

COVID-19 | UPDATE 17 APRIL 2020

Travel Information: COVID-19 Update

Dear valued guests, we fully understand how the spread of Covid-19 has dramatically affected your life and your intent to execute your travel plans. The global travel community is trying, like everyone, to navigate this extraordinary situation.

Our priority is to treat all our valued guests with the respect you deserve and offer the same or even higher level of service when regular travel flows resume. At the same time, it is our duty to protect – both in health and financially – everyone employed in or dependent on tourism.

We are closely monitoring, the Centers for Disease Control and Prevention and World Health Organisation's statements regarding the novel coronavirus (COVID-19) cases and following guidelines from these agencies and the local health departments ([EODY](#))

The wellbeing of our guests and associates is of paramount importance.

Our Cancellation Policy:

- A. In response to changing marketplace conditions, Semeli Hotel is committed to ensuring our customers experience flexibility during these challenging times with new [*booking conditions](#).
- B. For cancellations concerning **existing** bookings during the period from *February 25 2020 until 30 September 2020*, according to the recent Government law [ΦΕΚ 84/A/13-4-2020](#) an 18-month voucher will be issued. It concerns cancellations that have been made by either the Hotel or the customer of any nationality due to the Covid-19 pandemic.

The value of each voucher it will be equal to the amount paid by the customer in advance when making the booking.

The Hotel is obliged to offer the customer the possibility to use the voucher for the provision of the same service or similar to the one that was originally paid for. If the total value of the service chosen by the customer is less than the value of the voucher, the customer may choose to receive a new voucher for the amount corresponding to the difference in value, with a duration to be agreed between the parties.

On the other hand, if the total value of the service chosen by the customer exceeds the value of the voucher, the difference is paid by the customer to the Hotel.

Our Commitment to Cleanliness:

We take standards for hygiene and cleanliness very seriously and are taking additional steps to ensure the safety of our guests and associates. On a daily basis, our hotels are working to ensure that they meet the latest guidance on hygiene and cleaning. Our hotels' health and safety measures are designed to address a broad spectrum of viruses, including COVID-19, and include everything from hand-washing hygiene and cleaning product specifications to guest room and common area cleaning procedures. Specific steps Semeli is taking include:

Associate Health, Safety and Knowledge: Hotel associates – and their own health, safety and knowledge – are essential to an effective cleaning program. Here are some ways we're supporting them:

- **Hand Hygiene:** Proper and frequent hand-washing is vital to help combat the spread of viruses. In our daily meetings, our teams are reminded that cleanliness starts with this simple act. It's important for their health and that of our guests.
- **Ongoing Training:** In addition to training on housekeeping and hygiene protocols, hotel associates are also completing enhanced COVID-19 awareness training.

Cleaning Products and Protocols: Our hotels use cleaning products and protocols which are effective against viruses, including:

- **Guest Rooms:** Hotels use cleaning and disinfecting protocols to clean rooms after guests depart and before the next guest arrives, with particular attention paid to high-touch items.
- **Public Spaces:** Hotels have increased the frequency of cleaning and disinfecting in public spaces, with a focus on the counter at the front desk, elevators and elevator buttons, door handles, public bathrooms and even room keys.
- **Back of House:** In the spaces where associates work "behind the scenes," hotels are increasing the frequency of cleaning and focusing on high-touch areas like associate entrances, locker rooms, laundry rooms and staff offices.

For the most updated information, please refer to [Centers for Disease Control and Prevention \(CDC\)](#) or your local health authority.