



## GUEST INFORMATION

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Our precious guests

Due to the COVID-19 epidemic, we have 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, we have taken the following precautions to protect our warm and sincere environment, and 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 is served by our service staff in the breakfast room within the social distance plan created .

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.

Peştemal used in towels and wet ground by the laundry , specialty chemicals washed with a high temperature so individually bagged are introduced.

General kull me to be a LANs g eneral use public toilets and bathrooms determined in the hygiene and disinfection plan incorporated cleaned is disinfected is. All areas in our hotel are disinfected every day with the ULV device.

General use our local d Ogal taking natural ventilation and outdoor air from the air conditioning system includes directing the cooling interior space is available. The maintenance of the air conditioners is carried out regularly.

At the same time, all our common areas are constantly ventilated during the day. Rooms that are kept open during our cleanliness and our balcony after cleaning the glass and at least one is aerated for hours.

Our cleaning staff , frequently touched surfaces with hands; disinfects items such as door handles, batteries, handrails, frequently touched buttons, telephone handset, television and air conditioner control with disposable cloth and chemical suitable for the floor .

After the guest check-out process, the ventilation of each room and all the floors of the room are disinfected with the method of ULV machines with disinfectants approved by the Ministry of Health.

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

Hotel p Staffing and t edarikçi on p Staffing is our entry and exit temperature measurement is carried out in hotels, these measurements are at least 30 are stored with days.

All the staff of the company authorized Covidien and 19 k onakl renovation s vector, to complete their navigating, he has received the certificate.

Our staff complies with the social distance rules in the working, resting and service areas and are regularly inspected by our managers in charge.

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 officials 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 person concerned 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 room of the relevant guest 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 valued guests, and we thank you for not leaving us alone in this difficult time.

Regards,

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