

OUR MEASURES AND APPLICATIONS ON HYGIENE AGAINST COVID-19

Our Esteemed Guests,

We have taken necessary precautions with our personnel so that you can have a safe, peaceful and most importantly healthy holiday. We would like to inform you not only about the precautions we have taken but also the rules for the new period to be followed.

The certificates that we have obtained in accordance with our quality policy such as;

SAFE TOURISM CERTIFICATE
TS-ISO-EN 9001 QUALITY MANAGEMENT SYSTEM,
TS-ISO-EN 22000 FOOD SAFETY MANAGEMENT SYSTEM,
GREEN STAR,
GREEN KEY,
BLUE FLAG,
CLEAN POOL CERTIFICATE.

OUR PERSONNEL AND HYGIENIC RULES

- In addition to the trainings that we have provided to our personnel, trainings on COVID-19 protection methods and contamination conditions have been provided and are repeated regularly. Social distance rules are applied.
- Our personnel have undergone medical screening during the first recruitment process and fever measurements are carried out at their entrance and exit to the facility on daily basis. Our personnel have been informed on not to work if they do not feel well.
- Our personnel use personal protective equipment such as masks, visors, gloves etc. while working.
- Disposable gloves, masks, etc. materials are thrown into GRAY WASTE BOX after use.

CLEANING AND HYGIENE RULES OF OUR COMMUNAL AREAS

Our communal areas have been rearranged in accordance with the social distance rule, the signs have been posted by taking due precautions and informative posts have been hanged. Extra disinfection processes are carried out for frequently touched surfaces.

- In all communal areas and toilets, as always, care is taken greatly of cleaning of the surfaces that are touched, door handles, handrails, sinks, faucets, urinals and toilets. After cleaning with the necessary chemicals, the disinfection process is carried out by the COVID-19 cleaning team.
- Our personnel use masks and gloves during cleaning and disinfection processes. Social distance rules are applied.
- There are hand disinfection units at every point needed of our communal areas and their control is meticulously done.
- Maintenance and control of the ventilation systems of all our communal areas are carried out. More importance is given to natural ventilation.
- The precautions to be followed on COVID-19 have been taken by our private enterprises and their follow-up and control are carried out regularly by the facility. (Market, SPA Centers, Water Sports, Photographer, Tour Services)
- Disposable gloves, masks, etc. materials are thrown into GRAY WASTE BOX after use.

Masjid Usage:

According to the decisions taken by the Presidency of Religious Affairs, prayer with the congregation can only be performed at noon, afternoon and Friday prayers (in the open football or tennis field). It is mandatory to wear masks in prayers to be performed with the congregation.

GUEST ROOMS

- Our personnel who work for housekeeping use masks and gloves. Necessary materials are changed while proceeding to clean another room. The same conditions are applied by all personnel entering the rooms.
- Disposable cloths are used for cleaning our guest rooms.
- Effective disinfectants that are not harmful to health, approved by the Ministry of Health, are used in cleaning of the rooms. Surfaces such as door handles, batteries, remote controls of TV and air conditioner, telephone, electric switches are disinfected after each stay.
- All paper / cardboard / desk pad / leather materials have been removed except for the bed scarfs and decorative pillows in the rooms and for those that are required by law. The glasses are disposable.
- Filter cleaning of air conditioner in the rooms is carried out at regular intervals.
- Room capacity utilizations are carefully followed-up and room placement is provided as infrequently as possible; and new guests are not accepted for a certain period of time before ventilating the room following the cleaning and disinfection procedures have been carried out in our rooms that are checked-out.
- There will be a prayer rug in nylon bag in our rooms. After each check-in, the prayer rugs will be cleaned and disinfected, and will be packed in the nylon bag and then replaced to the room.

YOUR CHECK-IN AND CHECK-OUT PROCEDURES IN FACILITY

- All check-in and check-out procedures have been rearranged in accordance with the social distance rules and secured waiting areas have been organized. Distance markings have been placed. The forms that are used are filled with disposable pens.
- After the baggage and belongings of our guests are disinfected, 'bellboy' service is provided upon request. 'Bellboy' cars are frequently disinfected.
- Our guests are welcomed with the opportunities of contactless fever measurement applications, disinfection mats and hand sanitizing at check-in. Personal protective equipment such as masks and gloves are provided to our guests upon request.
- Disposable gloves, masks, etc. materials are thrown into GRAY WASTE BOX after use.
- Room cards are prepared by disinfecting before check-in and the room cards of our guests who are checking-out are disinfected in different boxes.

FOOD & BEVERAGE SERVICE AREA

- Our facility is certified with TS-ISO-EN 22000 Food Safety. Hygiene and quality standards are applied for food production areas.
- Tools and equipment necessary for hand and body hygiene and sterilization devices are kept in the kitchen areas.
- Our kitchen personnel work with protective masks, bonnets, gloves. Detailed trainings have been provided about the rules to be followed.
- Thermal camera or non-contact fever measurement applications are carried out at the restaurant entrance.
- There are disinfection kits and COVID-19 rules at the restaurant entrance and cafes.
- Table and chair arrangements in cafes and restaurants are carried out according to social distance. 1,5 m social distance rules are applied.
- In all our restaurants, disinfected and packaged forks, spoons, knives, dessert spoon and forks and teaspoons will be used. Single-use versions will be preferred in all possible areas.
- Tools such as the self-service tea and beverage machine in our food & beverage departments have been removed and service is provided by our personnel. All our service personnel serve with personal protective equipment.
- In the open buffet, barriers that will prevent contact with food have been set up and the service of food and drinks is provided by our personnel.
- Disposable salt, pepper and sugar will be kept at the tables and other spices will be kept at the buffets in a disposable option.
- In order to apply social distance rules, it is requested that there is no individual use which is written "FAMILY (AİLE)" on the table

ENTERTAINMENT AREAS OF SWIMMING POOL AND BEACH

- Our swimming pools have a "Clean Pool Certificate" approved by the Ministry of Health and their internal and external audits are routinely carried out.
- Cleaning of the swimming pools is done, as usual, in accordance with hygienic and legal conditions.
- With automatic dosing applications, adjustable chlorine level is kept between 1-3 PPM for all outdoor pools and 1 to 1.5 PPM for indoor pools.
- Aquapark, indoor pool, outdoor pool, entertainment areas, Turkish Folk Song Cafe (Türkü Kafe) and sunbeds in our beaches have been rearranged according to the safe physical distance rule.
- All sunbeds and equipment are frequently disinfected.
- All pool and beach towels are provided to the guests in nylon bags or only by our personnel.
- Open spaces are preferred for recreational activities.
- Regarding the "Units such as play rooms, amusement park and playground reserved for children within facility cannot serve." article in the circular titled "Controlled Normalization Process in Accommodation Facilities" published by the Ministry of Culture and Tourism; specified areas in our facility are not able to serve during this process, and a new decision of the Ministry is expected for these units to be completed and put into service.
- Our mini club and facility nursery will serve in accordance with the hygiene and health rules stated in the procedures and principles that have been determined by the relevant ministries.
- Maximum number of participants in daytime animation activities is determined and the distance rule of minimum 1.5 m. is applied.
- The seating arrangement of the Turkish Folk Song Cafe (Türkü Kafe) where live music is performed is arranged in a way to maintain a safe physical distance.

SPA & FITNESS

- Usage capacities in Sauna, Turkish Bath and SPA units are limited according to hygienic conditions and social distance applications. There are hand disinfectants in the specified areas.
- Disposable cleaning cloths and materials are used.
- The bed scarfs and decorative materials in massage rooms have been removed.
- During the massage, the therapist uses mask. All of our personnel who perform the applications must follow the rules that we have set to disinfect themselves before and after each application.
- Disposable materials are used for beverage services.
- Communal Areas such as dressing rooms, showers, massage rooms, WC; wardrobes and their keys and all materials such as towels, bathrobes, loincloth are safely cleaned and disinfected.
- All sports equipment, machines and gears in our fitness centers are rearranged according to the required appropriate distances, and disinfection procedures are carried out after each use. These units are also used through the appointment system.

We would like to remind you that we closely keep up with the circulars published by the relevant ministries and that there may be changes in applications depending on the process. For further information, you may call 0242 884 46 66 telephone number, make reservation and get information from our guest relations departments.

In this process, our expectation from you will be to protect the health of yours and our guests' by entirely following the rules and precautions we take. We sincerely believe that we can overcome these difficult days that our country and the world have with mutual respect, love and solidarity and we thank you, our esteemed guests, for your understanding in this matter.

You can get detailed information from COVID19 applications on our website.

MINISTRY OF HEALTH – 14 RULES OF PROTECTING YOURSELF AGAINST CORONA VIRUS

- 1. Wash your hands frequently with soap and water by rubbing for at least 20 seconds.**
- 2. Keep at least 3-4 steps away from people who show signs of a cold.**
- 3. Ventilate frequently the places where you have been.**
- 4. Wash your clothes at 60-90 °C with normal detergent.**
- 5. If you have complaints such as fever, cough, labored breathing, wear a mask and consult a healthcare provider.**
- 6. Do not touch your eyes, mouth and nose with your hands.**
- 7. Spend the first 14 days at home on your return from abroad.**
- 8. When coughing or sneezing, cover your mouth and nose with disposable wipes, if there are no wipes, use the inside of the elbow.**
- 9. Cancel or postpone your travels to abroad.**
- 10. Clean surfaces that you frequently use such as door handles, bathroom fixtures, sinks with water and detergent daily.**
- 11. Avoid close contact such as handshaking or hugging.**
- 12. If you have symptoms of cold, do not contact with the elderly and chronic patients, do not go out without wearing a mask.**
- 13. Do not use any personal belongings of you (casual belongings such as a towel) commonly.**
- 14. Drink plenty of fluids, eat healthily, pay attention to your sleep pattern.**