

## **COVID-19 PRECAUTIONS**

We attach importance to your health, as we have always done.

We have updated our risk assessments and prepared our action plans.

We have revised our procedures and instructions by taking into account the rules of hygiene, social distancing, use of masks and isolation, in all of the steps of our services.

Valued Guests,

We attach great importance to the health and security of our guests and staff, as we have always done. We have missed you considerably during the time we suspended our services, while continuing our work in order to present you a much higher level of hygiene in our services. We await you at our hotel for a pleasant holiday where you will feel safe. We monitored and are continuing to monitor the developments concerning the Covid-19 Pandemic during this period when the world banded together.

Our priority is to present you with a safe, healthy and peaceful holiday. Therefore, we have reviewed all of our work processes, updated our risk assessments and revised our procedures and instructions by taking into account the rules of hygiene, social distancing, use of masks and isolation, in all of the steps of our services by taking as a reference the statements made by the Science Committee of the T.R. Ministry of Health and statements of the World Health Organisation (WHO) for the Accommodation Sector. We would like to share with you, the precautions we have taken and the changes we have made.

## **OUR STAFF**

All of our staff are subjected to health checks

All of our Staff have obtained Hygiene training and received certificates in this respect.

All of our Staff have received training and been made aware on the matters of Protection from Infectious Diseases and Preventing the Spread of Infections.

The areas used by our Staff have been arranged in accordance with the rules of social distancing.

The materials and hand disinfectants necessary for personal hygiene are present in our Staff areas.

The uniforms of Staff are changed on a daily basis, washed at above 60 C and ironed.

All of our Staff have their temperatures taken when they arrive at work. Any member of staff with a high temperature is not admitted to work.

All of our Staff wear masks during their work, in order to protect both your health and theirs

## **OUR COMMON AREAS AND OUR DISINFECTION PROCEDURES**

Disinfection procedures are performed using antiviral and antibacterial products of Diversey company which have been approved by the T.R. Ministry of Health and which possess biocidal product certificates, in all of the common areas of our resorts.

The frequency of the cleaning and disinfection procedures of the toilets and wash rooms in our common areas has been increased.

Anti bacterial soaps and hand disinfectants are present in the toilets and wash rooms in the common areas.

Our seating groups in all of our common areas have been arranged in accordance with the rules of social distancing.

## **HOTEL CHECK-IN PROCEDURES**

Our precautions in order to reduce contact and maintain social distancing during your room check-in procedures are as follows:

Our staff at reception will welcome you in accordance with the social distancing rules and will be wearing mask at all times

You will be briefly informed about the precautions and the emergency procedures of our hotel before your check in.

All of our guests will have their temperatures taken during check-in and in the event of any problems, this will be shared with the specific guest only, in accordance with the Legislation Concerning the Protection of Personal Data. The required action will be taken in line with the instructions set out in our action plans.

Automatic disinfection devices are present in our luggage rooms and your luggage will be placed on luggage trolleys after being disinfected. Our luggage trolleys are also cleaned and disinfected both before and after every time they are used.

The room key cards are also disinfected.

## **OUR ROOMS**

The following precautions are taken in order to ensure safe accommodation in your rooms, which have been prepared, cleaned and disinfected especially for you:

Our rooms are periodically disinfected with special antiviral and anti bacterial disinfectants of Diversey company, which have been approved by the T.R. Ministry of Health and which provide a high level of protection, at periodic intervals.

The rooms of guests who have left the hotel will be cleaned and disinfected with special care.

The housekeeping staff who perform the cleaning of the rooms carry out their procedures with a separate mask and gloves in each room.

Single use wash and dispose cloths are used when cleaning rooms.

Effective alcohol-based disinfectants and chlorine-based disinfectants are used when cleaning rooms.

Our housekeeping staff will not do things such as shaking or flapping the sheets and bed covers when changing them.

All textile products used in the rooms are disinfected by washing at between 60-90 C and ironing them.

The guest amenities prepared for the daily use of our guests are disinfected before being placed.

In line with the instructions, disinfection procedures are carried out in the rooms once our housekeeping staff have completed their cleaning in the rooms, making the rooms ready for guest use.

## **OUR RESTAURANT AND BAR**

The tables and chairs in our restaurant and bar have been located in accordance with the social distancing rules. Thus, our restaurants and bars have been organised in a manner which is more comfortable.

Hand disinfectant devices are present at points which are easily accessible to our guests, at all of our bars and restaurants.

Ta and Coffee machines which are for common use will not be used by our guests during this period and tea and coffee will be served by our staff to your tables.

Social distancing floor markings are present at our buffets and bars.

The armrests of the tables and chairs are cleaned and disinfected after guests leave, making them ready for new guests, in our restaurant and bar.

## **OUR SWIMMING POOL**

The chlorine, PH and temperature levels of our pools are checked in accordance with the directives and regulations of the T.R. Ministry of Health and their hygiene conditions are monitored at frequent intervals, through microbiological and chemical analyses. Our Technical Staff, who have received training in this area, continue their activities with extreme care.

The sun loungers next to our pool have been arranged in accordance with the social distancing rules and are cleaned and disinfected by our staff after each guest leaves.

## **GENERAL INFORMATION**

Ministry of Health Covid 19 Consultancy Number..... 184

Emergency...112

## **HOSPITALS:**

Lokman Hekim Esnaf Hospital.....13 KM/ (0252)612 64 00

Fethiye Public Hospital .....12 KM/ (0252) 613 35 46

Hope to see you soon,

And wishing you the best of health...