

# CONSEQUENCES OF ANTI-COVID-19 MEASURES THAT WILL IMPACT THE SERVICE

As a result of the application of all the measures set out above in this document, it will most likely have an impact on the provision of the services, which may be grounds for comment, and/ or complaints from customers, regarding this.

<b>Measures</b>	<b>Consequences</b>
<ol style="list-style-type: none"> <li>1. Restoration               <ol style="list-style-type: none"> <li>a. Reduction of the variety in buffet.</li> <li>b. Service served by staff, except for cold and desserts</li> <li>c. Reduction of restaurant capacities, probably depending on occupancy setting shifts and maximum service times. In that case it would work by reservation according to availability</li> </ol> </li> <li>2. Bars               <ol style="list-style-type: none"> <li>a. The customer will not be able to use the self-depensors, everything must be served by the waiters</li> <li>b. Restricting the capacity of tables and chairs as a result of social estrangement measures</li> <li>c. Cleaning and disinfecting tables and chairs</li> </ol> </li> <li>3. Floors               <ol style="list-style-type: none"> <li>a. The deepest disinfection of rooms in the change of customers</li> <li>b. Changing hangers in changing customers</li> <li>c. Suppression of amenities</li> </ol> </li> <li>4. Solariums and swimming pools               <ol style="list-style-type: none"> <li>a. Reducing pool capacity</li> <li>b. Reducing the number of hammocks</li> <li>c. The chemistry of pool products</li> </ol> </li> <li>5. Animation               <ol style="list-style-type: none"> <li>a. The abolition of group animation activities, and those carried out indoors</li> <li>b. Reducing capacity and/0 the use of masks to watch night shows</li> </ol> </li> <li>6. Application of Aphoros.</li> </ol>	<ol style="list-style-type: none"> <li>1. Restoration               <ol style="list-style-type: none"> <li>a. Lack of variety</li> <li>b. Queues and waits at buffets</li> <li>c. Having to adapt to shifts based on availability, and not being able to enjoy the service at the desired time</li> </ol> </li> <li>2. Bars               <ol style="list-style-type: none"> <li>a. Queues and waits at the bar service</li> <li>b. You wait to enjoy a table</li> <li>c. Waiting for the drying of tables and chairs</li> </ol> </li> <li>3. Floors               <ol style="list-style-type: none"> <li>a. You may be delayed in the time of entry in the room</li> <li>b. The number of hangers will be reduced</li> <li>c. No amenities</li> </ol> </li> <li>4. Solarium and swimming pools               <ol style="list-style-type: none"> <li>a. Waiting for the enjoyment of the pools</li> <li>b. No hammock availability for all customers</li> <li>c. Fading swimsuits, bikinis, by the action of chlorine or ph</li> </ol> </li> <li>5. Animation               <ol style="list-style-type: none"> <li>a. It's not a club, it has no animation...</li> <li>b. We couldn't enjoy the animation</li> </ol> </li> </ol>

<ul style="list-style-type: none"> <li>a. Respect for these aphors</li> <li>b. Unilateral possibility of the hotel setting shifts in some services, such as: <ul style="list-style-type: none"> <li>i. Restaurants</li> <li>ii. Hammocks</li> <li>iii. Pools</li> <li>iv. Bar tables</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>6. Application of Aphoros. <ul style="list-style-type: none"> <li>a. I couldn't go as much as I wanted...</li> <li>b. I didn't have hammocks.</li> <li>c. Or any type of claim arising from the application of capacity.</li> </ul> </li> </ul>
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**Palia Hotels, will not accept or be responsible for any claim related to the consequences in the service of the implementation of the anti-covid measures, either in correspondence with those listed by way of example in the table above, or whose origin is related to the application of such measures.**

**The non-compliance with health safety rules, may implicitly lead to the expulsion of customers who have not respected them, without any refund, with only a notice by mail to the ttoo, without giving even criminal action against the infringer for endangering the health of the rest of customers and staff.**

**In the event of an uptick in infections in both the country of destination or origin, or if there is a contagion/s in the hotel, or a hardening of the sanitary/labor measures, Palia will be empowered to determine the closure of the hotel and/or the cancellation of its contract for the remainder of the season without any liability to it, nor action for claiming damages of any kind.**