



# COVID-19 HEALTH AND SAFETY INFORMATION



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Dear Guest, Dear Partners,

- With our mission of providing services that always exceed expectations since the very first day, we place utmost importance on the health and safety of our guests and employees and utilize all our means in this regard. Since the first outbreak of the global Covid-19 (Coronavirus) pandemic, we have closely been following the World Health Organization and relevant public authorities and have been implementing the given guidelines. We are ensuring that our service standards are compliant in term of safety and health, and are updated according to any new recommendations from authorities.
- In addition to the high standards that we apply to our procedures concerning the safety of our guests, food and water safety, community health, hygiene, environmental safety, waste management and occupational health and safety, preventive measures against the epidemic have been taken and immediately been implemented by our internal and external team of experts to provide safer accommodation.

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## Employees

- Our employees' temperatures are taken and recorded when they enter and exit the premises. If they show any symptoms of Covid -19 they are immediately checked by the on-site doctor.
- Service vehicles, work areas, common areas and offices used by employees are arranged according to social distancing, the intervals for cleaning and disinfection are increased and all necessary personal protective equipment is provided.
- Employees with the flu, cold or any illness are given a sick leave and not allowed to return to work without the approval of the on-site doctor.
- The current status of all our employees is closely monitored as per the "Covid-19 Health Declaration and Commitment".
- In addition to the standard food safety and general hygiene trainings given to our employees, awareness and hygiene trainings are provided regularly within the scope of Covid-19.

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## Guests

- All guests' temperatures are taken and recorded upon entry to the hotel.
- At check-in to the hotel, our guests are required to fill in the Covid-19 declaration and commitment form which includes information on travel history and health status.
- Masks, gloves and hand sanitizers are available for our guests.
- Our guests are offered fast check-in and secure payment options.
- Our guests are given the room card, Covid-19 information card and a mask.
- Suitcases are disinfected before being delivered to the room.
- If our guests request **Safe** room service upon arrival, the room will not be entered. Room service, suitcases, towels, water, etc. services will be provided by maintaining social distancing.

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## Guest Rooms

- Cleaning and disinfection of the guest rooms are carried out by our expert team wearing personal protection equipment and using the high-quality products approved by the Ministry of Health.
- According to the cleaning plan, the rooms are cleaned starting with the bedroom, bathroom and lastly the toilet, using cleaning cloths and mops in different colors.
- The high touch room devices and hard surfaces are sanitized with an antiviral disinfectant.
- After check-out, the minibar's coolers and drawers are disinfected and all products and service equipment are renewed; all bed and bathroom textiles, including unused pillow linings, are also replaced with clean ones.
- The bathrooms are equipped with antimicrobial soap.
- All hotel guest amenities used in the room and bathroom are presented in single-use packages.
- Materials such as spare pillows, blankets and spare clothes hangers in the rooms have been removed and will be provided upon the request of the guests.
- Shoe bags & disinfectant wipes are placed in the rooms.
- The room service menu and all printed materials have been removed due to the hygiene protocols.
- A/C filters are periodically cleaned and disinfected.
- Upon the completion of all cleaning, disinfection and preparation processes
- The rooms will be sprayed with ULV machine and will not be visited until the entrance of the new guest.

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## Common Use Areas

- All common areas in our premise have been rearranged according to social distancing and hand disinfection stations have been installed in the required areas.
- Cleaning and disinfection of all common areas is carried out by our team of experts who have taken personal protective measures.
- All common area toilets are equipped with antimicrobial liquid soap and hand sanitizers. Common area toilets are cleaned and disinfected with chemicals of medical category. Usage of the hand dryers are forbidden due to due to the Covid-19 protocols..
- Ambient air in the hotel building is regularly renewed with fresh air. Usage of the A/C's are forbidden due to the Covid-19 protocols.

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## Food and Beverage Services

- All employees are made sure that they take personal protective measures.
- Dining and beverage serving areas are arranged according to social distancing, wide and adequate seating areas are provided in the terraces.
- Our open buffet hours have been extended and food is served by our chefs.
- After the dining and beverage serving areas are closed, they are thoroughly cleaned and disinfected with ULV.
- Tables and chairs are disinfected after each use.
- All service equipment, including baby high chair trays, are cleaned at high temperatures in dishwashers.

## Laundry Services

- Professional laundry service is provided on site.
- All hotel textiles and laundry are washed by our expert team by taking cross contamination measures.
- High quality approved products which are recommended international authorities for hygienic washing, is used for laundry and for cleaning room textiles.

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## Security and Health Services

- According to the guidelines of public authorities, in order to provide isolation in case of possible or suspected cases, all necessary procedures and service standards have been defined and isolation areas have been identified.
- The temperature of all visitors, suppliers and outsourced service providers are taken upon entrance to our premises and preventive measures are taken.
- The infrastructure and standards ensuring the safety and hygiene of all products from product delivery to guest use are applied in our facility.

For further information, please feel free to contact Front Desk. Some mandatory practices were introduced and some services were restricted due the mandatory protocols which are recommended by local authorities. This guideline could be updates according to new regulations & recommendations.