DEAR GUESTS,

Your health matters to us. The precautions and measures taken in our facility to prevent the spread of the covid-19 epidemic surrounding our world are as follows;

**STAFF**

- All of our employees undergo health screening at recruitment
- All of our employees who serve you take personal hygiene measures.
- Temperatures of all our employees and guests at the entrance are measured and recorded.
- All our employees serve by taking into account the social distance rules.
- All of our employees have received and still receiving training on hygiene, food safety and pandemic issues.
GENERAL

- All our services are designed to minimize contact.
- Social distance rules (1.5 m) are applied in our common areas (lobby, restaurant, pool area, beach, meeting rooms, animation areas, etc.) and these points are marked.
- The capacities of all our guest areas are determined considering the social distance.
- Sunbeds in beaches and pools are placed considering the social distance.
- Our guests can take masks and other protective equipment from the reception and our other public places.
- Hand sanitizers are available in all public areas (lobby, restaurant, spa, fitness, pool area, toilets, etc.), including staff areas and floor corridors.
- All public spaces get natural ventilation at certain time periods.
- The ventilation filters of all our facilities are cleaned regularly and unsuitable ones are changed.
- Pest and insect control is carried out in 15-day periods.
- There are person capacity limitation in our shops and you are expected to wear masks.

RECEPTION

- The body temperature of our guests is measured and recorded at the entrances.
- Frequently used materials (room card, towel card, bell, etc.) are frequently disinfected.
- Luggage of our guests are sent to the rooms after disinfection.
- You can choose contactless payment option for your payments.
ROOMS

● Separate cloths are used for each room in cleaning.
● Rooms are ventilated during cleaning.
● After cleaning, all surfaces with hand contact are disinfected (door handle, control, furniture, etc.).
● Rooms are completely disinfected after cleaning and given to the next guest after 60 minutes.
● Our housekeepers carry out cleaning works in the rooms by taking personal hygienic precautions (gloves, masks, use of hand sanitizer, etc.).
● Room textiles are washed every 2 days at temperatures above 60 C (optional).

FOOD & BEVERAGE

● Our restaurants and all our eating and drinking areas are designed according to social distance.
● Food and beverage services are provided by our staff.
● Hand sanitizers are placed on all our tables.
● At every guest change, all tables are disinfected at high.
● There are person capacity limitation in our shops and you are expected to wear masks.
● You can choose the food you want from our buffets and request it from our staff.
● As all drinks are served to the table, you can order them from our staff at the bars watching for the social distance rule.
● Food safety rules are applied in all our kitchens, and our cooks serve our hygienic and delicious meals.
● All dishes are rinsed at temperatures of 80-85 C.
ANIMATION

- There is person capacity limitation in order to reduce the contact in animation activities.
- The dining hall is cleaned and disinfected regularly, and meticulously.
- During the pandemic, mini club service will not be provided for the health of our guests.

SPA & FITNESS & POOLS

SPA

- All our services in the spa section are provided by reservation.
- In bath, sauna, steam bath use, person capacity limitation and 30 min. period of use is applied, after use these areas, they are left for minimum 30 minutes of cleaning and disinfection.
- Towels are provided by our staff.

FITNESS

- Person capacity limitation is applied for gym use and service is provided by reservation.
- Usage time is limited to 1 hour.
- Equipment is disinfected after each use.

POOLS

- Daily cleaning and disinfection periods of our pools are conditioned in accordance with health rules and regulations and monitored 3 times a day.
- The use of all pools and their surroundings is designed considering the social distance.
- Guests who show signs of the disease are expected not to use the pool.