

Rest assured we will take care of you

In Kastellorizo Hotel, our main priority is, and has always been, the safety and well-being of our guests and staff. In light of current world events, we wish to inform you that we have taken every precaution to ensure a safe stay for our dear guests. Our goal is to protect your health while offering an authentic Greek hospitality experience in serenity and complete peace of mind.

Now, more than ever, due to Covid-19 developments, we are working hard monitoring the latest updates and travelling protocols. We are constantly and closely following the guidelines and recommendations set forth by the World Health Organization, the Greek Government, EFET Hellenic Food Authority, the Greek ministry of Tourism, the Greek ministry of Citizen Protection, the Hellenic Chamber of Hotels and other relevant European and local authorities in the fight against Covid-19.

We have created and implemented a strategic plan to ensure that all health and safety measures are applied without compromising our guests' experience and without affecting their holiest days. This plan incorporates all the official Covid-19 Greek governmental guidelines for hospitality related organizations and its core points are the following:

1. Training and protection of employees

All the members of our staff have been properly informed about new policies and practices and they have participated in Covid-19 seminars, so as to be able to protect themselves and others. Wearing masks, sanitizing their hands, keeping appropriate distances, being extra cautious when preparing and serving food are the general rules, but they have all received written specific guidelines and they follow them prudently.

2. Indoor spaces

We are responsible for controlling the number of people in our common areas and for reminding them to keep appropriate distances. We do not allow to non-hotel guests to enter rooms and we have sanitary stations in all of our common areas. Our check-in and check-out time has been adjusted to allow extra time for the disinfection and the proper ventilation of our rooms. We also keep windows and doors of our common rooms open all day long to allow fresh air in all of our buildings.

3. Outdoor spaces

Our outdoor areas have also been adjusted, since we keep 2m distances between our sunbeds and tables. We disinfect sitting areas right after the departure of a guest. The use of our pool and Thalasso-massage facilities is not allowed during the Covid-19 health crisis.

4. Food and drinks regulations

Breakfast in Hotel Kastellorizo is traditionally preordered and delivered in large trays per room, so there was already limited human contact. Our staff is naturally always available for any further orders, prepared and served with masks and caution.

5. Cleaning and disinfection policies

We guarantee proper and ecologic cleaning and disinfection, as well as proper ventilation of every room and mattress before your arrival and during your stay. Hotel Kastellorizo implements a performance-based cleaning, disinfection and infectious disease prevention program that focuses on establishing safe and clean environments. We follow a purification process that treats every surface, including air, and removes bacteria and viruses. Our staff is responsible for cleaning all types of premises with biodegradable ecological and hypoallergenic products, which are non-aggressive for materials and non-toxic. It sanitizes the air, but also all surfaces are deep cleaned. The active substance is hydrogen peroxide and requires only 0.5% in quantity to completely inactivate Covid-19.

Common areas, toilettes and door knobs are cleaned regularly, soap and paper dispensers are always filled, and linens and laundry are collected within plastic bags and washed properly. Our house keeper always wears uniform, mask and gloves.

6. Covid-19 related products

In our establishments you can always find soap, ethyl alcohol disinfectant (70% ethyl), tissues, face masks, medical gloves for single use, thermometer and many other supplies.

7. Guests' contact details data base

After a specific request from the Greek ministry of Tourism and the ministry of Public Protection, we are legally obliged to request guests' personal contact details (name, nationality, passport number, date of arrival/departure, address, phone number and e-mail). The hotel requires this information exclusively for public health purposes, which means it will be handed to the Greek authorities, if requested. Your details will be stored safely for a period of six months, and then they will be safely destroyed.

8. Handling of potential or confirmed Covid-19 cases

Last but not least, in the unlikely event of a confirmed covid-19 case within the premises of the hotel, we have developed a detailed drill with specific instructions for all of our staff members, which includes notifying the proper offices and services.

For any questions about our policies, further information about our hotel and our island, or for bookings, we are at your full disposal and will be delighted to assist you via email, at info@kastellorizohotel.gr.

We look forward to hosting you!

Kastellorizo Hotel



Kastellorizo Hotel has been awarded with the National "Health First" Certification by the Hellenic Chamber of Hotels, verifying that the hotel adheres to the health content protocols against Covid-19.