



**COVID – 19**

**CONCEPT & PROTOCOL**

**HYGIENE AND MEASURES TAKEN**



Dear Guests and Partners,

**As ZENA RESORT HOTEL, our first priority is “the health, safety, and comfort of our guests and personnel”.**

We do care about the individuality of all of our guests at our hotel with a feeling of deep loyalty and great attention, and in line with this loyalty and attention and with a service culture, we keep and place great importance on hygiene and cleanness in addition to the measures that we have taken with respect to COVID-19, and we try to keep our hygiene and cleanness standards at top levels.

For the purposes of dealing with the difficult Pandemic process of COVID-19 which has been experienced for some time all around the world and in order to carry out our activities and operations, we have been following up the current information circulated by the **World Health Organization (WHO), T.R. Ministry of Health, and T.R. Ministry of Culture and Tourism** with utmost care. At this point, we would like to share our additional measures in this pandemic period with you with utmost attention to the Memorandum of the T.R. Ministry of Culture and Tourism which is called **“Memorandum on Safety at Accommodation Places”**.

**We will keep hosting our guests at our hotel with warm welcome and hospitality as usual.**



## GENERAL MEASURES

- ❖ When you are returning home or in the event that you observe any symptoms, if you want to have a test of Covid-19, you can reach the health teams on a 24 hour basis at the Hospital with which we have a contract. For probable and doubtful incidences, we have a separate section where we have **isolation rooms**.
- ❖ Our guests are subjected to a test of fever during their first entrance into our hotel. In addition, the fevers of our guests are regularly taken during their entrance into our Restaurant, Amphitheater, and Miminko Mini Club.
- ❖ All the areas at our hotel are subjected to disinfection at certain periods with an ULC apparatus.
- ❖ All the ventilation systems at our hotel are programmed in such a way as to provide 100% fresh and clean air. And the filters in the air-conditioners in all the rooms are cleaned after each check-out procedure.
- ❖ All the surfaces in generally used areas including door knobs, rails, lift (elevator) buttons, lavatories and sinks, urinals, and closets are cleaned and disinfected by our mobile disinfection team members once at every 30 minutes.
- ❖ In all the areas where our guests can easily reach, Disinfection Stations are set up.
- ❖ All the areas used in the Restaurant, at the beach, around the Pool, at Mini Club, and in the Elevator Cabins are arranged in such a way as to provide for social distance between individuals.
- ❖ Masks, hand disinfectants, general area disinfectants, and cleaning equipment and materials are all approved and certified by the Ministry of Health, T.R. Standards Institute. And they also have a CE certificate.
- ❖ The water in our pools is under continuous surveillance audit of the Ministry of Health. The measurements are made regularly by our experts.
- ❖ Around all our pools the lifeguards carry out social distance and capacity checks.





#### FRONT OFFICE – CHECK-IN AND CHECK-OUT

- ❖ When our guests arrive at our hotel they are welcomed by our employees who wear personal protective equipment (gloves and masks).
- ❖ All of our guests enter into our hotel through a section of our hotel where we have a “**Disinfection Pool and Antibacterial Welcome Mats**”.
- ❖ The body temperatures of all our guests are taken, and their personal data are recorded which are shared only with themselves or with authorized governmental bodies and organs when required by such organs and bodies.
- ❖ At our hotel we have created a safe waiting area with social distance marks so that the social distance of 1.5 meters between our guests can be provided and that there shouldn't be crowds during the check-in and check-out processes.
- ❖ The pens, room cards, towel cards, and so on that will be used by our guests are given to them after they have been disinfected.
- ❖ We use contact-free POS machines on which operations within certain limits can be carried out, and these machines are disinfected after they are used.
- ❖ The information about the measures taken in respect of Covid-19 is given to our guests together with a brochure about the concept of our hotel which has been changed.
- ❖ The luggage and belongings are disinfected by our personnel and then taken to the waiting area at our hotel.
- ❖ The luggage of each one of our guests is taken to their rooms by our personnel in a safe manner.
- ❖ The luggage carts are disinfected before and after each use.
- ❖ The guests are requested to sign a “**Guest Declaration and Letter of Undertaking Form**” which involves the current health status of the guest during the entrance into the hotel. If guests show symptoms of Covid-19 during their stay at our hotel, with this letter of undertaking they declare that they will comply with the Action Plan determined by the Ministry of Health and our hotel.



## HOUSEKEEPING – THE CLEANNES AND HYGIENE MEASURES IN THE ROOMS OF OUR GUESTS

The following measures are taken in addition to the existing “Room Cleanness and Hygiene” application so that our guests can accommodate at our hotel safely.

- ❖ **The rooms of our guests are cleaned and then disinfected with the ULV device for the new guests after each guest leaves our hotel.**
- ❖ **After all the cleaning and disinfection, a Hygiene Band is stuck on the door to your room and the room is provided for you as the “First User”.**
- ❖ Such products as soaps, shampoos, and shower gel in your rooms are for single use, and they are not used by anyone but you.
- ❖ The door knobs, remote control device for the television, telephone, air-conditioner's control buttons, light switches, and slide rods which are frequently used are subjected to extra disinfection.
- ❖ The daily cleaning of your room is carried out by our personnel who use disposable masks and gloves.
- ❖ Such textile products as bedclothes, sheets, and towels used by our guests are washed in washing machines with cleaning detergents **at 60-90 degrees.**
- ❖ The housekeepers carry out cleaning in the rooms when our guests are not in their rooms.



### THE KITCHEN- RESTAURANTS AND FOOD SERVICES

We have taken the following additional measures to be applied in all our units where the **ALL INCLUSIVE** concept is used throughout the Covid-19 Pandemic process;

- ❖ **Our banquette service and food units are covered with glass for protecting our guests; plates and the requested food are given to our guests by our personnel working in the kitchen.**
- ❖ **There are disinfection stations at the entrances of our food and beverage units, and the body temperatures of all our guests are taken at those points, and our personnel manage the housing capacity of these places and help our guests.**
- ❖ The distances between the tables and chairs are rearranged in such units of ours as restaurant, bar, and food and beverage (a minimum distance of 1.5 meters between the tables is required).
- ❖ All our restaurant, bar, and food and beverage units are disinfected before their opening time and after the last guest has left such units.
- ❖ On the tables we use disposable placemats (American Service) on our tables. No table cloths are used.
- ❖ **The forks, knives, and spoon sets are served on the tables in their closed packaging. There are disinfectants on all our tables with 70 % alcohol content.**
- ❖ Such products as sugar, salt, pepper, and so on on the tables are served in the disposables packages.
- ❖ The whole service personnel in the restaurant and bars use the required personal protective equipment (masks and gloves) in order to keep up the food safety chain and hygiene rules, and they serve in such a manner as to care for the social distance.
- ❖ **The commonly used tea/coffee maker, electric water fountain, machine for soft drinks and similar apparatuses and devices are removed. Our guests are served from the bars by our service personnel.**
- ❖ The whole personnel working in the kitchen serve by using the required personal protective equipment in the kitchen and in other places in order to keep up the food safety chain and hygiene.
- ❖ **All the tables and chairs are disinfected after they have been used by the guests, and the expression "Ready for Use" is put on them by virtue of which they are served to the guests who will use them next.**
- ❖ There are hygiene barriers, sterilization devices, and equipment required for the hand and body hygiene at food production points in the carriage of food, in the kitchen, and in all the required points and places.





### **POOLS/ BEACH USAGE AND SERVICES**

- ❖ **All the sunbeds and umbrellas around the pools and on the beach are arranged in such a way as to keep a physical distance of 1.5 meters between them.**
- ❖ Warning signs are placed around the pools with respect to the social distance in the pools, and the rules are followed up by the lifeguards who have received the required trainings.
- ❖ **In the open pools the chlorination process of intervals at 1-3 ppm and in the indoor pools a chlorination process at 1-1.5 ppm will be continued.**
- ❖ **Regular disinfection and cleaning are applied in toilets, dressing cabins, sunbeds, and sitting sets around the pools and beach after each use, and they are made ready for the next guests who will use them.**
- ❖ The ventilation systems of the indoor pools operate and function without any problems.
- ❖ Beach towels are given to our guests by an employee from the SPA department.
- ❖ The water in our pools is under continuous control of the Ministry of Health. The relevant measurements are done by our expert technicians regularly.



### ANIMATIONS, ENTERTAINMENT AND ACTIVITIES

- ❖ The sitting order in the amphitheater and in the activity areas are arranged in such a way as to comply with the rule of social distance at a limited capacity.
- ❖ Hand disinfectants are placed at the entrances of activity areas. There are separate entrances and exits in these areas. **At the entrances of such areas, we have employees who direct our guests in relation to the housing capacity.**
- ❖ The activities in the open air are performed in line with the physical distance rule. And the materials used in such activities are disinfected before and after each one of such activities.
- ❖ In the areas where the guests contact and touch an activity equipment (dart, archery, etc.), they are requested to wear gloves.
- ❖ At the Miminko Mini Club, the children of our guests are given the opportunity to have fun and spend a nice time under the supervision of our expert personnel in the areas reserved for them in line with the rule of social distance and housing capacity.
- ❖ **Our little guests are taken into all the activities after their body temperatures are taken and recorded. In the event of a probable problem, their parents are informed.**
- ❖ Our Miminko Mini Club is cleaned and disinfected before and after each activity.
- ❖ Disinfection is performed before and after each activity at table tennis, archery and so on.





### **TURKISH BATH&B SPA AND FITNESS SERVICES**

- ❖ **Our Turkish bath (Hamam) & Spa and fitness services are given at certain times of the day in line with the rules of social distance and hygiene and considering the capacity usage.**
- ❖ Hand disinfection units, masks, shoe covers and bonnets are provided at the entrance points to the Turkish bath & Spa and fitness.
- ❖ All the personnel in these areas use personal protective equipment (masks, gloves, and transparent face shields) and they provide service taking care of the social distance.
- ❖ In the Turkish bath and Spa, suitable fresh air is provided and the moisture is measured with measuring devices and recorded.
- ❖ During certain periods when the Spa is closed, cleaning and disinfection activities are carried out in the Spa and all the areas inside it.
- ❖ The bath gloves, soap, shower gel, shampoos and so on in these areas are all disposable and are given in their packages.
- ❖ After each massage session, the massage rooms are cleaned and disinfected.
- ❖ All of the individual exercisers in the fitness area are placed in accordance with the rules of social distance of 1.5 meters Fitness.



## OUR EMPLOYEES

- ❖ All our personnel have received trainings on Emergency Action Plan, on Covid-19 and measures for protection and on Hygiene, The trainings on the measures that must be taken within our facilities and their application are given all the time. **The body temperatures of all our personnel are taken at the entrance to the hotel and exit from the hotel and recorded.**
- ❖ Each one of our employees is subjected to health screening by our workplace physician on a regular basis.
- ❖ The same hygiene standards are applied with utmost care and attention in all the areas where our employees work just as in the areas used by our guests.
- ❖ The common personnel usage areas and the rest areas are arranged in accordance with the rule of social distance at intervals of 1.5 meters, and there are hand disinfectants in all of these areas.
- ❖ The information regarding the personal protective equipment that must be worn and measures that must be taken with respect to Covid-19 is given in the form of brochures and posters in the personnel areas.

Stay with us,  
Stay healthy,  
Stay safe,  
Stay happy...

