



Haydarpasha Palace Hotel

SAFETY HOLIDAY GUIDE

Dear Guests,

As a Haydarpasha Palace family, our main principle is the safety, health and happiness of our guests, our valued employees and our nature for 35 years we have been operating in the tourism and hospitality sector. We believe that we will overcome this difficult process caused by the coronavirus (Covid – 19) epidemic that has affected the whole World as soon as possible by fighting it all together.

We are following closely the decisions taken by World Health Organization (WHO), TR Ministry of Culture and Tourism, TR Ministry of Health and local authorities regarding the outbreak. Decisions are evaluated in line with all the measures that should be applied with great care and that we apply are presented in ISO 9001 - Quality Management System, ISO 22000 - Food Safety Management System ISO 10002 guest satisfaction management system, disease management Procedure (POSI) with integration by providing application is performed in our facility.

At the same time, we inform our colleagues in the most important tasks to develop these important steps and to implement them, we provide trainings and ensure the development our hygiene and health system that we have established.

Our successful cooperation with Winterhalter and Diversey, one of the leading companies in the field of international hygiene solutions, has been increased in this period and continues in the same way as a solution partnership. In line with the measures taken in hygiene and cleaning; all public places, units, rooms, food and beverage stations, all points of contact with hand cleanliness, hygiene and disinfection protocols taken preventive measures against the outbreak by upgrading of the business, the layout has been modified.

As the Haydarpasha Palace family, we miss you and look forward to welcoming you again.

Haydarpasha Palace Family

Entrance & Guest Welcome

- When you arrive to the hotel your suitcases are received by our Staff and moved to the sanitation area for disinfection. Disinfected suitcases are delivered to the room after the guest registration is done.
- Guests' temperatures are measured by Biotmetric Camera at reception area. After that guests are welcoming to check in protocol.

Check-In & Check-Out

- For check in and check out operations, arrangements have been made to maintain social distance between the Staff and the guest at the desk. To ensure social distancing, please pay attention to the tapes indicating the queuing points.
- To minimize hand contact by our guests, online check in launched at our hotel. Guest can check in online by their mobile phone when they arrive to hotel. Or can complete all check in procedures on our web site 3 days before their arrival dates.
- We kindly ask you to sign the Guest Declaration and Commitment Form, which contains mandatory information prepared according to the rules set by the Ministry of Health and Personal Data Protection Law. You must fill it out completely.
- Room key cards and towel cards are collected in the disinfection tray and are disinfected both when received from the guest and before given to guests.
- The contactless payment system has been put into practice. Please choose the contactless payment option as much as possible.
- The transfer vehicles and buggies of the facility should be ventilated before and after each transfer, and vehicle disinfection should be provided.

Guest Relation

- Guests who do not feel well and show one or more of the symptoms of COVID-19 should call the guest relations department from their room and stay in the room and wait for the doctor.
- Our guest relation staff wears masks or mask with visor while working.
- As the guest relations department we are 24/7 at your service.

Guest Rooms

- Our routine cleaning works in the guest rooms continue with additional disinfection (ULV sterilization system) and sterilization measures under Covid-19.
- Cups, glasses, tea & coffee set ups in the room are made of recyclable disposable material.
- A vacated room is not given to a new guest for 12 hours following the detailed cleaning and disinfection. During this time, rooms are well-ventilated. Before the entry of a new guest disinfection and ULV sterilization is performed again.
- All the printed documents in the rooms have been removed due to hygiene conditions with in the scope of Covid-19 measures. You can follow all the information through our info channel on TV, our web site and guestranet application.
- Handrails, electric switches, remote controls and all other contact areas are disinfected especially for you.

Food & Beverages

- Breakfast and lunch are served as a buffet and dinner is served as à la carte or a buffet depending on the number of guests.
- For our guests to benefit primarily from our ala carte restaurants for dinner, the essential capacity planning has been done. Our programs are improved so you can enjoy

our a la carte restaurants during your stay.

- We kindly request you to comply with the restaurant reservations and reservation times that you are notified. If you would like to make changes to these specially designated reservations for you, please contact our guest relations department.
- Our main restaurant capacities were determined by considering the social distancing rules. Drinks will be provided by our service Staff in our main restaurants for lunch and dinner.
- Buffet modification according to social distancing rules our product preparation and presentation will have transparent separators and our staff will serve our guests per their choice. In case of an increase in demand and exceeding the planned capacity; we will start with an open buffet again with social distancing rules.
- Arrangements of sittings at the bar tables have been made according to social distance rules. Your orders will be taken by our bar Staff to be served.
- All self service beverage units have been removed. Our employees will help you with all your orders.
- To minimize hand contact by our guests sugar, sweeteners, spices, ketchup and mayonnaise are provided in single-use packages and will be served by our employees.

Entertainment & Activities

- Daily activities and sports activities will be held in compliance with social distance and hygiene rules in open areas.
- The reservation system will be applied for all activities. Participants will be recorded daily by our animation team.
- Team sports activities and daily tournaments are canceled.

Mini Club

- Daily activities and sports activities will be held in compliance with social distance and hygiene rules in open areas.
- All area at Mini Club is disinfected regularly by ULV fogger. Routine cleaning operations of Mini Club continue with additional disinfection and sterilization measures under Covid-19.
- There is a thermometer at the mini club and children are allowed to be in the mini club and playing garden after being checked.
- Information posters related to all measures taken for your children and the activity schedules are placed at Mini Club entrances.
- Cleaning and disinfection of the common areas / toys in the Mini Club are done before and after each activity.
- Game parks and ball pool activities are canceled.
- Indoor and pool activities are entirely canceled.

Pools & Aquapark & Beach

- Swimming pools complies the regulations of the Ministry of Healthy. Our pools are entirely safe in terms of COVID-19.

- Beach towels are given at SPA Center by staff with protective equipment.
- The sunbeds are placed in compliance with the social distancing rules around the pool and on the beach.
- The sunbeds are disinfected after being used by each guest.
- Water sports equipment are disinfected after each use and recorded. Cleaning and disinfections of indoor swimming pool is done regularly.
- We kindly ask you to follow our lifeguards' directions to comply with the determined capacity and social distance rules of pools and aquaparks.

SPA & Wellness

- SPA treatments will continue with additional disinfection and sterilization measures under Covid-19.
- The use of the SPA areas will run entirely by a reservation system and entrance without an appointment will not be possible. Turkish bath, steam bath, sauna and massage rooms are in this scope. Usage time of these places is limited to 30 minutes. Cleaning and disinfection will be done for 15 minutes between each appointment.
- SPA Staff will work with masks. It is also essential that our guests wear masks during face to face applications.
- SPA staff will under go their own disinfection before and after each treatment. Please take a shower before your own treatment
- Maximum number of users has been specified in our Turkish bath and sauna areas accordings to socaial distcancing.
- Spa rules and treatments are subject to change according to the Health Tourism certificate.

Fitness

- Fitness activities will continue with additional disinfection and sterilization measures under Covid-19. Please be sure to disinfect your hands at the fitness entrance.
- Outdoor activity schedules for our guests is placed at the fitness entrance. Please prefer outdoor activities as much as possible.
- Social distances have been arranged for our outdoor areas. Please pay attention to our trainers' warnings.
- The reservations for the use of fitness is taken by Guest Relation department.

Shops

- It is compulsory for the shops in our facility to comply with the measures taken.
- The Staff in the shops use masks and pay attention to social distancing and they perform daily cleaning and disinfection. Our hygiene team check these rules regularly. There are disinfectant at the entrances of each shops.
- At the entrance of each shops, maximum interior capacities are specified.
- According to Covid-19 health and safety rules, we don't serve shisha.