



C o v i d - 1 9 M e a s u r e s

- As per the ministerial instructions and regulations with respect to the Covid-19 measures, hygiene rules and food safety, necessary and additional measures are being implemented in our facility by fulfilling the conditions required within the Safe Tourism Certification program.

- Emergency action plan has been prepared for the Covid-19 pandemic process in our corporation and all our departments have been informed about this process and necessary training has been delivered.

- Necessary markings and directions have been placed in accordance with the social distance rule for all areas (reception, lobby, restaurant, elevators, bars, pool surroundings, sunbeds, aqua slides, activity fields, Spa, Turkish bath, mini club, staffn areas, common toilets, and similar locations) in our facility with an area of 30000 m2, the maximum number of people has been designated and chairs, armchairs and table decrements were reduced at necessary locations. Also, disinfectant units have been positioned for general use and other points.

- Barriers have been installed at the locations, such as reception and the bar where there may be a higher need for the compliance with the hygiene rules and maintenance of the social distance.

- Necessary information is being kept during the stay by measuring the body temperature of the guests before they carry out the check-in procedures.

- Single-use pens, masks, gloves and disinfectants are available at the security, guest relations desk, reception desk and necessary locations where the guest keeps in contact with and check-in and check-out procedures are being carried out in accordance with the social distance and hygiene rules.

- There is a special disinfection room for luggage of the guests during their check-in. the luggage is being disinfected in this room with the ozone system for 15 minutes and then delivered to the rooms by the bellboy.

- All cleaning materials used when the rooms are being prepared for the guests are the special products that are approved by the ministry and are effective against many known viruses.

- Depending on the standards set forth for the room cleaning, separate materials (floor mops, cleaning cloths, etc.) are used for each room.

- After the cleaning and order of the room have been completed, the room is being disinfected in 2 phases; 1st Phase: It is being disinfected with the disinfection fluids, approved by the ministry, by ULV devices. 2nd Phase: Deep hygiene application by

ozone device (ozone is an application that destroys Covid-19, legionella, all microorganisms and is not harmful to human health). After the deep disinfection process has been over, the room doors are being sealed with stickers and made ready for guests after 24-hours.



- Ozonation system is being utilized continuously in indoors (room corridors, luggage room, wcs in common spaces, kitchen preparation sections, storages, cold air rooms, goods acceptance, management offices, mini club, A la carte restaurants, etc.) within the facility to keep the air always disinfected and fresh and ozone measurements are being made and recorded.
- Within the scope of food safety, necessary measures are being taken and regularly monitored and ensured to be controlled.
- In our hotel restaurant, meals are served in special sheltered glass panels; our products are being served by our staff working in these sections in all food and beverage areas by not allowing the self-service practice.
- All items on the table have been removed in all our food and beverage areas; personal disposable service materials are being presented.
- Surfaces that are frequently touched (sunbeds, elevators, elevator buttons, stair railings, door handles, children's playground, etc.) are often being disinfected.
- Services are provided to the guests through a reservation system in the areas such as spa, Turkish bath, mini club and all treatments are being recorded. Cleaning and disinfection processes are being carried out at the end of each use.
- In our business, T.C. Based on the circular issued by the Ministry of Culture and Tourism on the normalization process; Complying with the article "Natural ventilation of closed spaces is provided frequently", natural ventilation is often used in general usage areas and air conditioners are not used.
- We do not have a legal basis to obey the rules and warn our guests in order to use masks and ensure social distance.
- During the pandemic process, necessary precautions were taken by making necessary warnings, texts, arrangements and markings for social distances. We recommend that you, our guests, follow the social distance rules for your environment after your own health.
- In this process, our personnel in all areas pay attention to the use of masks and visors. We expect the same care and attention for your health by using masks in general use areas and closed areas.