

Dear Friends and Guests,

We are closely monitoring the World Health Organisation's and the Greek Health Organisation's guidelines regarding the novel coronavirus (COVID-19) cases.

The safety and health of our guests and staff are what we care about the most and we want to keep you informed on actions and precautions we will be taking.

As it has always been, we take standards for hygiene and cleanliness very seriously and we will be taking additional measures developed in consultation with global and local public health authorities to make our cleaning and hygiene protocols even more rigorous.

A few of the steps that we will be taking will be the following:

- **Hand Hygiene:** The cleanliness starts with this simple action as the proper and frequent handwashing is vital to help combat the spread of viruses. We will make sure that this happens a lot.
- **Cleaning Products:** We will be using cleaning products and protocols which are effective against viruses, including hospital-grade disinfectants.
- **Guest Rooms Cleaning:** Special attention will be given apart from every day cleaning, when guests depart and before new guests arrival. All rooms will be thoroughly cleaned and disinfected with particular attention paid to high-touch items.
- **Public Spaces Cleaning:** We will be increasing the frequency of cleaning and disinfecting in public spaces, with a focus on the reception desk, door handles, public bathrooms, room keys, etc.
- **Ongoing Training:** In addition to initial training on housekeeping and hygiene protocols, our team members will be receiving updated information, support and coordination.

We look forward to opening our doors for the new summer season and welcoming you at Villa Kelly Rooms & Suites with the same Greek hospitality, smiles and a stronger spirit!

With our best wishes to you and your families,
Mersina Exclusive Team