







Be **SMART** & inform yourself about
#coronavirus

-  Follow accurate public health advice from WHO & your local health authority
-  Follow the news on latest coronavirus updates
-  To avoid spreading rumors, always check the source you are getting information from
-  Don't spread rumors

Learn more to Be **READY** for #COVID19:
www.who.int/COVID-19

 UNITED NATIONS

 World Health Organization

Source: World Health Organization

COVID-19 Contingency Plan - La Luna Studios

We at La Luna Studios are committed to providing a safe and healthy workplace for all our guests. To ensure we have a safe and healthy environment, we have developed the following COVID-19 Contingency Plan in response to the COVID-19 pandemic. We at La Luna Studios family are all responsible for implementing this plan. Our goal is to mitigate the potential for transmission of COVID-19 in our workplace, guests and the community of Neos Marmaras, and that requires full cooperation among us and our guests.

We at La Luna Studios family are responsible for implementing and complying with all aspects of this COVID-19 Contingency Plan. For this purpose, all of us have been trained (either directly or indirectly through a family member) in Covid-19 Health Protocols in tourist accommodation via E-learning webinars¹. The coordinator of this Plan is Mrs. Konstantina Albani, the owner of La Luna Studios. Our COVID-19 Contingency Plan follows the Greek National Organization for Public Health standards related to safety and health precautions required in response to COVID-19 and applicable executive orders. The plan addresses the following:

1. procedures that assist in the identification of sick staff and ensure that they stay home;
2. implementation of controls for social distancing;
3. staff hygiene controls;
4. building, ventilation and air-conditioning protocols;
5. room housekeeping and public space cleaning and disinfection protocols
6. what guests can do to minimize transmission;
7. additional protections and protocols for receiving and exchanging payment;
8. what happens during a What happens in the case of a suspected Covid-19 case;
9. Further information; and
10. communications of this Plan to our guests

1. Policies and procedures that assist in the identification of sick staff and ensure sick staff stays home

All us in La Luna Studios family self-monitor ourselves for signs and symptoms of COVID-19. More specifically, all of us regularly check and monitor our temperature and especially, the housekeeping staff monitors itself every day prior to coming to La Luna Studios. In case somebody reports sickness or experiencing symptoms related to COVID-19, they will self-isolate themselves until further examination of the causes of their sickness. Also, in case a staff member gest exposed to a suspected COVID-19 case, they will be immediately informed and self-isolate until further testing is completed, as is required by the National Organization for Public Health Action plan for handling suspected cases (see 8. below)

2. Social distancing – maintaining at least 1,5 meters of physical distancing

Social distancing of at least 1,5 meters will be implemented and maintained during everyday acquaintances between staff and guests. In order to achieve this goal, we have also implemented an “outside check-in” policy: Check-in will take place outside of the La Luna Studios main building, and guests will be headed to their rooms immediately after that.

¹ Training took place through 3-hour e-learning webinars organized by The members that were trained were also given attendance certificates.

3. Staff hygiene controls

Staff hygiene and source controls are being implemented at our workplace at all times. Our housekeeping staff wears protective masks and gloves at everyday housekeeping activities. Also, the staff members handling check-in and check-out also wear protective masks and gloves and disinfect themselves regularly, especially after receiving or giving room keys to guests. Room keys are disinfected every time they are received at check-out, prior to giving them to the next client.

4. Building, ventilation and air-conditioning protocols

Due to the building's location, the main parts of the building are regularly and naturally ventilated. Adequate natural ventilation in each different room is maintained during the housekeeping activities (see 5. below). Regarding the air-conditioning maintenance, our air-conditioning filters have been thoroughly cleaned prior to the re-opening of the facilities and will also be cleaned every two weeks during the whole period of operation. Also, for the greater safety of our guests and to encourage natural ventilation, we have turned off the air conditioning shutdown systems when the doors of the rooms are open. We also inform and encourage our guests to keep open balcony doors in their rooms when they are away from the accommodation, in order to facilitate the flow of fresh air and its renewal in the space.

5. Room housekeeping and public space cleaning and disinfection protocols

5.1. Public spaces

We implement regular housekeeping practices, including routine sanitizing of the public spaces, along with frequent sanitizing of "high risk" objects and surfaces (e.g. door knobs). We also maintain disinfectant bottles in each floor of the building along with the front desk/reception spot, and we take care in maintaining adequate supplies of them

5.1. Rooms

Thorough room cleaning and housekeeping services have always been at the top priorities at La Luna Studios. To prevent the potential spread of Covid-19 we are further implementing some special measures. First, we have changed our check-in times at 15:00 or after and our check-out times at 11:00 or before, in order to ensure the proper time for a thorough cleaning of the rooms. Second, we ensure good room ventilation during the time of housekeeping activities.

Third, following the instructions of National Organization for Public Health regarding the operation of tourist accommodations, we temporarily do not offer daily housekeeping services of the rooms. Instead:

- A. For customer accommodations of less than 4 nights, (full, thorough) housekeeping services will not be provided, unless the customer requests it after a relevant inquiry,
- B. For customer accommodations of 4 to 10 nights, (full, thorough) housekeeping services will be provided once, on a day set by the customer after a relevant inquiry. The customer will also be asked about whether he wants the service as well as if he wants a higher frequency of housekeeping,
- C. For customer accommodations longer than 10 nights, (full, thorough) housekeeping services will be provided twice, on days set by the customer after a relevant inquiry. The customer will also be asked about whether he wants the service as well as whether he wants a higher or lower frequency of housekeeping.

Fourth, during the housekeeping activities, the staff wears protective equipment (masks gloves, closed shoes) and the same holds when handling used fabrics, bedding and towels (these are placed in a special, closed, marked bag

or sack in order to be transported to laundry). Fifth, we have purchased and maintain adequate protective staff equipment. Sixth, certain decorative objects and brochures have been removed from the rooms, while we keep individual antiseptic liquid bottles in each room. Seventh, we clean fabric surfaces (e.g. furniture upholstery) using with a steam appliance (temperature > 70oC).

6. What our guests can do to further protect themselves and minimize transmission of COVID-19

Our guests are like family to us, and we wish them to be in the best of health at any time. Below we recommend some practices that our guests are encouraged to follow in order to further protect themselves from the threat of Covid-19 while visiting La Luna Studios and Neos Marmaras:

- a) Avoid contact and disinfect themselves regularly;
- b) Avoid touching high-risk areas in public places (e.g. fences, walls etc.);
- c) Follow the WHO guidelines for battling with the Covid-19 pandemic that are posted on public spaces in each different floor of the La Luna Studios building;
- d) Maintain these precautionary measures when they are out in Neos Marmaras;
- e) Regularly measure their body temperature;
- f) Keep a record of the places they have been in Neos Marmaras

Furthermore, we at La Luna Studios are obliged by the National Organization for Public Health to hold certain information about our guests (nationality, names, arrival and departure dates, contact information such as address, telephone number, email). Such information is being kept for reasons of public health protection, in order to facilitate the National Organization for Public Health in tracking down contacts of a potential Covid-19 case.

7. Additional protections and protocols for payments

La Luna Studios supports payment via credit or debit cards. The PoS machine is disinfected prior to and after any use. When receiving cash payments, we disinfect ourselves and thoroughly wash our hands afterwards, and encourage the client to do so as well.

8. What happens in the case of a suspected Covid-19 case?

In the case one of our guests presents symptoms related to Covid-19, we implement our Action Plan for a Suspected Covid-19 case which is in accordance with the guidelines of the National Organization for Public Health. The Plans' coordinator is Mrs. Konstantina Albani, the owner of La Luna Studios. The plan involves calling a medical expert from Neos Marmaras to examine the guest. If this is not possible, the guest will communicate their symptoms via a telephone call. If the medical expert suggests that the case is potentially a Covid-19 case, then the National Organization for Public Health is called to handle the case. In the meantime, the guest is self-isolated in their room and all contacts with us (the La Luna Staff) is conducted while we wear disposable gloves, masks and a robe (part of the medical kit we maintain for the handling of a suspected Covid-19 case).

9. Further information

Our guests can find further information regarding the instructions and guidelines of the Ministry of Tourism and the National Organization for Public Health in the following website:

<http://www.mintour.gov.gr/PressRoom/News/health-protocols-for-tourism-businesses-01>

Also, information on pharmacies and doctors in Neos Marmaras can be found here:

(Pharmacies):

<https://www.google.com/maps/search/pharmacy+Neos+Marmaras/@40.0949961,23.7805586,16z/data=!3m1!4b1>

(Doctors):

<https://www.google.com/maps/search/doctor+Neos+Marmaras/@40.0949957,23.7805586,16z/data=!3m1!4b1?hl=en>

10. Communication of this Plan to our guests

This COVID-19 Contingency Plan is available in printed form in the La Luna Studios reception and also online in our Google Maps, Booking.com and Airbnb webpages.

La Luna Studios

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STAY HEALTHY WHILE TRAVELLING

Avoid travel if you have a fever and cough



If you have a fever, cough and difficulty breathing seek medical care early and share previous travel history with your health care provider



STAY HEALTHY WHILE TRAVELLING

Avoid close contact with people suffering from a fever and cough



Frequently clean hands by using alcohol-based hand rub or soap and water



Avoid touching eyes, nose or mouth



STAY HEALTHY WHILE TRAVELLING

When coughing and sneezing cover mouth and nose with flexed elbow or tissue – throw tissue away immediately and wash hands



If you choose to wear a face mask, be sure to cover mouth and nose - avoid touching mask once it's on



Immediately discard single-use mask after each use and wash hands after removing masks



Source: World Health Organization

Be SMART if you develop shortness of breath:

- Call your doctor
- Seek care immediately!

Learn more to Be **READY** for #COVID19:
www.who.int/COVID-19

Be SAFE from #coronavirus

if you are 60+ or if you have an underlying condition like:

- Cardiovascular disease
- Respiratory condition
- Diabetes

by avoiding crowded areas or places where you might interact with people who are sick.

Learn more to Be **READY** for #COVID19:
www.who.int/COVID-19

Be KIND to support loved ones during #coronavirus

- Check in regularly especially with those affected
- Encourage them to keep doing what they enjoy
- Share WHO information to manage anxieties
- Provide calm and correct advice for your children

Learn more to Be **READY** for #COVID19:
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Source: World Health Organization

Wash your hands

Wash your hands with soap and running water when hands are visibly dirty



If your hands are not visibly dirty, frequently clean them by using alcohol-based hand rub or soap and water



Protect yourself and others from getting sick

Wash your hands

- after coughing or sneezing
- when caring for the sick
- before, during and after you prepare food
- before eating
- after toilet use
- when hands are visibly dirty
- after handling animals or animal waste



Protect others from getting sick

Avoid close contact when you are experiencing cough and fever



Avoid spitting in public



If you have fever, cough and difficulty breathing seek medical care early and share previous travel history with your health care provider



Protect others from getting sick

When coughing and sneezing cover mouth and nose with flexed elbow or tissue



Throw tissue into closed bin immediately after use



Clean hands with alcohol-based hand rub or soap and water after coughing or sneezing and when caring for the sick



Source: World Health Organization