

Dear client,

Thank you for trusting our company for your summer vacation. We want you to be sure that we have taken all the necessary measures

For this reason:

- We have developed a protocol according to NPHO, World Health Organization and Diversey, with the assistance of a counselor who is an expert in matters of hygiene and touristic facilities. In the specific protocol, there is an emphasis on restaurants, bars and shared rooms cleaning. While there are antiseptics placed everywhere.
- In order to reduce the dangers, we have adjusted the procedures regarding: ordering, preparation, delivering, consumption and payments as far as food and drinking is concerned, in all of the places of food production according to the HACCP and EFET requirements.
- We have taken precautionary measures for all of our staff, which is trained regularly.
- We have decreased the number of visitors: less tables, bigger distances in between umbrellas, less furniture according to the legal requirements so that we can keep safe distances.
- We provide access to our products through to contactless menus by scanning the QR code, which you will find on our tables.
- We also support electronic payments. In the meantime you can enjoy our Wi-Fi everywhere.
- We have increased sampling and everything that is related to food safety.
- We ask for your ideas in an open conversation so that we can create an even better environment under the current circumstances. Our staff is ready to help implement the new measures. Please inform us for any complaints.

We ask of you

1. To comply to new measures and your personal hygiene.
2. Keep your distance and avoid crowded places. It is also important to wear a mask.
3. A distance of 1,5 meters should be kept between people in all of the indoor and outdoor spaces. Especially those who do not stay in the same camp or do not belong to the same family/friends.
4. In the shared rooms of the indoor facilities, distances should be kept by applying measures using signs and controlling the entrance, so that there is the minimum distance of 1,5 meters between people, who should also use a mask.

For the place of trailers:

- The distance between every type of vehicle (caravan, trailer tent etc.), should be at least 5 meters from the entrance door of the vehicle and 3 meters from every other side. Alternatively, the number of clients-including the permanent ones as well- should be reduced by 20%, under the circumstance that the distance of 5 and 3 meters mentioned earlier, are kept. The social distance of 1,5 meters among people that do not live in the same camp or do not belong to the same family/friends should be applied everywhere.

In case of breathing discomfort, fever or exhaustion please contact 2510245918

We will follow the next steps

1. The doctor that cooperates with us will be called in order to evaluate the incident according to the law. Please inform the reception.
2. The reception informs the person responsible for health care Mr. Christos Milonas.
3. The cost is yours to pay.
4. If the patient needs to be hospitalized, has a serious clinical picture, is transferred to a hospital unit as suspicious Covid-19 case. In case the hospital is not able to deal with a Covid-19 case then there should be the transferring (emergency medical service, air transport, floating ambulance etc) of the patient to the nearest hospital unit that can deal with the case.
5. If the patient's clinical picture is not serious, then the doctor takes a sample for Covid-19 conformation.
6. If the case is considered to be possible to be positive to Covid-19 then our health care responsible Mr. Chistos Milonas must contact NPHO in the following numbers **2105212054 or the 4 digit number 1135** (24/7) to declare the possible case and to receive information for dealing with it.
7. The patient with no serious clinical picture should be secluded in his space until the results of the taken sample become known.
8. During his seclusion, he should not come in contact with others unless it is absolutely necessary. If an emergency comes up a member of staff should deal with the possible Covid-19 case.
9. If the case turns out to be a positive one, and the patient appears a mild clinical picture, it is transferred to the special quarantine camping and it is treated as a confirmed case of Covid-19 without the need to be taken to a hospital. Otherwise, if it is in need of hospitalization, it is transferred to a health unit that accommodates Covid-19 patients. If it is not a positive Covid-19 case, then it is dealt with within the camping under the doctor's instructions.
10. The patient is transferred with Personal Protective Equipment with private transportation.
11. If there is an escort who wishes to take care of the patient (e.g husband) a surgical mask should be given and he should be recommended to wash his hands everytime he comes in contact with the patient's discharges (e.g saliva). Also, before he touches his face or consumes food or drink.

12. Personal contact number of the patient's close kin must be noted, in case consent needs to be given for operation, when the patient cannot communicate.
13. Used protective equipment (a disposable surgical mask, gloves) must be disposed in a rubbish bin and in no case should be used ever again.
14. After the disposal of the used equipment, hands must be washed thoroughly with water and soap. It should be noted that the use of gloves does not replace the washing of hands, which is an extremely important means of precautionary measures.

How we define a close contact (high risk of exposure) with a Covid-19 case on a camping site?

1. A person who had a direct physical contact with a Covid-19 patient (e.g handshake).
2. A person who has taken no precautionary measures and came in contact with discharges of a Covid-19 patient.
3. A person who came in contact with another person that was in the same room with a Covid-19 patient.
4. A person who had a face-to-face contact with a Covid-19 patient in less than 2 meters distance and more than 15 minutes time.
5. A person who remained in a closed space with a Covid-19 patient in less than 2 meters distance and more than 15 minutes time.
6. Co-travellers on the same aircraft, which were seated in a distance of 2 row seats (to every direction) from the Covid-19 patient. People who were traveling together or took care of the patient and members of the crew who attended on the particular part of the aircraft where the patient was seated.

Coronavirus: Don't fear - Protect yourself

Knowledge is your shield



Wash your hands frequently and thoroughly using soap or alcohol-based hand sanitizer. Avoid touching your nose, mouth and eyes.



Cover your mouth and nose with a tissue or in a bent elbow when you cough or sneeze. Immediately wash your hands.



Throw used tissues in a closed lined trash can.



Avoid close contacts if you are sick (cough, fever, runny nose, sore throat) or with people exhibiting these symptoms, especially the elderly or chronically ill.



GENERAL SECRETARIAT
FOR CIVIL PROTECTION



HELLENIC REPUBLIC
Ministry of Citizen Protection



If you develop a fever, cough or shortness of breath after traveling to an affected area, **call your doctor or the National Public Health Organization (210-521-2054)** and stay home.



If you become sick while traveling, **tell a crew member immediately and seek medical help.**



Wash your hands before cooking, before and after caring for sick people and after contacting live animals.



Trust the information given by **experts and scientists.**