

Dear Guests,

We would like to inform you that at Scale Suites we have been closely monitoring all developments regarding the spread of COVID-19. Since the beginning of the pandemic, we have calmly and responsibly applied all mandatory safety measures as per the official hygiene recommendations of the relevant authorities. **Our primary care and concern is to ensure the health and safety of all our guests and employees.** Therefore, **the mandatory application of the following measures during your stay** at Scale Suites are imperative.

1. GENERAL OPERATION



- The safety of every single one of us highly depends on good cooperation, understanding and a **shared sense of individual responsibility**. Maintaining a 2-metre distance between each other is necessary in all common areas (with no exceptions allowed), especially in the area of the Front Desk, where some delays are expected due to the expanded Check-In time.



- **Daily cleaning & disinfection** are carried out with increased frequency in all common areas - the Lobby and the Front Desk.

- **Hand sanitizers** are readily available in all public areas, as well as indoor & outdoor facilities, where they are used meticulously by our staff.

- Elevators should be used by **one person at a time**, or by guests that share the same room. However, we recommend that you use the stairs instead.

2. CHECK-IN & CHECK-OUT



- Following the protocols, check-out is transferred at 11:00 and check-in at 15:00 so that there is enough time for meticulous cleaning and disinfection of each suite, prior to a new arrival.



- The **physical presence** of all residents (per room/apartment) is essential during the Check-In process. **Signed acceptance of all instructions** regarding Covid-19 will also be required. It is recommended to settle your payments via credit card (contactless process).

- All keys are disinfected before they are delivered to new guests.

- Physical distancing is practiced. Handshakes are avoided.

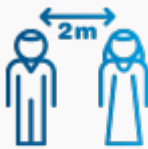
3. HOUSEKEEPING



- All official Hygiene and Cleaning Protocols are being dilligently applied in order to sanitize guest rooms with absolute consistency, particularly on surfaces and high-risk objects of regular touch. After each departure and before the next arrival, a strict cleaning operation is carried out, whereby the room is **disinfected** .

- All rooms are naturally ventilated upon departure.
- TV remote control will be covered by disposable covers
- To ensure a safe and controlled environment, entrance to rooms and suites will not be allowed to non-residents.

4. BARS



- Similar modifications - where required - will apply to other common areas of the hotel. The goal is to **avoid overcrowding**

- The sunbeds have been arranged in new, **pre-determined positions**, ensuring the mandatory safety distances. It is **absolutely prohibited** to move them around.



- We would like to remind you that children of all ages must remain under your personal supervision.

- All snacks at our bar will be offered in individual packaging.

In closing, we would like to point out again that **our top priority is for you to have a relaxed and pleasant stay, whilst being and feeling safe.**

With kind regards,

The Management of Scale Suites