



## GUEST INFORMATION

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Dear Guests, due to the COVID-19 epidemic, there are a number of measures we have taken to provide you with a safer and healthier service .

These measures and studies have been prepared in line with the circulars of the Ministry of Culture and Tourism and the Ministry of Internal Affairs.

For the health of you and our employees , by protecting our warm and sincere environment, we have taken the following precautions in order to have a holiday in maximum safety, peace and health;

At the entrance of our guests, employees, visitors and suppliers, body temperature controls are measured with a non-contact thermometer. In case of detection outside the accepted temperature range, necessary actions are taken in line with our "On-site Epidemic Prevention Plan" . Measures have been taken in order to comply with the distance rule in the common areas of our facility, and our staff are ready to assist you if you need them in these areas.

Hand disinfectants are available at the entrance of the hotel, in all common areas available, and our hand disinfectants are available in our restaurant .

In our guest rooms, each guest has a special mask and hand disinfectant.

Frequently contacted pos devices, calculators, room keys are disinfected by our staff after each use.

Our breakfast service will be served to the room. It will be served in the breakfast room in our triple and quadruple rooms.

The distance between our tables is 1.5 meters, our chairs are 60 cm , and our table spacing is 70 cm for mutual sitting.

After each guest leaves the table, our surfaces are disinfected. Spices, salt and black pepper are served as single-use services in pouches with fork and spoon.

Turkish baths, sauna, steam room and fitness center work with an appointment system and are disinfected after each use.

Maximum capacity is applied in SPA areas within the capacity rules of the Ministry of Internal Affairs. Our entries are recorded by appointment and these records are kept for at least 30 days.

Our hammam, sauna and wet grounds provide special services only for families and groups in temporary periods.

Towels and loincloths used on wet floors are offered by our contracted washing company as individually bagged, washed with special chemicals at high temperatures .

Areas Open to Public Use Public toilets and bathrooms are cleaned and disinfected every hour .

General area rest areas are cleaned at least every two hours, and resting areas are disinfected with ULV device every day.

In our general areas of use, there is natural ventilation and an air conditioning system that takes natural air from the outside area and cools it and directs it to the interior . The maintenance of the air conditioners is done regularly.

At the same time, all our common areas are constantly ventilated during the day. Rooms Our room windows and balconies are kept open during cleaning and ventilated for at least one hour after cleaning .

Our cleaning staff on duty , frequently touched surfaces with hands; door handles, batteries, rails, frequently touched buttons, telephone handsets, TVs and appliances such as air conditioning control disposable diapers with suitable soil chemical to disinfect.

After guest checkout process Saglik ministry approved disinfectants ile ULV equipment by the method of ventilation of each room to be air conditioners and the entire room floors are disinfected.

Our sheets and towels washed at 60-90o C is.

Hotel Staff and Suppliers Fever measurements are made at the entrance and exit of the hotel and these measurements are kept for at least 30 days.

All of our personnel have completed the COVID 19 and Accommodation Sector Trainings from authorized companies and received their certificates.

Our personnel abide by the social distance rules in the working, resting and service areas and are regularly inspected by our managers on duty.

The Supplier Approval Form, which includes the rules that should be followed by the personnel of the company bringing goods / services to our hotel, has been sent to the companies we have contacted and approved.

The hotel staff does not come into personal contact with the suppliers during the supply of the material, and carries the material left in a certain area to the area where it will be stored after ventilating / disinfecting .

Ltd. About Suspected Guest / Staff Procedure; The procedure to be applied by facility staff in case of suspicious or positive cases is specified in the "On-site Epidemic Prevention Plan."

In line with this plan, quarantine rooms were established, personnel showing symptoms of illness and officers to deal with the guests were determined, necessary hygiene measures were taken and equipment was given to the rooms and these personnel.

Procedures have been prepared for our personnel to inform the designated emergency authorities in case of a suspicious situation , to quarantine the relevant person and to isolate those who share the same room with the person.

The patient's room, whose diagnosis of COVID-19 is confirmed , is wiped with special surface disinfectants and disinfected with the ULV device. All textile materials in the guest's room are put in separate bags and washed separately from other materials after 72 hours. We will continue to provide you with the highest quality service possible in the most hygienic and safe environment during this period that our country and our world pass.

We wish you a good holiday to our esteemed guests, and we thank you for not leaving us alone in this difficult time.

Regards,

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