stay Safe

Feel Panorama
OUR STAY SAFE COMMITMENT

AT THE PANORAMA, THE SAFETY & SECURITY OF OUR GUESTS AND TEAM MEMBERS HAS ALWAYS BEEN ONE OF OUR HIGHEST PRIORITIES; NOW WITH COVID-19 IN OUR LIVES, EVEN MORE SO!

IN ORDER TO COMPLY WITH THE NEW SAFETY STANDARDS & HYGIENE PROTOCOLS THE HOTEL’S OPERATION HAS BEEN ADAPTED ACCORDINGLY, WITHOUT SEEMINGLY INFLUENCING YOUR HOLIDAY EXPERIENCE. WE ARE READY TO OFFER YOU STARTING FROM THE 31ST OF JULY 2020 A SAFE SUMMER BY THE POOL, BY THE SEA AND BY THE SKY FOR EVERY POSSIBLE SHADE OF BLUE.
BEFORE YOUR ARRIVAL

COMPLETE OPEN AIR SETTING WITH MORE THAN GENEROUS OUTDOOR SPACES, GARDENS AND SWIMMING POOLS ENSURING SOCIAL DISTANCING.

- Complete compliance to the National Health and Safety protocols.
- 24/7 Doctor on call available.
- Enhanced health & safety training programs for all our employees.
- Personal protective equipment worn by all our employees.
- Designated disinfection team formed in our housekeeping department.

UPON ARRIVAL

WE ENCOURAGE OUR GUESTS TO DISCUSS THEIR PERSONAL PREFERENCES ON THE LEVEL OF SERVICES AT THE TIME OF THEIR RESERVATION.

- Guests are welcomed always-ensuring safe distances.
- Hand sanitizers in dispensers at all key spots while entering our lobby.
- Luggage handling with PPE.
- Online completion of a reservation form on our website recommended.
Welcome to your room

- All our rooms are thoroughly cleaned & disinfected with industry leading products in cooperation with Diversey.
- Revised room cleaning procedures concentrated on the disinfection of high touch surfaces in the rooms and bathrooms before guest’s arrival.
- Constantly monitored A/C Hygiene.
- Check in time at 15:00 hours and check out time at 11:00 hours to ensure the additional necessary time for thorough cleaning & disinfection.
- There’s no use of elevator’s required if you request allocation on the first two floors of our main building or first two levels of our annex building.
- All bed & bath linen are cleaned at high temperatures.
- All additional non basic equipment like decorative covers, pillows, magazines etc. have been removed for safety reasons.
Gastronomy

- 100% open-air setting of restaurants and bars (weather permitting)
- Safe space distancing between tables.
- Open-air restaurant seating area extended.
- Extra sanitization practices in all food production areas beyond HACCP protocols.
- All staff wear PPE during operation hours of all restaurants and bars.
- Additional live cooking stations and individual portions at our buffets.
- If necessary double seating periods will take place.
Sun loved

Pools & Public areas

- Safe distances between sunbeds, umbrellas and seating areas.
- Cleaning and disinfection of all sunbeds once a day.
- Systematic chlorination of all pools with disinfectant products and enhanced monitoring of pool water.
- Multiple sanitization stations for guests & employees.
- Rigorous cleaning schedule of all public areas, outlets, elevators with frequent disinfection of all high contact surfaces.

Departure

- Bills prepared without physical contacts.
- Upon request invoice sent by e-mail.
- Keeping the distances.
- All teams trained and wearing PPE.
- Reinforced disinfection and sanitization in all public areas & rooms.
Help us reduce the spread

- Our team members have clear instructions for reporting any possible cases of COVID19 to senior management and local authorities as required.
- Guests should at all times practice physical distancing by standing at least 2m away from people they are not travelling with.

Services not available

- Gym
- Children’s indoor playground
- Arcade games area
- Spa wet area (sauna & steam bath)
- Animation