY with EODY (The National Organization of Public Health) at 0030 210 5212054 or the Emergency Number **1135** (24 hours a day), for stating of the suspicious case and for treatment instructions.
 - ✓ The doctor and hotel staff who will enter the suspect's or certified case's room, must use personal protective equipment (masks, glasses, waterproof disposable robes). Same applies to the staff who will deal with the Patient's room cleaning.

General Information – Hotels

- **Action Plan on confirmed or suspected Covid-19 incidents**

- ✓ If the suspected case is finally confirmed as a COVID-19 case, then he/she must be reallocated to a specially appointed quarantine hotel and later at the nearest appointed for Covid-19 incidents Health Unit, if in need of hospitalization. If not confirmed as a case of COVID-19, it is treated in the hotel with the instructions of the Doctor.
- ✓ The patient is reallocated using simple surgery mask and private means of transport.
- ✓ If there is a companion of the patient, who wishes to stay close to him to take care of him (e.g. spouse), he/she should be provided with a simple surgery mask and advised to wash his/her hands every time it comes in contact with the patient.
- ✓ The data must always be recorded in the case of a patient's relative consent required for surgery where the patient cannot communicate.
- ✓ The used protective equipment (simple one-use surgery mask, gloves, etc.) must be discarded in a bucket and in no case be reused.
- ✓ After discarding the protective equipment, hands should be thoroughly washed with water and soap. It is emphasized that the use of gloves is not a substitute of hand washing, which is an important prevention method.

- **Information and Communication**

- ✓ The accommodation must communicate the Health & Safety measures to all internal and external institutions / partners (employees, tenants, employers, handles, suppliers, visitors and the general public) and stakeholders. The communication within the accommodation premises can be through TV, boards, etc.
- ✓ It is recommended that the accommodation's website is updated with a special Covid-19 section in which the measures and the new H&S policy of the accommodation will be posted. Same for time operational changes, alternations in check-in / check-out, etc.

General Information – Hotels

Accommodation Operational Obligations

- **Reception / Concierge**
- ✓ The staff ensures that all basic measures to avoid transmission of - COVID-19 are kept.
- ✓ Special Equipment (Medical kit) in case of suspected case (e.g. Gloves, masks, antiseptics, cleaning wipes, concealer robe, laser thermometer, etc.).
- ✓ Antiseptic / Alcoholic Gel Solution for Guests' Use Only in reception desk
- ✓ Regular disinfection / cleaning of reception desk surfaces
- ✓ Floor markings at 2m. Distance between them where the guest has to stand. Respective marked distances in the waiting area, proper queue management in order to reduce waiting time.
- ✓ Avoid congestion during check-in and check-out (alternative methods like mobile check in-out are suggested)
- ✓ Disinfection of Card keys
- ✓ Extended check-out and check-in between accommodation (check out until 11.00 am and check in from 3.00 pm). This change in duration between each check in and check out is mandatory to ensure that between different Customers the room is cleaned and disinfected diligently, as well as room has been adequately ventilated.
- ✓ Entrance in rooms is not allowed to non-residents

General Information – Hotels

Accommodation Operational Obligations

- **Housekeeping and Common Areas**
 - ✓ In case of certified incident found within a room, special room disinfection / cleaning will take place as per Greek National Organization of Public Health guidelines.
 - ✓ Extra focus on the hygiene of all common areas and more specifically in “High Risk” objects (e.g. elevator buttons, door handles, etc.)
 - ✓ Room cleaning will not be served on a regular basis, unless a client will request so.
 - ✓ Daily linen/towel change will no longer take place. Turndown service will only be provided upon client’s request.
 - ✓ Hotel has the right to choose of either thoroughly cleaning-disinfecting the room or allowing the room a 24H period between its use from one client to another.
- **Shared Facilities / Common Areas**
 - ✓ The operation of all interior children playgrounds is prohibited
 - ✓ External children playgrounds can operate under the conditions of the respective Law of the Greek Government.
 - ✓ All adult shared facilities (e.g. Spa, Gym, Beauty Salon, etc.) can operate under the conditions of the respective Law of the Greek Government.
 - ✓ The rest of the shared facilities / common areas (e.g. Conference Rooms, Ballrooms, Malls, Lobby, etc.) operate under the respective Law of the Greek Government.
 - ✓ All furniture in the lobby and sitting areas will be redistributed in order to adhere to the rule of Maximum 4 people within a 10 m2 perimeter (Social Distancing precautions).

General Information – Hotels

Accommodation Operational Obligations

- **Food & Beverage**

- ✓ Entrance to the Kitchen area is not allowed to anyone that is not working in it. In case this cannot be prevented, Personal Protection Equipment must be provided to anyone entering the kitchen area.
- ✓ All Bars and Restaurants have to operate under the respective Law of the Greek Government.
- ✓ Hand disinfection is mandatory for everyone entering and/or exiting any of the F&B facilities of the hotel.
- ✓ Hotels are obliged to either use disposable cutlery and tablecloths or change every tablecloth and cutlery on a table after each client. In any case, for each new client everything must be renewed.
- ✓ Restaurants serving food (**Buffet**):
- ✓ Hand disinfectors to be placed on the Buffet entrance. Hotel personnel has to ensure that all clients are using them.
- ✓ Social Distancing to be kept at all times.
- ✓ Sneeze Guards will be mandatory
- ✓ Food and beverages will be ONLY served by authorized personnel using Personal Protection Equipment.
- ✓ In case service from authorized personnel is not possible, plates with pre-set individual portions should be placed in the buffet.
- ✓ ONLY packed side dishes/snacks are allowed to be served with the alcoholic drinks.
- ✓ Room Service will be served under all Hygiene Protocols from personnel using Personal Protection Equipment.

General Information – Hotels

Accommodation Operational Obligations

- **Swimming Pools**

- ✓ Operation of Interior pools is prohibited.
- ✓ Maximum number of people in a pool will be calculated by dividing the size of the pool (measured in m²) by 5 m² (which is the maximum allowed space of an individual within a pool).
- ✓ The distance between sunbeds must be at least 2 meters in all directions. Pair of sunbeds to be used by the people staying in the same room. This pair of sunbeds doesn't adhere to the aforementioned rule.

- **Transfer Services provided by the Hotel**

- ✓ The driver will avoid handshaking and keep social distancing to the possible extend
- ✓ Open spaced club cars don't adhere to any occupancy restriction
- ✓ All conditions as described in the next section (“Transfers”), apply respectively

General Information - Transportation

- **Taxi / Private Car (with driver service)**
 - ✓ Vehicles up to 7 seats are allowed to transfer up to 2 clients
 - ✓ Vehicles up to 8 or 9 seats are allowed to transfer up to 4 clients
 - ✓ In both cases the rule doesn't apply to families (parents with children)
 - ✓ The use of protective mask is mandatory for all the people in the vehicle (driver and clients)
- **Buses (Public / Private)**
 - ✓ Both Public and Private Busses are allowed to transfer up to 50% occupancy of their maximum capacity
 - ✓ Clients are obliged to wear protective mask in the waiting areas
- **Ferries**
 - ✓ Ferries are allowed to transfer up to 50% occupancy of their maximum capacity. In case the ferry has cabins, the percentage of allowed occupancy is 55%
 - ✓ Cabins can accommodate up to 4 pax (under the condition that are related up to second grade) or disabled persons with their attendants
 - ✓ Social distancing applies as well for all people on board (minimum 1,5 meters)
- **Airports**
 - ✓ All Clients and Airport Personnel are obliged to wear protective mask in the waiting areas
 - ✓ All Clients are obliged to adhere to the instructions of the Airport and/or Airline personnel

Important Note: *Everyone who is not adhering and complying with the instructions and regulations shall be fined with 150€.*

General Information – Others

- **Access to commercial premises and catering and beverage establishments**
 - ✓ Commercial premises and common areas should not be occupied by more than 4 people per 10 m² (excluding employees). In supermarkets, pharmacies and stores of essential goods, customers are expected to wait for their turn outside while respecting the safety distance. The use of face masks is optional
 - ✓ Malls are operational as of 1st of June. The use of protective mask is mandatory for every one as well as keeping the social distancing (1,5m)
 - ✓ Restaurants, cafes, bakeries and outdoor terraces can operate with the restriction of maximum 6 persons in a table and must comply with mandatory social distance between customers (1,5m) and tables (0,7m)
- **Museums, cultural spaces and leisure spaces**
 - ✓ Opening of museums and archeological sites, Zoos, botanical gardens, cinemas, theatres, auditoriums and showrooms with marked seats, reduced capacity to 75% and social distance.
- **Events**
 - ✓ Events or gatherings with more than 10 people are not allowed.
- **Religious Ceremonies**
 - ✓ They opened as of 11th of May, according to rules defined between the National Health Authorities.
- **Sports**
 - ✓ Individual outdoor exercise is permitted (without use of changing rooms and swimming pools).
 - ✓ Official football competitions of the 1st Football League and Cup of Greece will take place on the 06th of June.



MTS Globe **Greece**
Services

MTS Airport Welcome Desk

- ✓ Our representatives will wear face masks at all time
- ✓ Our representatives will keep a social distance of minimum 1,5 m
- ✓ The MTS welcome desk will be disinfected 2x day and no entries are permitted besides MTS own staff
- ✓ Our welcome desk will have a protective plexi-glass barrier
- ✓ Documents and welcome envelops will be replaced **by e-documents**

MTS White Label Reps

- ✓ Our representatives will wear face masks at all time
- ✓ Uniforms will be changed daily, washed/disinfected and ironed
- ✓ Our representatives will keep a social distance of minimum 1,5m
- ✓ **Reps will suggest guests to have virtual meetings instead of face-to-face meetings**
- ✓ If hotel visit will take place or needed (in case of an emergency situation), the rep will organize the space in order to assure 1,5m between guests, as well as no more than 4 guests within 10m² (as per respective Law)

Transfers

Drivers' Hygiene and Social Distancing

- ✓ Handwashing and respiratory hygiene
- ✓ Social Distancing – 1,5 meters
- ✓ Body temperature- routine evaluation

Personal Protective Equipment (PPE)

- ✓ Eye Protection
- ✓ Masks
- ✓ Gloves
- ✓ Alcohol / Gel Solution

Vehicle

- ✓ Capacity reduced to 50% of maximum bus capacity**
- ✓ Seats in the 1st row are forbidden to passengers
- ✓ **In vehicles up to 9 seats** passenger seats next to driver are forbidden. Passengers can only use back seats and up to 4 passengers are allowed
- ✓ Daily cleaning performed by the driver between services
- ✓ Deep weekly disinfection
- ✓ Passengers should enter through the rear door of the bus
- ✓ Alcohol Gel Solutions available to passengers
- ✓ The use of mask is mandatory by all passengers



Bus Excursions

Drivers' & Guides' Hygiene, Respiratory Procedures, and Social Distancing

- ✓ Handwashing and respiratory hygiene
- ✓ Social Distancing – 2 meters
- ✓ Body temperature- routine evaluation

Personal Protective Equipment(PPE)

- ✓ Eye Protection
- ✓ Masks
- ✓ Gloves
- ✓ Alcohol / Gel Solution



Vehicle

- ✓ Capacity reduced to 50% of maximum bus capacity**
- ✓ Seats in the 1st row are forbidden to passengers
- ✓ Daily cleaning performed by the driver between services
- ✓ Deep weekly disinfection
- ✓ Passengers should enter through the rear door of the bus
- ✓ Alcohol Gel Solutions available to passengers
- ✓ The use of mask is mandatory by all passengers

Visits

- ✓ It is not allowed gatherings of more than 10 people
- ✓ Guide will do most of the explanation inside the bus or outside the monuments
- ✓ Monuments/indoor sites will have reduced capacities according to m2
- ✓ The use of mask is mandatory by all passengers in all indoor visits

National Monuments and Museums

Each space will have its own internal protocol, which should follow these general rules:

- ✓ Promote sanitary prevention measures, in terms of hand hygiene, respiratory etiquette, social distance, surface hygiene and disinfection, symptom monitoring and individual protection
- ✓ Guarantee the definition of a maximum capacity for the indoor exhibition spaces
- ✓ Apply social distancing (1,5 meters) between visitors
- ✓ When possible, insure one way routes with visible signs
- ✓ Minimize points of visitor's concentration
- ✓ Avoid paper promotional materials that allow undifferentiated handling

Conclusion

IMPORTANT NOTE:

All the above rules may change at any time, should the Health situation with pandemics also change and according to the instructions of the Greek Government.

Greece already boasts several characteristics that make it a Safe Travel Destination in this new era world.

*** Transfer Restrictions / Regulations on vehicle occupancies are valid till 14/06/2020. (but are always subject to change or prolongation)*





Welcome back!
Thank you