



Azia Resort & Spa opens post COVID-19, ensuring guests feel safe and confident

Some of our facilities and services during your stay with us may be influenced or altered depending on the Government and European guidelines issued at the time of your stay.

Azia Resort & Spa opens post Covid-19 with a SAFE HOLIDAY label which the hotel has developed, ensuring guests feel safe and confident. The initiative stems following our ISO 2015 accreditation and the Covid-19 WHO Guidelines as well as the Cyprus and European Guidelines on Covid-19. Our Health & Safety and audits from now on will include certain additional control measures.

As a pioneer and leader in the Cyprus hospitality industry, Azia Resort & Spa is committed to providing its guests, staff, contractors and visitors with a safe and healthy environment. This is clearly set out in the company's Health & Safety Policy and is part of the hotel's numerous safety protocols and procedures monitored and analysed by trusted agencies like SGS. The SAFE HOLIDAY initiative aims to better reassure guests of all health, hygiene, safety and environmental requirements in place while meeting changing needs, especially against the backdrop of the COVID-19 health crisis.

The SAFE HOLIDAY label showcases strict safety, hygiene and cleanliness standards, including: health checks for all hotel staff; there is a doctor on call; ongoing training programmes on preventive health measures for all our Azia Resort & Spa staff; the application of a cleaning and disinfection protocol in line with World Health Organisation (WHO) recommendations, including specific procedures with particular attention to cleaning and disinfection of frequently touched surfaces in rooms coupled with SARS-CoV-2 (COVID-19) PCR tests.

We are following a series of protocols which will be updated as WHO, European and Cyprus guidelines evolves. These currently include items such:

- Staff hygiene - our staff is following written hygiene procedures, wearing necessary protection and keeping the distance between them.
- Our indoor areas are organized as per Government standards – with items such as: clear dividers, floor signage, information leaflets for personal hygiene, air ventilation of the public areas, disinfection of the room cards.
- Our outdoor areas are organized as per Government standards to include currently the distance set at 4 meters between umbrellas, disinfection of the sunbeds, avoiding cash payments.
- Food and beverage service - based on the measures that the Government announced for preparation, waiter service and buffet service.
- Cleaning and sterilizing - our staff is trained for the cleaning procedures, all items in the rooms are sterilized and soap & paper dispensers are added.
- The hotel will keep a record of the staff, guests and external associates entered the hotel.
- We have trained our staff about the action plan in case of a suspicious Covid-19 person and there is a procedure in place on how to respond.

To better reassure guests, Azia Resort & Spa is also redefining certain aspects of the guest journey. Masks are recommended in situations where social distancing cannot be adequately maintained. The layout of the restaurants' tables and chairs will be reviewed to promote adequate social distancing and à la carte service will be prioritised over self-service buffets. Furthermore, guests will be required to take a shower before a spa treatment and a limited number of them will be allowed at any one time in the resorts' fitness center, studios and classes.

"Our responsibility as a hotelier is to safeguard the health and wellbeing of our guests and staff; this is the case now more than ever with the pandemic. This labelling scheme, will enable us to welcome our hotel guests and teams in the best of conditions and ensure their health and safety are adequately taken care of. It is clear that health and safety requisites will be of the greatest importance when choosing a hotel and holiday destination in the future. It is therefore important to take the necessary steps to make travelers feel safe and confident." says Azia Resort & Spa Director, Dora Economidou.

The SAFE HOLIDAY certification builds upon a set of health and safety measures that are already in place in the hotel. "Safety & Health has always been a major concern and requirement for Azia Resort & Spa. With this new SAFE HOLIDAY label, we are taking another step in meeting enhanced guest expectations in these times of COVID-19 pandemic," Alan Kodzasov, Quality Manager. The Azia Resort & Spa, as part of its risk prevention approach, has implemented over the years a comprehensive safety programme including HACCP certification, annual Legionella Risk Assessments, water sampling and testing, as well as Indoor Air Quality monitoring, coupled with unannounced food safety audits and hygiene checks, and as part of a continual improvement approach.