

## Covid-19 Update

We're dreaming of brighter days ahead, and we cannot wait to

welcome you back to Ostria Inn.  
Behind the clouds, the sun is always shining!

The safety, health, and wellbeing of our guests and colleagues  
is our highest priority – and we have been working hard to  
establish new,

robust hygiene standards even more so enhanced by applying a  
series of measures, following all the latest COVID-19 guidance  
from international and local authorities.

Ostria Inn's fundamental principle has always been to care about  
our guests as our own family and make them feel as they are  
home away from home.

The national safety measures we are following mean that some  
of our services and amenities may differ from the past seasons.  
Please call or email us with any questions or to receive the most  
up-to-date details.

## Cleaning & Sanitation

Our teams are implementing additional precautionary and  
sanitization standards across the entire property — developed  
with the guidance and information provided by both global and  
local health authorities (including the WHO) and government  
requirements.

## Hand Hygiene & Masks

Proper and frequent hand washing is vital. We keep hand  
sanitizer readily available throughout the hotel — at the front  
desk, restaurant, public restrooms, and back of house.

The use of face masks is mandatory from all staff members. The  
entire team is trained on enhanced operating protocols and will  
be taking precautions to provide a safe environment for our  
guests. Masks and gloves for our guests are available upon  
request.

## Physical Distancing

Guests will be advised to practice physical distancing by standing at least 1,5 meters away from other groups. All layouts in all departments and public spaces will be arranged to ensure appropriate distancing. Our employees will practice physical distancing by standing at least 1,5 meters away from guests and other employees whenever possible.

## Services and Amenities

- Check in time is at 15.00 – Check out time is at 11.00
- Daily housekeeping and turndown service will be available upon request only.
- Due to the implied regulations there will be no daily change of sheets and towels, but only upon request  
Provision of antiseptics and single-use masks.
- Our restaurant and bar will operate following the strict guidelines issued by HACCP.
- Cleaning and disinfecting of loungers after every use as per specific hygiene protocols.
- Use of footwear until the swimming pool edge is mandatory.

## Management of Suspected Cases of COVID-19

The hotel has an action plan to manage any possible or confirmed cases among guests or staff. Ostria Inn collaborates with the local health center and ambulance service for the testing, isolation and transportation of possible cases. Room availability for immediate isolation of possible COVID-19 cases, for individuals and their fellow travelers.

For specific information regarding bookings and any changes or cancellations to your reservation, please contact us on [info@ostria.com](mailto:info@ostria.com) or by telephone at +30 22850 68235.

