

# HYGIENE PROTOCOL

## Esteemed Guests,

As KoruMar Hotels, we have worked in line with our unconditional guest satisfaction principle for 30 years so that our valued guests can spend their holidays in the best possible way and return home happily. We will continue to work with the same principle and diligence following the recent events. We have taken additional measures for you to have a pleasant holiday in the post-COVID-19 period. The health and happiness of you and our employees are of paramount importance. While making these arrangements, we paid attention to this core principle. We will take and implement the necessary measures in line with the circulars and recommendations of The World Health Organization, Turkish Ministry of Health, the Scientific Committee administered by the Ministry and the Ministry of Culture and Tourism. We briefly present the current and the additional hygienic measures we have taken. These practices may decrease, increase or change in severity according to the new circulars issued by the relevant institutions.

Thank you in advance for your understanding and support. We shall overcome these days together. We hope to welcome you as soon as possible and wish you a healthy day.

Sincerely Yours,  
**KoruMar Hotels**

### ARRIVAL AT THE HOTEL, CHECK-IN & CHECK-OUT PROCEDURES

- Body temperature of our guests will be measured and recorded with a contactless thermometer at the entrance of the hotel. Personal protective material such as masks and gloves will be made available upon request to the guests at the entrance of the hotel.
- Luggage will be taken to our guests' room safely by our trained, masked and glove-wearing personnel upon request.
- Alcohol based disinfectant / cologne will be available for guest use at the hotel entrance.
- For entrance and exit of our guests, waiting areas are arranged in accordance with the social distance rules.
- Room keys will be handed out at the reception by our mask and glove-wearing staff members.
- Room key cards and pens will be disinfected before use and will be presented to our guests to use safely.
- If our guests wish to contact our hotel via e-mail in advance, they will be able to carry out online check-in procedures making it a faster and safer check-in.
- Within the limits set by your bank, payments can be made with a contactless POS device.
- A declaration of our guests stating the country they are from, the countries they visited last, their contact addresses and phone numbers, their health status along with their commitment to comply with the Covid-19 action plan determined by the company shall be signed by our guests.
- After the entrance procedures, guests are informed about the measures and practices taken by our establishment and this information is announced in the places where the guest can easily see within the hotel.
- If a guest is detected showing symptoms of the disease, then our guest/s will be kept under isolation after notifying the relevant health institution and the hotel doctor until they are transferred to the relevant institution. The required services will be provided by trained personnel who have taken security precautions.

### HOUSEKEEPING AND COMMON AREA CLEANING

- Trained floor attendants who will clean the rooms will work with disposable masks, gloves and bonet.
- All surfaces that are constantly in contact starting from the room entrance point such as door handles, door knobs, seats, chairs, safes, walls, and all devices such as remote controls, AC remotes and control boards, daily hotel guest amenities, telephone handsets used in the rooms will be disinfected with greater care.
- If our guests do not want their rooms to be cleaned every day, cleaning will be done in their rooms as much as the frequency of cleaning requested and reported to the reception.
- All of the rooms have balconies and large windows, and they are ventilated in every cleaning.
- All textile materials used are washed in our own laundry at high standards.
- The glasses used in the rooms are washed at 65 degrees and rinsed at 85 degrees.
- Adequate disinfectant will be made available in common guest areas and WCs. Cleaning and disinfection will be carried out regularly in these areas.
- Continuous disinfection will be carried out by trained personnel by showing more care and attention to all surfaces that are constantly in contact with hands.
- Air conditioner filters are cleaned and disinfected frequently.
- Frequency of cleaning and disinfection will be increased in all areas.
- Sofa sets will be disinfected at certain intervals.
- Elevator use will be limited so that a couple or a family can ride together at the same time. Internal and external cleaning and disinfection of elevators will be carried out continuously by trained personnel.

### BARS AND RESTAURANTS

- Our open buffet and all-inclusive service will continue.
- Disinfectant will be made available at restaurant entrances. Our guests will be asked to use it.
- Our open buffet will be surrounded by a glass barrier to prevent contact.
- At the open buffet area, the food will be served on the plates by the cooks as much as the guest wishes, and given to the guests by them.
- The seating at the main restaurant is set and arranged in accordance with the social distance rule, and 1.5 m distance is left between the tables.
- Our restaurant has plenty of windows and doors, so it is suitable for natural ventilation. Natural ventilation will be constantly provided by the personnel in charge.
- Service personnel will serve wearing disposable gloves, paying attention to the rule of social distance.
- Continuous disinfection process will be applied to beer and soft drink machines.

- The seating areas at all venues will be rearranged in accordance with the social distance rule.
- All surfaces and menu cards that are intensely in contact with hands will be disinfected after each by the guests.
- Plates and glasses are washed at 65 degrees, rinsed at 85 degrees and offered for safe use by trained personnel under hygienic conditions.
- The outdoor area has similar capacity with the capacity at the a la carte restaurant.

#### **KITCHEN**

- Kitchen personnel will always wear masks and disposable gloves during work.
- Contact surfaces will be constantly disinfected.
- All processes are constantly inspected by our Food Engineer and Consultant Company.
- All processes are conducted in accordance with HACCP standards.

#### **POOL / BEACH**

- Sun beds around the pool and on the beach will be rearranged in accordance with the social distance rule. The sun beds will be disinfected each time before use.
- Towels will be delivered by the staff at the towel office.
- The chlorine level of pool waters will be constantly checked and recorded by trained personnel.

#### **SPA / FITNESS**

- Disinfection will be performed after each use to the massage rooms, the contacted surfaces and the devices in the fitness room.
- Massage staff will work wearing masks.
- Disinfectant will be made available in massage rooms and fitness room.
- The number of people using the Turkish bath, sauna at the same time will be limited.
- A 1.5 m social distance arrangement will be made between the sports equipment in the fitness room.

#### **ENTERTAINMENT / ACTIVITIES**

- For animation and entertainment activities, non-contact activities will be organized that observe the social distance rule.
- Materials used for animation activities will be disinfected after each use.
- No activities that require contact will be held. (Football, basketball, volleyball, etc.)

#### **STAFF**

- The staff undergoes a health screening before starting work. Health records of the staff will be regularly monitored by the hotel doctor.
- Disposable masks and gloves are provided for staff members.
- Body temperature of our personnel will be measured and recorded with a contactless thermometer at the entrance of the hotel. If our staff member shows symptoms of the disease they will not be allowed to work but will be referred to the relevant health institution. The process will be recorded and monitored from start to finish.
- The same staff members will be employed during the same working hours as much as possible.
- In addition to our existing hygiene trainings, all of our staff has undergone a comprehensive training program on combating COVID-19. Trainings continue regularly and are repeated.
- Disinfection is carried out for personnel service vehicles after each arrival and departure.
- In the staff cafeteria, the table layout was reconstructed according to the 1.5 m social distance rule.
- Disinfection is performed regularly in the areas used by the staff and there is a sufficient amount of disinfectant in these areas.
- Laundry, boiler room, air conditioning channels are cleaned regularly, filters are changed and disinfected.

#### **PURCHASING**

- All products and food stuffs used are purchased from certified food growing companies. These companies are audited by our food engineer and audit firm.
- Material packages are unpacked at the entrance of the hotel and stored under appropriate conditions.
- The whole process from the hotel entrance to the production of the food is inspected by the Food Engineer.
- The personnel performing the storage process use disposable masks, gloves and visors.
- All chemicals, cleaning and disinfection materials used are purchased from Diversey. The right dosage of the right chemicals is provided in each field in line with the trainings provided by the company.

#### **GENERAL**

- All transactions are recorded and audited in detail.
- If you have any health problems, you can take advantage of our medical doctor on call services 24/7 and our infirmary.
- There is disinfectant made available for the use of our guests in all public places.
- In case of a possible case, our action plan is ready.
- All hygiene, food and water safety practices we carry out based on HACCP principles are regularly audited by the international experienced company Rentokil, which we have been working for years.
- A Healthy Tourism Certificate will be obtained from the Ministry of Culture and Tourism. All protocols, records, certification processes, auditing and certification of all the above processes will be done by TÜV SÜD.