



MİSAFİR BİLGİLENDİRME

Doküman numarası:

Revizyon numarası ve tarihi

Yayın Tarihi

25.07.2020

Our precious guests

Due to the COVID-19 epidemic, we have a number of measures we have taken in order 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. In the event of a busy schedule, the breakfast buffet will be activated.

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.

Towels and linens used on wet floors are offered by our laundry as individually bagged, washed with special chemicals at high temperatures.

Public areas, public toilets and bathrooms are cleaned and disinfected within the specified hygiene and disinfection plan. All areas in our hotel are disinfected every day with the ULV device.

In our general use areas, there is natural ventilation and an air conditioning system that takes natural air from the outside area and cools it and directs it to the interior. Air conditioners are maintained regularly.

At the same time, all our common areas are constantly ventilated during the day. Our rooms, room windows and balconies are kept open during cleaning and ventilated for at least one hour after cleaning.

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 are washed at 60-90o C.

Fever measurements are carried out at the entrance and exit of our hotel staff and supplier personnel and these measurements are kept for at least 30 days.

All of our personnel have completed and received certificates from authorized companies on COVID 19 and the accommodation sector.

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, was sent to the companies we 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.

About Suspicious Guest / Staff Procedure; The procedure to be applied by facility staff 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 to 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,

Yonetim Temsilcisi

Hazırlayan

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