

OUR TOP PRIORITY- OUR GUEST

COVID-19 AND CANCELATION POLICY

The Beach House guiding principle has been to cater and care for our guests as we do for our own family. Our priority is the safety and well-being of our guests and employees. Following the declaration of the coronavirus (COVID-19) a pandemic on March 12, we would like to extend our warmest thoughts to the people who have been affected by this unfortunate event and our deepest appreciation to the healthcare workers and local communities who are fighting against the virus.

Given these unprecedented circumstances and in an effort to stop the spread of coronavirus (COVID-19), the Greek government has taken all necessary measures and some of them concern the tourism industry. According to the ministerial decision (March 14th), all the seasonal accommodation tourist units in Greece will remain temporarily closed from March 15th until April 30th.

We are doing everything we can to provide the safest accommodation to you, as we are closely monitoring the latest developments, standards and protocols related to COVID-19 issued by the World Health Organization (WHO), the Greek government, the Ministry of Health, local health agencies and public health officials. All is in place to keep your health and safety top of mind.

Below is an update of our plans for the next period of time, subject to adjustment given ongoing and unforeseeable changes.

OUR CANCELLATION POLICY

All Refundable or non-refundable bookings for the season 2020 with arrival date by 30.04.20 made prior to today through www.the-beach-house.gr can be modified without penalty until 30.04.20 for future travel through season 2020 or 2021 or may be cancelled. Please contact our hotel directly.

All Refundable or non-refundable bookings made prior to today and scheduled to arrive between May 1st and end of season 2020, are subject to current cancellation/modification policies.

For new reservations as of today at **The Beach House** with arrival dates between May 1st and June 30, 2020, we will allow those reservations to be changed or cancelled at no charge up to 7 days before a guest's scheduled arrival date.

OUR COMMITMENT TO HEALTH & SAFETY

Considering the health and safety of our guests and staff as our top priority, we assure you that our integrated Health and Safety plan foresees all measures, specifications and procedures across all hotel departments to address the new COVID-19 and any disease that can be transmitted in the community:

1. Increased room cleaning/sanitization
2. Increased cleaning and disinfection program across all high-volume touchpoints, e.g. WCs, entrances/exits, public areas etc. along with the use of correct cleaning/sanitizing products.
3. High standards of food safety and hygiene
4. Doctors on call 24/7
5. Collaboration with certified suppliers
6. Responsible and complying personnel
7. Training seminars for the staff

We know what holidays with your friends and loved ones mean to you and we'll do our best to keep dreaming of it till you arrive in White Suites Resort this summer. In order to ease this process and have a direct contact, contact us at info@the-beach-house.gr to reschedule your arrival or any other relevant inquiries.

The times are clearly unusual, but we keep rolling and we are looking forward to welcoming you at our resorts soon! Till then be safe. Stay home but let your mind travel.

Thank you for your understanding, stay healthy and please contact us at +30 6981078616 or at info@the-beach-house.gr if you have questions.