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RE-OPENING

OUR COVID-19 STRATEGY
WE ARE READY FOR YOU!

CONTACT
FRONTOFFICE@MONART.COM.TR

Dear Business Partner,

First of all we would like to inform you that we are preparing ourselves to get the Health Hotel Certificate organized by the Ministry of Tourism and the Ministry of Health in Turkey. We will continue the implementation under the supervision of the accredited institutions. During this period, we are continuing our preparations without wasting time while staying obligatory apart from our guests.

We would like to inform you about our features, facilities and services. We are located near to the city but far enough to be isolated from there. You can see the amazing panorama of the Alanya Castle and enjoy the sea on our beach with the measures taken against the virus.

All entrances to our Hotel will be controlled, the body temperature will be measured and recorded for protocols. There will be a transparent barrier at the front desk and check in registrations will be made by applying social distance rules. We will ensure our guests to have a healthy holiday with these measures to protect them from the possibility of contamination.

All necessary hygiene and disinfection applications will be carried out in our rooms which will make our guests feel safe. We will welcome and serve our guests in a much safer environment. Due to the fact that all of our rooms have balconies, we offer the option of isolating themselves away from the crowd but still having the possibility of being in the fresh air if necessary. Towels and sheets will be changed frequently so that they can stay healthy and hygienic. We will not avoid additional costs to do so. After every room change we will disinfect the room by using an ULV device, which will ensure a peaceful and safe start for their holidays.

OUR ACTIVITIES - GENERAL AREA REGULATIONS

In order to benefit from a more isolated holiday, we rearrange the layout of the sun loungers in our pool and beach areas. Furthermore the tables and chairs during evening programmes will be arranged according to social distance rules.

SOCIAL DISTANCE - OUR FOOD AND BEVERAGE UNITS

All our restaurants and bars will be serving throughout the day with at least 1,5 meter distance between the tables. In order to provide a better service to our guests, we will make room number grouping and hour arrangements in the main restaurant which will serve in a controlled capacity. There will be transparent barriers in front of the buffet and the food will be put on the plates by our responsible staff. Our Beverage bars will be equipped with gloves and masks who will serve on demand. Furthermore we will apply social distance rules with safety zones, marked waiting points and information/warning signs for a healthy and safe holiday experience.

NEW "NORMAL"

To ensure a safer holiday for our guests, we trained and still continue to educate our staff about hygiene regulations and social distance rules. We use the ozone system in the areas of food hygiene and production and provide local product supply. We will ensure that all vehicles entering the facility are disinfected and will continue with measuring body temperatures. We will periodically do disinfections in all open and indoor areas. Our food and beverage staff will serve our guests while wearing masks and eye-face protective glasses. Due to personal hygiene, we will continue to apply hand sanitizers in all our restaurant and bar entrances and general areas.

In case of doubt, the doctor service is 7/24 hours available and our quarantine room will be always ready for use. During daytime a nurse will be available at the Hotels nurse Office.

WE WOULD LIKE TO INFORM YOU ABOUT OUR MEASURES AND RULES FOR ALL OF OUR EMPLOYEES:

- Body temperature will be measured at the entrance and exit of the facility
- Offices, units and production areas are designed according to social distance rules
- Food and drinks at the canteen will be served without hand contact
- Distance between seats at the canteen will be at least 60 cm
- Body temperature will be measured when entering and leaving the canteen
- In social areas, desks are designed to fit one person and there is a distance of at least 2 meters between them
- Protective masks will be used in all areas
- Covid-19 training and hygiene training is given to our staff regularly
- Disinfectants are used in all staff areas