



Dear Guest,

We would like to warmly **welcome you to our beautiful island and to the world of Louis Hotels**. We hope that you will have a wonderful holiday with us and that your stay will be an enjoyable one. Our commitment is to be available for your needs and requests **24 hours a day**, so please do not hesitate to contact us at any time during your stay!

Please kindly read this welcome leaflet which gives you some useful information about our hotel and your safety!

Check-in online from anywhere via the Louis Hotels Mobile App #MyHappyPlace!

Download it for free for easy access to everything you may need during your stay!

Upon your arrival, thermal cameras at main entrances will check your temperature and all keys and cards will be offered to you, disinfected, and sealed in envelopes. Additionally, multi-use masks made of Covid-safe, water-proof fabric are provided to all our guests upon arrival.

Enjoy delicious meals and breakfast at our restaurants in extended mealtimes to minimize your waiting in queues in buffets. Kindly note, that all meals require your prior online reservation via the App #MyHappyPlace. Furthermore, for your safety, all tables and chairs in our restaurants and bars are spread out according to legislation. 'Sanification stations' including one-use biodegradable gloves and automatic antiseptic dispensers have been installed at the buffets' areas to be used as per Hotel requirements, when serving yourself from an open buffet and dispense bar. Afternoon snacks are also individually pre-packaged and pre-portioned, for your safety.

Your Room has a 'Safety Seal' applied on the door before check-in, to ease your mind that no one has entered after disinfection. All your room's surfaces are disinfected and sterilized daily with certified Covid-proof cleaning materials. Special attention is paid to remote controls, in-room telephone, safe box, electric sockets, and hairdryers. A new mopping system has also been introduced to minimize the risk of cross-contamination between rooms.

All decorative fabrics have been disinfected between stays; one-use coffee sachets, sugar sachets, and teabags will be disposed of and replaced. All printed material (travel guides etc.) will be discontinued from rooms, which are now available at #MyHappyPlace Mobile App. The traditional multi-use 'do not disturb' card is replaced with a new sliding 'do not disturb / make up my room' sign made of aluminum and installed on all doors. As a final note, please have in mind that there will be a minimum of 6 hours between check-in and check-out, to secure proper room disinfection and cleaning.

In our public areas and especially in high-touch areas, you may find 'Disinfection Stations' providing you with antiseptic gel for your safety. We also encourage you to use the stairs as opposed to lifts, as only guests on the same booking are allowed to use the lift together (e.g. a family of 4).

Have a refreshing swim at our **pools & waterparks** with safety, as we disinfect sunbeds and waterpark beds after each use with a Ballistic Virus Killer. As for your little ones, they may also enjoy all our outdoor activities, such as animation & kids clubs as relevant safety procedures are being followed. The kids' clubs maintain a limit in number of kids, to ensure safety at all times. Groups' sports have been discontinued until further notice however, individual sports are allowed.

When you are at the hotel you should:

- respect physical distancing: a distance of 1.5 to 2 meters should be applied in the communal areas of the whole hotel, (except for persons travelling together and sharing rooms).
- wash your hands with soap, dry them with single-use paper towels or automatic dryers, and also use alcohol-based hand rub solutions provided at various points in the hotel.
- cough or sneeze into a paper tissue. Paper tissues should be disposed of immediately after use, and hands should be washed/cleaned right away using the correct procedure. If paper tissues are not available, coughing or sneezing into the elbow bend is recommended.

Use of face masks: this can be considered as a means of source control (i.e. to prevent the spreading of droplets from infected people with or without symptoms). Appropriate use of face masks is important. The face mask should completely cover the face from the bridge of the nose down to the chin. Please note that the use of mask is obligatory when entering the restaurants and specifically when being served from our buffets. The use of a face mask will not be compulsory throughout the entirety of your stay but only when sharing elevators and when serving yourselves from an open buffet. We also recommend that guests have their masks at hand at all times for their safety. Each guest will be provided with a new sealed mask made of Covid-safe fabric upon arrival. Masks will also be offered to our young guests as well. We recommend disinfecting your masks on a daily basis in lukewarm water and soap and left to dry, in order to be used again the following day.

During your **Check -Out** you may use contactless payments.

Last but not least, do not forget to book your next stay at a Louis Hotel in Cyprus or Greece, using our app! **#MyHappyPlace**.

**Warm Regards,
The Management**

#myhappyplace

