

At Anissa Beach & Village Hotel we understand that every customer has different needs, and we aim to make our hotel considerate of the different groups called to accommodate. One such group are the lone travellers, with special care to lone traveller women, since we recognize that while both women and men are concerned with safety and comfort while travelling, women see it as more of a priority.

Our staff is trained and aware of the needs of these groups and the following safety measures are implemented and adhered to:

1. Lone female travellers are not accommodated in isolated areas of the hotel or at the ground floor (except the customer herself is asking to be accommodated there) or besides an emergency exit stairwell.
2. In case a lone female traveller feels inconvenient with her room due to safety reasons our staff will try to find an alternative room.
3. The information regarding the room number of a lone traveller is never handed to a third person by our staff. Also our reception staff will never call out loud the room number of a lone female traveller for others standing nearby to hear (e.g. writing down the room number instead of saying it loud).
4. When our staff gives directions to a room, they will only confirm the floor and the direction the room is.
5. Our technical staff regularly checks the locks of the entrance door and the balcony door to assure that they are working properly, and the room can be locked. Locks are also checked during cleaning by housekeeping.
6. All bedrooms have bedside lighting as standard and this is routinely checked.
7. The ways to the rooms have good lighting to assure a safe entrance.
8. If room service is requested, the order will be delivered by a woman.
9. Employees at our bars are made aware to keep an eye on drinks placed on a table in case of the absence of the lone traveller to avoid anybody to put drugs in the drink.
10. The reception of our hotel can be reached 24/7. Also, all rooms are equipped with phone lines direct to the reception.
11. During the night the hotel ground is protected by security staff.
12. We offer escort service from hotel to the car park, especially at night.

It is our goal that all customers spend their holidays in a safe environment.